

## View results

Respondent

27

Anonymous

**11:00**

Time to complete

### City and Country

1. City name \*

2. Country name \*

### I. Institutional Framework

3. What is the official e-government portal of the city/municipality? If more than one exists, please list all. \*

E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

4. Please provide link(s) for portal(s) providing following services/features:

E-services or similar

A specific portal where you can see the list of all online services available to the public.

5. E-participation or similar:

E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

## 6. Open government data:

Open Government Data allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

## 7. Public procurement:

## 8. Other major portals at the city/municipality level:

Mobile Application :

App claim : CasaChikaya : <https://play.google.com/store/apps/details?id=com.casaprestation>App Casaln (plateforme numérique des services de proximité) : <https://casain.ma/> - <https://play.google.com/store/apps/details?id=ma.casablancacity.casain>

## 9. Does your city/municipality have a Chief Information Officer (CIO) to manage its e-Government programs/strategies? CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

\*

 Yes No

## Contact information of City/Municipality Chief Information Officer (CIO) or equivalent

## 10. Name \*

## 11. Title \*

## 12. Organization \*

## 13. Email \*

## 14. Phone \*

15. Is the city/municipality CIO linked to any extent to the national CIO or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation) \*

yes: we have a contract with the General Directorate of Local Authorities (Ministry of the Interior)

## II. Legal Framework

Is there any legislation/regulations on digital government such as law on digital service provision or on access to information or data privacy at the

16. National level?

Yes

No

17. Local level?

Yes

No

18. If you answered yes to any of the above two questions in this section, how do you adopt these legislation/regulation in your organization?

In Morocco we have several laws that govern digital, for example law 08-09 of the protection of personal data, law 05-20 of cybersecurity, etc. the municipality of Casablanca as well as a public entity is required to respect the laws

## III. Strategy and Implementation

19. Is there a city/municipality e-Government Strategy or equivalent? \*

Yes

No

20. Please check whichever applies to the city/municipal e-Government Strategy or equivalent:

- has an implementation plan.
- is aligned with the national development strategy.
- is aligned with the sustainable development goals (SDGs).
- is aligned with national digital development strategy.
- indicates the existence of shared solutions/platforms provided at the national/regional level.
- makes specific reference to e-Participation and/or digital inclusion/engagement.
- makes specific reference to co-creation mechanisms for citizens.
- makes specific reference to social media.
- makes specific reference to a local digital ID.
- makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.
- provides other specific measures to ensure e-Government is used by the most vulnerable groups (Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people).
- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.
- makes specific reference to SDG 11
- makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels

21. If city/municipality e-Government Strategy or equivalent exists, and if you checked any of the boxes above, please provide further link and/or details.

<https://www.casaprestations.ma/casa-numeric/>

22. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget. \*

yes : 1%

23. Do you publish the city/municipality budget online on the portal? Please explain further and provide links. \*

<https://www.casablancacity.ma/fr/article/323/etats-financiers-de-la-commune-de-casablanca>

24. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links. \*

No

25. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. \*

yes

26. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links. \*

no

27. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links. \*

no

28. Does your city/municipality include partnerships with other national or international cities and/or private sector, civil society? Please explain further and provide links. \*

no

#### IV. Usage of online services

29. What is the percentage of city/municipality services offered online (municipality website)? Please explain and provide links.

40% of services are full digital  
Local service : Casaln : <https://casain.ma/>  
Urban and economic authorization : Rokhass : <https://rokhass.ma/karazal/>  
Claim plateforme : CasaChikaya : <https://play.google.com/store/apps/details?id=com.casaprestation>  
bus plateforme : CasaBus : <https://casabus.ma/en/>  
citizen services : Casablancacity.ma : <https://www.casablancacity.ma/fr/e-services>

30. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links. \*

80% off services are in app mobile

31. Do you collect usage statistics of e-Government services? \*

Yes

No

32. If yes, do you publish the results online and share those with the public institutions concerned?

## V. User Satisfacton

33. Do you measure the satisfaction of citizens with the e-Government services provided? \*

- Yes
- No
- Other

34. What is the percentage of the population satisfied with their last experience of online public services? Please explain further.

## VI. Social Media

35. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

<https://www.facebook.com/VilledeCasablanca>

## VII. Crisis/Emergency Response and Recovery

36. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar)? Please explain further and provide links.

no

## VIII. Smart City and New Technologies

37. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

no

## IX. Contact information

38. Your name \*

Benouhoud Anass

39. Title \*

Director of Busines unity of Casa Numeric

40. Email \*

abenouhoud@casaprestations.ma

41. Organization \*

Casaprestations

42. Submission Date \*

20/06/2023



43. Please select whichever applies \*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other

## THANK YOU

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.