



## Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org)

City of Manama - The Capital Governorate

Kingdom of Bahrain

### I. Institutional Framework

1. What is the official **e-Government**<sup>1</sup> portal of the city/municipality? If more than one exists, please list all.

The official eGovernment portal for the Capital Governorate – The Capital Manama is:

<https://www.capital.gov.bh/en/Index.aspx>

2. Please provide **URLs** for **portals** providing specific services/features

- a. E-services:

Service Form:

<https://www.capital.gov.bh/en/ServiceApplication.aspx?cms=YwUnKJaPx+QYqghRTgsUV1TyytIN90h0R4Rp2A/ru9M=>

Patronage Request:

<https://www.capital.gov.bh/en/RequestForPatronage.aspx?cms=YwUnKJaPx+QYqghRTgsUV1Lh8U7noWSBAUN9BoJUIK8=>

My Capital Mobile Application Link:

<https://www.capital.gov.bh/en/MyCapitalApp.aspx?cms=YwUnKJaPx+QYqghRTgsUV5xlyBk153KxGlnkRhGapw=>

- b. E-participation<sup>2</sup>:

<sup>1</sup> **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).

<sup>2</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications

<https://www.capital.gov.bh/en/e-Participation.aspx?cms=YwUnKJaPx+QYqghRTgsUV0Wzln1jc7Spufc+cQJEjMc=>

- c. Open government data<sup>3</sup>:

<https://www.capital.gov.bh/en/OpenData.aspx?cms=YwUnKJaPx+QYqghRTgsUV6FuJajr7rQmdZclBq/MIU=>

- d. Public procurement:

<https://www.capital.gov.bh/en/Tenders.aspx?cms=YwUnKJaPx+QYqghRTgsUV4q/cVd+x22sqgcJmqEHXTQ=>

- e. Other major portals at the city/municipality level:

Transport:

<https://www.capital.gov.bh/en/Transport.aspx?cms=YwUnKJaPx+QYqghRTgsUV8d1fvzEjXBC0QCOC7sJ7LQ=>

Tourism:

<https://www.capital.gov.bh/en/Tourism.aspx?cms=YwUnKJaPx+QYqghRTgsUV1Jror2x+KDfhfFGUR5Rkjl=>

3. Does your city/municipality have a **Chief Information Officer (CIO)**<sup>4</sup> to manage its e-Government programs/strategies?

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**Organization:** The Capital Governorate

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If yes, 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)

The Capital Governorate CIO works closely with the National CIO in the implementation of the National eGovernment Strategy, which is aligned with the Governorate Program, the Government Plan 2023-2026 and ultimately the Kingdom's Economic Vision 2030.

More details can be found in the link below:

<http://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALW>

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Technologies (ICTs).

<sup>3</sup> **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).

<sup>4</sup> **CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

## II. Legal Framework

1. 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:

National level?  Yes  No

Local level?  Yes  No

If Yes, how do you adopt these in your organization?

Yes, the Kingdom has solid commitment to guarantee individual data credited to a person / substance is treated with the suitable level of protection. Towards this, the Bahraini legislature issued Law No. (30) of 2018, with respect to Personal Data Protection, available in the link below:

[www.lloc.gov.bh](http://www.lloc.gov.bh)

The Kingdom of Bahrain has an enabling legal framework that support and drive the National Digitalization Strategy. All the related laws and legislations to data privacy and protection has been classified and published on:

[www.bahrain.bh/legislations/dataprivacy](http://www.bahrain.bh/legislations/dataprivacy)

Moreover, the Kingdom of Bahrain has established an Authority to handle the personal data protection in the Kingdom (Personal Data Protection Authority). It is accessible through the link below:

[www.pdp.gov.bh](http://www.pdp.gov.bh)

The Legislation on Digital Identity section is covered throughout the Capital's services, and the services are available for the residents of Bahrain and the municipality, including everyone with a Bahraini ID.

Link:

<https://www.capital.gov.bh/en/BahrainiLegislations.aspx?cms=YwUnKJaPx+QYqghRTgsUV4SzbZr8G2vfnLaG0MeIWMg=>

The capital Governorate strictly adheres to the Kingdom's Personal Data Protection Law and incorporates the internationally accepted fundamental principles of data protection law, practices, and procedures. This has been reflected in the privacy policy, use of the site terms, and conditions. Please refer the following link:

<https://www.capital.gov.bh/en/PRIVACY.aspx?cms=YwUnKJaPx+QYqghRTgsUV6Mghj4Rw3bgEn+LKtQPwcE=>

## III. Strategy and Implementation

Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

Yes, Capital Governorate works in tandem with the National eGovernment Strategy and is committed to use the digital technologies to achieve its strategic goals. Capital Governorate supports the implementation of eGovernment at local level and contributes to the setup and development of

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national eGovernment strategy that encompass the infrastructure, electronic services and open data, public sector innovation, electronic participation and engagement to foster eGovernment in the Kingdom.

Please refer to the following link:

Link:

<https://www.capital.gov.bh/en/StrategicObjectives.aspx?cms=YwUnKJaPx+QYqghRTgsUV6DKBnab6PCdJZNcym5lxGI=>

1. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.  
 has an implementation plan.

Yes, the capital governorate has an implementation plan to achieve the National eGovernment strategic objectives by focusing on its green computing, electronic services, delivery channels and electronic participation while adhering to the Kingdom's data privacy and cybersecurity standards and guidelines. The implementation plan of the capital governorate with respect to e-Government strategy can be classified as:

- A) Periodically review and obtain feedback from constituents on enhancing the website and mobile apps that provide electronic services and facilitate e-Participation. Capital Governorate commits itself to upgrade its website and mobile app every two years to enhance its efficiency especially in improving the design and user experience, adding new services, increasing accessibility, and adopting new technologies.
- B) Creating a plan for zero paper governorate by working on an 18-month digital transformation project, includes an e-correspondence system within the governorate internally and externally.
- C) Strengthen the Capital Governorate's e-information, e-Consultation and e-Decision making components of Kingdom's e-Participation strategy.

For more details, please refer to the links below:

1. <http://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALWOY+skYxp7f45pObMsNGxnaPCY=>
2. [www.bahrain.bh/egovernment](http://www.bahrain.bh/egovernment)
3. <https://www.capital.gov.bh/en/eParticipation.aspx?cms=YwUnKJaPx+QYqghRTgsUV0Wzln1jc7Spufc+cQJEjMc=>
4. <https://www.capital.gov.bh/en/PRIVACY.aspx?cms=YwUnKJaPx+QYqghRTgsUV6Mghj4Rw3bqEn+LKtQPwcE=>
5. <https://www.capital.gov.bh/en/StrategicObjectives.aspx?cms=YwUnKJaPx+QYqghRTgsUV6DKBnab6PCdJZNcym5lxGI=>

is aligned with the national development strategy.

Yes, The capital governorate is aligned with the national development strategy (Economic Vision 2030) as it includes the enhancement of digital transformation focusing on the sustainability of environment and social welfare. Digital transformation is a pillar of Bahrain's Economic Vision 2030,

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an ambitious national development plan focused on the principles of sustainability, competitiveness, and fairness.

For the Capital Governorate Strategy which is aligned with the National Economic Vision 2030 and Government Action Plan, please refer:

<https://www.capital.gov.bh/en/CapitalGovernorate.aspx?cms=YwUnKJaPx+QYqghRTgsUV7PyB46TUqdl7cKl6lyd1zE=>

For more details, please find the links below:

[www.bahrain.bh/bahrain2030](http://www.bahrain.bh/bahrain2030)

<https://www.capital.gov.bh/en/StrategicObjectives.aspx?cms=YwUnKJaPx+QYqghRTgsUV6DKBnab6PCdJZNcym5lxGI=>

is aligned with the sustainable development goals (SDGs).

Yes, Capital Governorate designs all its projects to support the National Economic Vision 2030 that incorporates the UN SDGs. Recently, World Health Organization (WHO) awarded Manama with prestigious global recognition as a 'Healthy City' and applauded the Governorate for the importance given to health, social, economic and sustainability agenda. City of Manama is the first capital winning this award in the Eastern Mediterranean Region. For more details, please refer:

1. <https://www.capital.gov.bh/en/ManamaHealthCity.aspx?cms=EK/eMMZ7VnFO2TXALWOY+pr5R96mfqel/9xDFXbkJK4=>
2. <https://www.capital.gov.bh/en/ManamaEntrepreneurshipWeek.aspx?cms=EK/eMMZ7VnFO2TXALWOY+sCrvmwoYQB+11FjSB+ahbQ=>

In addition, the Capital Governorate initiatives are aligned with all the SDGs goals 1-5 & 8-15 in addition to goal 17, more details in the link below:

<https://www.capital.gov.bh/en/SDGs.aspx?cms=YwUnKJaPx+QYqghRTgsUV8VIPZMlyc/PzX1+6ETY/bw=>

is aligned with national digital development strategy.

In line with the national digital transformation plan, the Capital Governorate is in pursuit of transforming its physical services into electronic services using new /emerging technologies and is keen to be accessible to all segments of society by utilizing the existing electronic channels especially the portal ([www.capital.gov.bh](http://www.capital.gov.bh)), apps as well as eGovernment channels such as [bahrain.bh](http://bahrain.bh), mobile apps, eGovernment kiosks and eService centers.

The capital Governorate also offers smart devices application, which includes various electronic services so that they are within the reach of every constituent in the Governorate. Through the application, the use of services is facilitated by all groups, including those with special needs, as features have been placed in the use of the application that allow the user to enlarge and reduce the font.

The constituents are encouraged to participate in engaging with the Governorate through the web portal as well as Kingdom's eParticipation platforms such as Tawasul where any constituent (including people with special needs and vulnerable groups) can raise suggestions and complaints.

The capital Governorate aligns its constituent engagement with the Kingdom's eParticipation Policies

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and Guidelines.

As on today, the Capital Governorate provides all its services electronically accessible to all constituents including women, people with special needs, and vulnerable groups.

For more details, please refer to the links below:

1. <https://www.capital.gov.bh/en/StrategicObjectives.aspx?cms=YwUnKJaPx+QYqghRTgsUV6DKBnab6PCdJZNcym5lxGI=>
2. <http://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALWOY+skYxp7f45pObMsNGxnaPCY=>
3. <https://www.capital.gov.bh/en/CapitalGovernorate.aspx?cms=YwUnKJaPx+QYqghRTgsUV7PyB46TUqdl7cKl6lyd1zE=>
4. <https://www.capital.gov.bh/en/ProjectsInitiatives.aspx?cms=YwUnKJaPx+QYqghRTgsUV2rHQbHZ6SKR6XllaD+65WA=>
5. <https://www.capital.gov.bh/en/eParticipation.aspx?cms=YwUnKJaPx+QYqghRTgsUV0Wzln1jc7Spufc+cQJEjMc=>

indicates the existence of shared solutions/platforms provided at the national/regional level.

Yes, Capital Governorate is part of National Suggestion & Complaint system “Tawasul” , one of the essential e-Channels that enable citizens and residents to submit their suggestions and complaints to any government entity in the Kingdom of Bahrain easily at any time and from anywhere and its linked to the web site.

For more details, please refer to the below links:

1. <https://www.capital.gov.bh/en/eParticipation.aspx?cms=YwUnKJaPx+QYqghRTgsUV0Wzln1jc7Spufc+cQJEjMc=>
2. <https://www.capital.gov.bh/en/Tawasul.aspx?cms=YwUnKJaPx+QYqghRTgsUV7lqplqLfxl79oVgi00fURI=>

In addition to the Capital Governorate Mobile App, in which it provides all the related services and information about the Capital Governorate:

My Capital Mobile Application:

[Android MyCapital App](#)

[IOS MyCapital App](#)

makes specific reference to SDG 11 (New)

Yes, as part of the SDGs alignment and partnership with the UN Habitat, including the Capital Governorate Volunteering Pass Program and 'Manama Healthy City' program.

For more details, please refer to the links below:

1. <https://www.capital.gov.bh/en/SDGs.aspx?cms=YwUnKJaPx+QYqghRTgsUV8VIPZMlyc/PzX1+6ETY/bw=> ;
2. <https://www.capital.gov.bh/en/Volunteerwork.aspx?cms=YwUnKJaPx+QYqghRTgsUV1vobPvBd5blYl8lLwLHcuA=>

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makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)

Yes, the Capital has a Health Risk Management Program and is working with World Health Organization on launching the 'Manama is a Healthy City' program, and a committee that manages disasters recovery and the assistance during floods or other natural disasters and risks, the “Capital Coordinating Council”.

For more details, please refer to the links below:

1. <https://www.capital.gov.bh/en/ManamaHealthCity.aspx?cms=EK/eMMZ7VnFO2TXALWOY+pr5R96mfqeL/9xDFXbkJK4=>
2. <https://www.capital.gov.bh/en/TheCapitalCoordinatingCouncil.aspx?cms=YwUnKJaPx+QYqghRTgsUVwu4T1TunObSH/D/Q+4wKMo=>

makes specific reference to e-Participation and/or digital inclusion/engagement.

Yes, through the E-Majlis, which is a public online meeting with the Governor, in addition to the e-service of applying for an appointment with the governor.

E-participation link:

<https://www.capital.gov.bh/en/e-Participation.aspx?cms=YwUnKJaPx+QYqghRTgsUV0Wzln1jc7Spufc+cQJEjMc=>

The Governor Appointment Request Link:

<https://www.capital.gov.bh/en/RequestAnAppointment.aspx?cms=YwUnKJaPx+QYqghRTgsUVygmPXIAK9+Y8NUY534kZFY=>

makes specific reference to co-creation mechanisms for citizens.

Yes, the Capital Governorate works on building strong relationships with its constituents through its electronic communication channels especially through its “My Capital” mobile app. The Governorate believes that involving with constituents through this channel in conceptualizing the delivering services highlighting the Governorates commitment to quality of services, transparency, and accountability in its operations.

For more details, please refer to the below links:

1. <https://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALWOY+skYxp7f45pObMsNGxnaPCY=>
2. <https://www.capital.gov.bh/en/ProjectsInitiatives.aspx?cms=YwUnKJaPx+QYqghRTgsUV2rHQbHZ6SKR6XllaD+65WA=>

My Capital Mobile Application:

[Android MyCapital App](#)

[IOS MyCapital App](#)

The Capital Coordination Council

<https://www.capital.gov.bh/en/TheCapitalCoordinatingCouncil.aspx?cms=YwUnKJaPx+QYqghRTgsUVwu4T1TunObSH/D/Q+4wKMo=>

Education Link:

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<https://www.capital.gov.bh/en/Education.aspx?cms=YwUnKJaPx+QYqghRTgsUV3IX2W8wzp7Dumc6TTwQSQg=>

makes specific reference to social media.

Yes, The Capital Governorate use social media as a mean to achieve its strategic goals and to reach the constituents in a real time. Since social media is found to be an efficient Communication channel, the Governorate is committed to its presence in the following social media and has developed a specific media plan for each of the social media channels to achieve the desired goals.

For more details, please refer to the below links:

1. <https://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALWOY+skYxp7f45pObMsNGxnaPCY=>
2. [https://z-p3.www.instagram.com/cg\\_bahrain/](https://z-p3.www.instagram.com/cg_bahrain/)
3. [https://twitter.com/CG\\_Bahrain](https://twitter.com/CG_Bahrain)
4. <https://www.facebook.com/capitalbahrain/>

makes specific reference to a local digital ID.

Yes, The Capital Governorate use the Smart Card issued by the Government to determine the identity of the person who wants to use electronic services in the electronic channels i.e., through the website and the smart device application.

For more details, please refer to the link below:

<https://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALWOY+skYxp7f45pObMsNGxnaPCY=>

makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

The Capital Governorate use artificial intelligence in its smart device application “My Capital”. Also, various workshops and training programs are being conducted by the Governorate to understand the use and impact of emerging technologies in the public service delivery and constituent engagement.

For details, please refer to the links below:

1. <https://www.capital.gov.bh/en/SmartcitiesArtificialIntelligence.aspx?cms=YwUnKJaPx+QYqghRTgsUVzz1ZXaABlw0x+Y93ZF1b6o=>
2. [www.manamaweek.com](http://www.manamaweek.com)
3. <https://www.capital.gov.bh/en/ProjectsInitiatives.aspx?cms=YwUnKJaPx+QYqghRTgsUV2rHQbHZ6SKR6XllaD+65WA=>

provides other specific measures to ensure e-Government is used by the most vulnerable groups<sup>5</sup>.

Yes, by organizing workshops and training programs specialized in the field of supporting the elderly, youth and women.

- Motivating women to enter the entrepreneurship market.
  - Link:  
<https://www.capital.gov.bh/en/WomenEmpowerment.aspx?cms=EK/eMMZ7VnFO2TXALWOY+oE482BaOMPsrri3RRWtius=>
- Special Needs Initiatives

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<sup>5</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people



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- Link:  
<https://www.capital.gov.bh/en/Empoweringpeoplewithspecialneeds.aspx?cms=EK/eMMZ7VnFO2TXALWOY+ju5GMt4xYvjSyZg8tq7Bcl=>
- Enabling Youth Initiatives
  - Link:  
<https://www.capital.gov.bh/en/ManamaEntrepreneurshipWeek.aspx?cms=EK/eMMZ7VnFO2TXALWOY+sCrvmwYQB+11FjSB+ahbQ=>

provides other specific measures for ICT training and digital literacy by government officials.

The officials of the Governorate regularly get trained and updated on the technologies by attending workshops and certification programs conducted by Bahrain Institute of Public Administration (BIPA) and Tamkeen.

During Manama week event conducted annually, the capital Governorate partners with Microsoft, Facebook, Instagram etc., (the digital partner) to provide training for almost 7000 participants. Public are also provided ICT capacity building training by the Governorate from time to time.

For more details, please refer to the below links:

1. <https://www.capital.gov.bh/en/AnnualReports.aspx?cms=YwUnKJaPx+QYqghRTgsUV8ZY0xTfWnuadyp9ZGMEhck=>
2. <https://www.capital.gov.bh/en/Education.aspx?cms=YwUnKJaPx+QYqghRTgsUV3IX2W8wzp7Dumc6TTwQSQg=>
3. <https://www.capital.gov.bh/en/Empoweringpeoplewithspecialneeds.aspx?cms=EK/eMMZ7VnFO2TXALWOY+ju5GMt4xYvjSyZg8tq7Bcl=>
4. [www.manamaweek.com](http://www.manamaweek.com)
5. <https://www.capital.gov.bh/en/Events.aspx?cms=YwUnKJaPx+QYqghRTgsUV/IPOeg3Xz29ntAsxqcuenw=>

makes specific reference to cyber security.

Yes, The Capital Governorate is committed to safeguard the ICT infrastructure as well as protect the data of its constituents. It is in this direction; the Governorate adheres to the Kingdom's cybersecurity strategy as well as the Personal Data Protection Law.

The Capital Governorate uses special software to monitor the network traffic in order to identify any illegal attempts to tamper, sabotage, download, change, destroy or hack the website's information.

Any user's illegal attempt to download or change the information on this website, or violate its security system, or perform unauthorized operations on the website is subject to legal accountability and is liable to punishment under the information security laws applied in the Kingdom of Bahrain.

If it is necessary to store the user's personal data on the website, the data storage process will be secured by using the latest information security technologies.

For more details, please refer to the links below:

1. <https://www.capital.gov.bh/en/BahrainiLegislations.aspx?cms=YwUnKJaPx+QYqghRTgsUV4SzbZr8G2vfnLaG0MeLWMg=>
2. <https://www.bahrain.bh/legislations/cybersecurity>
3. Privacy policy for the governorate website:  
<https://www.capital.gov.bh/en/PRIVACY.aspx?cms=YwUnKJaPx+QYqghRTgsUV6Mghj4Rw3b>

[qEn+LKtQPwcE=](#)

In addition, efforts are set for the National Cyber Security Center to assist the Capital Governorate in its efforts and have frequent workshops and training courses for the employees of the Governorate and the public.

<https://www.capital.gov.bh/en/NationalCybersecurityCentreorganisesacourse.aspx?cms=EK/eMMZ7VnFO2TXALWOY+kMm+ea5j4O1kB0CWtjNz9I=>

makes specific reference to mobile government.

Yes, throughout the website, reference is made to the available My Capital mobile application, which is awarded The Arab Smart Government Awards – For best mobile App.

For more details, please refer to the links below:

My Capital Mobile Application:

[Android MyCapital App](#)

[IOS MyCapital App](#)

<https://www.capital.gov.bh/en/MyCapitalApp.aspx?cms=YwUnKJaPx+QYqghRTgsUV5xlyBkl153KxGlnkRhGapw=>

2. 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, Budget assigned to ICT sector:

<https://www.capital.gov.bh/en/OpenData.aspx?cms=YwUnKJaPx+QYqghRTgsUV6FuJajJr7rQmdZclBq/MIU=>

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

Yes, under the Ministry of Finance's Published budget, and on the Capital Governorate's open data section on the following link:

<https://www.capital.gov.bh/en/OpenData.aspx?cms=YwUnKJaPx+QYqghRTgsUV6FuJajJr7rQmdZclBq/MIU=>

4. 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.

Yes, there are multiple initiatives that the Capital Governorate is doing for a green economy and to help with the sustainability issues, such as:

“Green Capital” project, and the Capital Governorate Volunteering Pass.

- Green Capital Initiative
- More details in the link below:

<https://www.capital.gov.bh/en/TheGreenCapitalProject.aspx?cms=EK/eMMZ7VnFO2TXALWOY+v m/AoSNAk21Ksit02TkR0=>

- Capital Governorate Volunteering Pass
- More details in the link below:

<https://www.capital.gov.bh/en/Volunteerwork.aspx?cms=YwUnKJaPx+QYqghRTgsUV1vobPvBd5 bYl8lLwLHcuA=>

5. 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, The Capital collaborates with The Ministry of Transportation and Telecommunication's initiative an efficient public transportation system and infrastructure in place. The Land Transport Sector has set a strategy to execute and regulate transport projects and improve the public transport sector in Bahrain, in order to provide an alternative sustainable transport mode for the citizens and residents.

For more details, please refer to the below link:

<https://www.capital.gov.bh/en/Transport.aspx?cms=YwUnKJaPx+QYqghRTgsUV8d1fVzEjXBC0QCOC 7sJ7LQ=>

6. 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.

Yes, the Capital Governorate provide multiple digital initiative through Childhood protection Centers, Disabled rehabilitation Centers, Elderly care, and protection services centers.

Childhood protection Centers Link:

<https://www.capital.gov.bh/en/ChildhoodDevelopmentProtectionServices.aspx?cms=YwUnKJaPx+QYq ghRTgsUV6/7U84Uiax2BPI/Tb3dpHs=>

Disabled rehabilitation Centers Link:

<https://www.capital.gov.bh/en/DisabledRehabilitationServices.aspx?cms=YwUnKJaPx+QYqghRTgsUV 5FKoGipxmOUoUa6l2E9AC0=>

Elderly care and protection Centers services Link:

<https://www.capital.gov.bh/en/ElderlyCareProtectionServices.aspx?cms=YwUnKJaPx+QYqghRTgsUV7 BTaEq52kQJ9l9EmdgAgf4=>

7. 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

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and persons with disabilities? Please explain further and provide links.

Yes, the Capital Governorate provide multiple digital initiative through Childhood protection Centers, Disabled rehabilitation Centers, Elderly care and protection services centers

Childhood protection Centers Link:

<https://www.capital.gov.bh/en/ChildhoodDevelopmentProtectionServices.aspx?cms=YwUnKJaPx+QYqghRTgsUV6/7U84Uiax2BPI/Tb3dpHs=>

Disabled rehabilitation Centers Link:

<https://www.capital.gov.bh/en/DisabledRehabilitationServices.aspx?cms=YwUnKJaPx+QYqghRTgsUV5FKoGipxmOUoUa6l2E9AC0=>

Elderly care and protection Centers services Link:

<https://www.capital.gov.bh/en/ElderlyCareProtectionServices.aspx?cms=YwUnKJaPx+QYqghRTgsUV7BTaEq52kQJ9l9EmdgAgf4=>

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

Yes, The Capital Governorate is considered one of the key partners to the United Nations Resident Coordinator Office in Bahrain, United Nations Development Program (UNDP) and the UN Habitat.

For more details, please refer to the link below:

<https://www.capital.gov.bh/en/SDGs.aspx?cms=YwUnKJaPx+QYqghRTgsUV8VIPZMlyc/PzX1+6ETY/bw=>

The Capital Governorate works in coordination and joint cooperation with international cities and governorates in Russia (Saint Petersburg), Paksitan (Islamabad) and China (Wuhan & Shenzhen). The Governorate also works closely with Private and Public Universities (local and international universities) for academic improvement, WHO, UNDP Bahrain, seven UN agencies for Governorate volunteering programmes, several NGOs, financial institutions and Tamkeen in delivering the Governorates programmes targeted to its constituents.

For more details, please refer to the link below:

<https://www.capital.gov.bh/en/ProjectsInitiatives.aspx?cms=YwUnKJaPx+QYqghRTgsUV2rHQbHZ6SKR6XllaD+65WA=>

## IV. Usage of online services

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

The Capital Governorate provides electronic services with 100% of the total services provided to the public, through the website, smart phone application services, and social media, in addition to other programs and systems that were used to provide these services, also a WhatsApp number is available

to ease the process for the users.

For more details, please refer to the links below:

<https://www.capital.gov.bh/en/ServiceApplication.aspx?cms=YwUnKJaPx+QYqghRTgsUV1TyytIN90h0R4Rp2A/ru9M=>

WhatsApp Link:

[https://api.whatsapp.com/send/?phone=97317744444&text&type=phone\\_number&app\\_absent=0](https://api.whatsapp.com/send/?phone=97317744444&text&type=phone_number&app_absent=0)

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

The Capital Governorate provides electronic services with 100% of the total services provided to the public, through the smart phone application “My Capital”.

For more details, please refer to the links below:

My Capital Mobile Application:

[Android MyCapital App](#)

[IOS MyCapital App](#)

<https://www.capital.gov.bh/en/ContactUs.aspx?cms=YwUnKJaPx+QYqghRTgsUV0PX984muqf77sIYM Cc9DSw=>

3. Do you collect usage statistics of e-Government services?

Yes      No

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

Yes, the results are published online quarterly.

For more details, please refer to the links below:

<https://www.capital.gov.bh/en/OpenData.aspx?cms=YwUnKJaPx+QYqghRTgsUV6FuJajr7rQmdZclBq/MIU=>

## V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

Yes      No

2. If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

Yes, through the Application and on the Survey available on the website, the Capital Governorate links the citizen's to the concerned public institutes:

For more details, please refer to the link below:

1. <https://www.capital.gov.bh/en/Survey.aspx?cms=YwUnKJaPx+QYqghRTgsUV6g39xwjZCsLoH2yPaelBMU=>

- <https://www.capital.gov.bh/Media/Documents/8fe4f7e5-115f-4ed3-90a4-371d870359f7Assessing%20clients%20of%20the%20Capital%20Governorate%202023.pdf>
3. What is the percentage of the population<sup>6</sup> satisfied with their last experience of online public services? Please explain further.

100%, the statistics are published online quarterly.

For more details, please refer to the link below:

<https://www.capital.gov.bh/Media/Documents/8fe4f7e5-115f-4ed3-90a4-371d870359f7Assessing%20clients%20of%20the%20Capital%20Governorate%202023.pdf>

## VI. Social Media

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

Yes, the social media channels have the latest activities published regularly, and the comments sections are open for public.

The channels include Instagram, YouTube, Facebook and Twitter.

For more details, please refer to the link below:

<https://www.capital.gov.bh/en/ContactUs.aspx?cms=YwUnKJaPx+QYqghRTgsUV0PX984muqf77sIYM Cc9DSw=>

Social Media Accounts:

1. [https://z-p3.www.instagram.com/cg\\_bahrain/](https://z-p3.www.instagram.com/cg_bahrain/)
2. [https://twitter.com/CG\\_Bahrain](https://twitter.com/CG_Bahrain)
3. <https://www.facebook.com/capitalbahrain/>

## VII. Crisis/Emergency Response and Recovery

1. 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.

Yes, the Capital has a Health Risk Management Program and is working with World Health Organization on launching the 'Manama is a Healthy City' program, and a committee that manages disasters recovery and the assistance during floods or other natural disasters and risks, the “Capital Coordinating Council”.

For more details, please refer to the links below:

1. <https://www.capital.gov.bh/en/ManamaHealthCity.aspx?cms=EK/eMMZ7VnFO2TXALWOY+pr5R96mfqeL/9xDFXbkK4=>
2. <https://www.capital.gov.bh/en/TheCapitalCoordinatingCouncil.aspx?cms=YwUnKJaPx+QYqghRTgsUV>

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<sup>6</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

[wu4T1TunObSH/D/Q+4wKMo=](#)

3. <https://www.capital.gov.bh/en/TheCapitalCoordinatingCouncil.aspx?cms=YwUnKJaPx+QYqghRTgsUVwu4T1TunObSH/D/Q+4wKMo=>

## VIII. Smart City and New Technologies

1. 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.

The Capital Governorate is keen to launch social programs and initiatives using the latest technologies and urges the public to communicate directly and actively participate with them through the use of modern technologies. The Governorate commits itself to offer services through portal and Smart mobile apps using new/emerging technologies, information through Social Media channels and conduct virtual meeting programs for constant constituent engagement and interaction.

For more details, please refer to the Smart City Award granted to the Governorate:

1. <http://www.capital.gov.bh/en/#>
2. <https://www.capital.gov.bh/en/eServicesanddigitaltransformation.aspx?cms=EK/eMMZ7VnFO2TXALWOY+skYxp7f45pObMsNGxnaPCY=>

Furthermore, 5G is deployed and publicly available throughout Manama, and smart screens are used for public and traffic or weather announcements.

For more details, please refer to the below link:

<https://www.capital.gov.bh/en/SmartcitiesArtificialIntelligence.aspx?cms=YwUnKJaPx+QYqghRTgsUVzz1ZXaABlw0x+Y93ZF1b6o=>

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their decision-making processes?

Yes      No

If Yes, please explain further and provide links.

The Capital Governorate launched projects and initiatives that meet the needs of the public based on the data gathered internally and through other relevant government organizations. Citizens will notice the difference within the coming period.

The Governorate is already part of Ministry of Interior System and Artificial Intelligence Platform utilizing data to enhance the quality of life for its constituents while being safe and connected.

For more details, please refer to:

1. <https://www.capital.gov.bh/en/ProjectsInitiatives.aspx?cms=YwUnKJaPx+QYqghRTgsUV2rHQbHZ6SKR6XllaD+65WA=>

## IX. Contact and Additional Information

*United Nations E-Government Survey – Local Government Questionnaire (LGQ)*

- Name: **Ahmed Aseeri**
- Title: **Director, Strategic Planning and Projects**
- Email: **ahmed.aseeri@iga.gov.bh**
- Organization: **Information and eGovernment Authority (IGA)**
- Submission Date: **31<sup>st</sup> of May, 2023.**

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**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:

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