



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.

Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA¹ assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

Afghanistan

15/06/2019

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official **e-government**² portal at the national level? If more than one, please list all.

www.afghanistan.af (the National portal is recently launched)

2. Please also provide **URLs** for below **specific portals**, if exists:

- a. E-services³:

www.asanwazifa.gov.af , www.asan.gov.af, www.npa.gov.af

- b. E-participation⁴:

All job and tenders announce throught government website,
www.job.af
www.asan.af Asan Khedmat (One Stop Shop for Public Services)
www.president.gov.af/en – Office of the President
www.mohe.gov.af/en -Ministry of Higher Education
www.moe.gov.af/en – Ministry of Education
www.moph.gov.af/en - Ministry of Public Health
www.molsamd.gov.af/en - Ministry of Labor, Social Affairs, Martyrs and Disabled
www.mof.gov.af/en - Ministry of Finance
www.mew.gov.af/en - Ministry of Energy and Water
www.nepa.gov.af/en - National Environmental Protection Agency

- c. [Open government data](#):

¹ This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

² **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)

³ A specific portal where you can see the list of all online services available for the public

⁴ **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

Government data is available on website, all tenders announced through national procurement offices , all government service available in government website

www.asan.gov.af

www.president.gov.af/en – Office of the President

www.mohe.gov.af/en -Ministry of Higher Education

www.moe.gov.af/en – Ministry of Education

www.moph.gov.af/en - Ministry of Public Health

www.molsamd.gov.af/en - Ministry of Labor, Social Affairs, Martyrs and Disabled

www.mof.gov.af/en - Ministry of Finance

www.mew.gov.af/en - Ministry of Energy and Water

www.nepa.gov.af/en - National Environmental Protection Agency

d. Public procurement:

www.npa.gov.af

e. Other major portals at the national level:

www.asanwazifa.gov.af , www.asan.gov.af, www.npa.gov.af

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

Cabinet Ministries of Afghanistan and Government Agency	Website
President	President Official Website
Vice President	
CEO office	
25 Ministries list	
Ministry of Foreign Affairs	Ministry of Foreign Affairs
Ministry of Justice	Ministry of Justice
Ministry of Defense	Ministry of Defense (not public)
Ministry of Finance	Ministry of Finance
Ministry of Economy of Afghanistan - MOEC	Ministry of Economy of Afghanistan
Ministry of Commerce and Industries	Ministry of Commerce and Industries
Ministry of Counter Narcotics	Ministry of Counter Narcotics
Ministry of State Security - KHAD	
Ministry of Interior	Ministry of Interior
Ministry of Women Affairs	Ministry of Women Affairs
Ministry of Education	Ministry of Education

Ministry of Communications and Information Technology (MCIT)	Ministry of Communications and Information Technology (MCIT)
Ministry of Information and Culture	Ministry of Information and Culture
Ministry of Agriculture, Irrigation & Livestock (MAIL)	Ministry of Agriculture, Irrigation & Livestock
Ministry of Transport and Civil Aviation	Ministry of Transport and Civil Aviation
Ministry of Public Health	Ministry of Public Health
Ministry of Mines (MOM)	Ministry of Mines
Ministry of Labor, Social Affairs, Martyrs and Disabled (MoLSAMD)	Ministry of Labor, Social Affairs, Martyrs and Disabled
Ministry of Borders and Tribal Affairs	Ministry of Borders and Tribal Affairs
Ministry of Rural Rehabilitation and development	https://mrrd.gov.af
Civil Services Commission (CSC)	www.csc.gov.af
Ministry of industry and commerce	www.moci.gov.af
Ministry of economy	
Central Statistics Organization of Afghanistan (CSO)	Central Statistics Organization
Afghanistan Independent Human Rights Commission (AIHR)	Afghanistan Independent Human Rights Commission
Afghanistan Investment Support Agency (AISA)	Afghanistan Investment Support Agency

4. Does your country have a **Chief Information Officer (CIO)**⁵ to manage national cross-agency e-government programs/strategies?

E-Government Directorate

The e-Government Directorate (eGD) operate under MCIT and the central coordinating, monitoring and evaluation office for e-Government development in Afghanistan.

it report directly to the Minister for Communications and Information Technology, it empowered by the NICTCA (National ICT council) and work in accordance with the policies, strategies and guidelines set down by the NICTCA. It also chairs the government CIO Council and take on the roles

⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

of Government CIO and CTO, advising and supporting Government on all matters related to ICT in Government through the NICTCA.

The organizational structure of the eDG take into consideration that their main task is coordination, program management, strategy development and project implementation. Therefore, special care will be taken in building capacity in the management and IT governance skill sets. In addition, capacity required in the skills of outsourcing and public private partnership management as well as contract management.

Government CIO

The Government Chief Information Officer’s (GCIO) is an e-Government coordinating body composed of Chief Information Officers (CIO) or IT Directors and IT Heads of all the key ministries and agencies of the government.

Their main mandate is to ensure that e-Government development across the ministries and agencies is progressing harmoniously in line with the Afghanistan e-Government Strategy. They act as focal points for the eGD and support eGD in carrying out its responsibilities in e-Government development including providing support and guidance on drafting technical standards and policies and ensure that these standards and policies are adhered to in their respective ministries and agencies.

Members of the GCIO Forum also act as e-Government champions, raising awareness about the benefits of e-Government and building managerial and grass root level support for e-Government. This Forum will be chaired, coordinated and managed by the eGD of MCIT as a whole-of government CIO.

The list is attached:

Refer to attached file .

Name:	
Title:	
Organization:	
E-mail:	
Phone:	

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

- a. Planning and Development

Each ministry have Directorate in the provinces following the plan such as Health , education , Agriculture ,Rural area development
Ministry of Rural Rehabilitation and development,

- b. Education

www.moe.gov.af

- c. Health

www.moph.gov.af

- d. Social Protection and Welfare

Afghanistan Independent Human Rights Commission
Ministry of Labor, Social Affairs, Martyrs and Disabled

e. Employment and Decent Work

www.csc.gov.af

f. Environment

<http://mom.gov.af/en/page/3993/3996/4695>

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g. Energy/Water

<https://mew.gov.af/en> , Ministry of energy and water

h. Finance/Taxation

www.mof.gov.af

i. Industry/Trade

www.moci.gov.af

II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)? (Maximum 250 words)

Yes our national development strategy is in incorporating SDG , the eGov strategy is incorporating and aligned with National development strategy

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

Yes there is National e-Government and digital foundation strategies.

8. Please check whichever applies.

National 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 sub-national/local digital development strategy.
- has an emphasis on digital-first principle
- has an emphasis on digital by default; digital by design; mobile-first principle
- has an emphasis on once-only (data) principle
- has an emphasis to 'leave no one offline' or to 'leave no one behind'; or other specific measures to ensure e-government is accessible by the most vulnerable groups⁶
- makes specific reference to e-participation, digital inclusion and/or engagement.
 - makes specific reference to the use of social media in the government.
 - makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data

⁶ Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

⁷ Also referring to emerging technologies

(If any checked, please explain further. Maximum 250 words)

eGov Strategy and implementation plan , it is one of comprehensive strategy development by UNU and Afghanistan Government and all ICT sector exporters .

III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
 - digital identity
 - digital certification/signature
- e-procurement
 - digitally publishing government expenditure⁸
 - data interoperability
- digital government as a right

(If any checked, please provide name of the legislation and links. Maximum 250 words)

Telecommunication Law , Telecommunication Policy, Post law e-Gov and e-Transection law
Cyber Crime Law, National Cyber Security Strategy, National Cyber Security Strategy
ICT Policy, Open Access Policy, eGov Strategy and Implementation Plan
, eGIF (e-Government Interoperability Framework), ICT industry policy , M-Government Strategy

IV. Usage of online services

10. Do you collect usage statistics of e-government services?

- Yes No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

⁸ Related to SDG Indicator 16.6.1

No

V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

No

VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Government and no Government both are open to use to social media , there is no restriction for government official on using social media .

VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

Artificial Intelligence (AI) Blockchain Big data Smart cities
 Robotics Internet of Things (IOT) Quantum computing Virtual reality
 Augmented reality Other:

(Please explain further including relevant links. Maximum 250 words)

Base on new strategy and president order , MCIT should work on proper plan for above mention technologies

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

Yes Ministry of Communication and IT is responsible for development of any new technology in the country

VIII. Indicators

⁹ This can be an agency, cabinet, commission, committee, initiative etc.

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services? (Max. 250 words)

30%

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

19. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)

70%

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

50%

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Survey for using computer and mobiles ,

IX. International and Regional Cooperation¹¹

22. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)

Yes (UN)

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

no

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

Yes (open access policy for fiber optic)

X. Contact and Additional Information

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Organization :	Ministry of Communication and IT

1. Please select whichever applies:

¹⁰ 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

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators>

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- A group of government agencies responded to the questionnaire collectively.
 - 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: (Max. 250 words)

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.
We appreciate your participation.

