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). UNDESA\(^1\) 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.

☒ 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](http://www.afghanistan.af) (the National portal is recently launched)

2. Please also provide **URLs** for below **specific portals**, if exists:
   - a. **E-services**\(^3\):

   - b. **E-participation**\(^4\):
     - All job and tenders announce through government website,
       - [www.job.af](http://www.job.af)
       - [www.asan.af](http://www.asan.af) Asan Khedmat (One Stop Shop for Public Services)
     - c. **Open government data**;

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\(^1\) 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](http://www.asan.gov.af)

d. Public procurement:

- [www.npa.gov.af](http://www.npa.gov.af)

e. Other major portals at the national level:


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

<table>
<thead>
<tr>
<th>Cabinet Ministries of Afghanistan and Government Agency</th>
<th>Website</th>
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<tbody>
<tr>
<td>President</td>
<td>President Official Website</td>
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<tr>
<td>Vice President</td>
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<td>CEO office</td>
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<td><strong>25 Ministries list</strong></td>
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<tr>
<td>Ministry of Foreign Affairs</td>
<td>Ministry of Foreign Affairs</td>
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<td>Ministry of Justice</td>
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<td>Ministry of Defense (not public)</td>
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<td>Ministry of Finance</td>
<td>Ministry of Finance</td>
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<tr>
<td>Ministry of Economy of Afghanistan - MOEC</td>
<td>Ministry of Economy of Afghanistan</td>
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<tr>
<td>Ministry of Commerce and Industries</td>
<td>Ministry of Commerce and Industries</td>
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<td>Ministry of Counter Narcotics</td>
<td>Ministry of Counter Narcotics</td>
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<td>Ministry of State Security - KHAD</td>
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<td>Ministry of Interior</td>
<td>Ministry of Interior</td>
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<td>Ministry of Women Affairs</td>
<td>Ministry of Women Affairs</td>
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<tr>
<td>Ministry of Education</td>
<td>Ministry of Education</td>
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</table>
4. Does your country have a **Chief Information Officer (CIO)**\(^6\) 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

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\(^6\) 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.

<table>
<thead>
<tr>
<th>Name:</th>
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<tbody>
<tr>
<td>Title:</td>
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<td>Organization:</td>
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<td>E-mail:</td>
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<td>Phone:</td>
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</table>

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](http://www.moe.gov.af)

   c. Health

   [www.moph.gov.af](http://www.moph.gov.af)

   d. Social Protection and Welfare
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 groups
☒ 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 technologies such as artificial intelligence, blockchain, big data

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

7 Also referring to emerging technologies
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 expenditure
      ☒ 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-Transaction 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)

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8 Related to SDG Indicator 16.6.1
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 body 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

Please explain further including relevant links.

9 This can be an agency, cabinet, commission, committee, initiative etc.
17. What is the percentage of the population\(^\text{10}\) 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)

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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,

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IX. International and Regional Cooperation\(^\text{11}\)

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)

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X. Contact and Additional Information

<table>
<thead>
<tr>
<th>Name:</th>
<th>Abdul Mujeeb Mohmand</th>
</tr>
</thead>
<tbody>
<tr>
<td>Title:</td>
<td>eGov Director</td>
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<tr>
<td>Email:</td>
<td><a href="mailto:m.mohmand@mcit.gov.af">m.mohmand@mcit.gov.af</a>, <a href="mailto:engmujeeb2003@yahoo.com">engmujeeb2003@yahoo.com</a></td>
</tr>
<tr>
<td>Organization:</td>
<td>Ministry of Communication and IT</td>
</tr>
</tbody>
</table>

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1. Please select whichever applies:

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\(^{10}\) 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

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.