



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.

Belarus

28/03/2019

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

I. Institutional Framework

1. What is the official **e-government² portal** at the national level? If more than one, please list all.

Single portal of electronic services (<http://portal.gov.by>)

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

- a. E-services³:

Single portal of electronic services (<http://portal.gov.by>)

- b. E-participation⁴:

Portal of rating quality of organizations rendering services

(<http://качество-услуг.бел/>)

Legal Forum of Belarus

(<http://forumpravo.by/forums/>)

- c. Open government data:

National open data portal of the Republic of Belarus

(<https://data.gov.by/>)

- d. Public procurement:

Electronic marketplace

(<http://www.goszakupki.by/>)

Internet Center of Electronic Trade

(<http://icetrade.by/>)

Electronic marketplace

(<http://zakupki.butb.by/>)

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).

e. Other major portals at the national level:

Corporate portal of the Social Security Fund (http://portal.ssf.gov.by) (http://portal2.ssf.gov.by/mainPage/) State Employment Service of the Republic of Belarus (http://gsz.gov.by/) Electronic job fair (http://e-vacancy.by/) Portal of the Ministry of Taxes and Duties (http://www.portal.nalog.gov.by/) E-respondent (http://e-respondent.belstat.gov.by/belstat/) ELECTRONIC ACCOUNTS (http://www.vat.gov.by/mainPage/) Portal "My city" (115.бел)
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3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

The Ministry of Communication and Informatization of the Republic of Belarus (https://www.mpt.gov.by/)

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

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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

Ministry of Economy of the Republic of Belarus (http://www.economy.gov.by)

b. Education

Ministry of Education of the Republic of Belarus (https://edu.gov.by/)

c. Health

Ministry of Health of the Republic of Belarus (http://minzdrav.gov.by)
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d. Social Protection and Welfare

Ministry of Labour and Social Protection Republic of Belarus
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⁵ CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

(<http://mintrud.gov.by>)

Social Protection Fund of the Ministry of Labour and Social Protection of the Republic

(<https://www.ssf.gov.by>)

e. Employment and Decent Work

State Employment Service of the Republic of Belarus

(<http://gsz.gov.by/>)

Directorate for State Labor Inspection of the Ministry of Labour and Social Protection of the Republic

(<http://git.gov.by>)

f. Environment

Ministry of natural resources and environmental protection of the Republic of Belarus

(<http://www.minpriroda.gov.by>)

g. Energy/Water

Ministry of Energy Republic of Belarus

(<http://minenergo.gov.by>)

Ministry of natural resources and environmental protection of the Republic of Belarus

(<http://www.minpriroda.gov.by>)

h. Finance/Taxation

Ministry of finance of the Republic of Belarus

(<http://www.minfin.gov.by>)

Ministry of Taxes and Duties of the Republic of Belarus

(<http://nalog.gov.by/>)

i. Industry/Trade

Ministry of Industry of the Republic of Belarus

(<http://www.minprom.gov.by/>)

Ministry of Antimonopoly Regulation and Trade of the Republic of Belarus

(<https://mart.gov.by>)

II. Strategy and Implementation

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

The program of social-economic development of the Republic of Belarus for 2016 – 2020

(<https://clck.ru/FUBxj>)

National Strategy for Sustainable Social and Economic Development of the Republic of Belarus for the period up to 2030

(<http://www.economy.gov.by/uploads/files/NSUR2030/Natsionalnaja-strategija-ustojchivogo-sotsialno-ekonomicheskogo-razvitija-Respubliki-Belarus-na-period-do-2030-goda.pdf>)

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

The Strategy of informatization of the Republic of Belarus for the period 2016 – 2022

(<http://nmo.basnet.by/concept/strategia2022.php>)

8. Please check whichever applies.

National e-government strategy or equivalent:

1. has an implementation plan.
2. is aligned with the national development strategy
3. is aligned with the Sustainable Development Goals (SDGs).
4. is aligned with sub-national/local digital development strategy.

5. has an emphasis on digital-first principle
6. has an emphasis on digital by default; digital by design; mobile-first principle
7. has an emphasis on once-only (data) principle
8. 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
9. makes specific reference to e-participation, digital inclusion and/or engagement.
10. makes specific reference to the use of social media in the government.
11. makes specific reference to the use of new technologies⁷ such as artificial intelligence, blockchain, big data
(If any checked, please explain further. Maximum 250 words)

Could be found in:

1. The State Program for the Development of the Digital Economy and the Information Society for 2016-2020 (<http://www.pravo.by/document/?guid=3871&p0=C21600235>)
2. Among the priority directions of Belarus' development in the National Strategy is the development of the telecommunications and IT services sector (section 5.5.4), which is in line with the main directions of the Strategy.
3. The Strategy of informatization of the Republic of Belarus for the period 2016 – 2022 (<http://nmo.basnet.by/concept/strategia2022.php>)

III. Legal Framework

9. Is there any legal framework on:
 1. access to information such as Freedom of Information Act
 2. personal data protection including digital security
 3. open government data
 4. digital identity
 5. digital certification/signature
 6. e-procurement
 7. digitally publishing government expenditure⁸
 8. data interoperability
 9. digital government as a right*(If any checked, please provide name of the legislation and links. Maximum 250 words)*

- 1.&2. Law of the Republic of Belarus of November 10, 2008 No. 455-Z, «On Information, Informatization and Protection of Information» (www.pravo.by/document/?guid=3871&p0=h10800455)
2. Decree of the President of the Republic of Belarus April 16, 2013 N 196 «On some measures to improve the protection of information» (<http://pravo.newsby.org/belarus/ukaz0/uk184.htm>)
- Order of the Operational Analytical Center under the President of the Republic of Belarus of August 30, 2013 No. 62 «On some issues of technical and cryptographic protection of information» (<https://clck.ru/FUCQh>)
5. Law of the Republic of Belarus «On electronic document and electronic digital signature» (<http://www.pravo.by/pdf/2010-15/2010-15%28087-101%29.pdf>)
- 6.&7. Law of the Republic of Belarus of 13.07.2012 N 419-Z «On state purchases of goods (works, services)»

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

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

(<http://www.pravo.by/document/?guid=3871&p0=H11200419>)

Resolution of the Council of Ministers of the Republic of Belarus of August 22, 2012 No. 778 «On state procurement of goods (works, services)»

(<http://pravo.by/document/?guid=3871&p0=C21200778&p1=1>)

8. Resolution of the Council of Ministers of the Republic of Belarus of 26.05.2009 N 673 «On some measures to implement the Law of the Republic of Belarus «On information, informatization and protection of information» and on invalidation of certain resolutions of the Council of Ministers of the Republic of Belarus»

(<http://pravo.by/document/?guid=3961&p0=C20900673>)

9. Resolution of the Council of Ministers of the Republic of Belarus of August 9, 2011 No. 1074 «On the provision of electronic services and the implementation of government functions in electronic form through a state-wide automated information system»

(<https://clck.ru/FUJ7m>)

Resolution of the Council of Ministers of the Republic of Belarus of February, 10 2012 No. 138 «On basic electronic services»

(<http://www.government.by/ru/solutions/1781>)

Resolution of the Council of Ministers of the Republic of Belarus of May 31, 2012 No. 509 «On Electronic Services Provided by the Republican Unitary Enterprise "National Center for Electronic Services" to state bodies, other organizations and citizens on a grant basis, and some measures for organizing the provision of electronic services»

(<http://www.government.by/ru/solutions/1839>)

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)

Statistics of e-government are published on the website (<https://nces.by/>) and in the annual edition of the «Electronic Government». Also results are sent to government agencies and organizations.

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)

After receiving an electronic service it is organized to evaluate the quality of its provision and view the overall assessment of this service on a single electronic services portal (<http://portal.gov.by>)

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)

Currently, the press services of most government agencies and organizations use social networks to provide citizens information about their activities, including information about the electronic services they provide. Also a draft law of the Republic of Belarus “On civil service” is being developed. This document also includes requirements for government officials on the use of 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)

Their development are included in The Strategy of informatization of the Republic of Belarus for the period 2016 – 2022 (<http://nmo.basnet.by/concept/strategia2022.php>), Decree No. 8 On development of digital economy (http://president.gov.by/ru/official_documents_ru/view/dekret-8-ot-21-dekabrya-2017-g-17716) and other industry strategies

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)*

The Ministry of Communication and Informatization of the Republic of Belarus

(<https://www.mpt.gov.by/>)

Operational Analytical Center under the President of the Republic of Belarus

(<https://oac.gov.by/>)

VIII. Indicators

17. What is the percentage of the population¹⁰ satisfied with their last experience of online public services?

(Max. 250 words)

We don't have such disaggregation of public services statistics.

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

Fixed capital investment in the ICT sector to the total investment in fixed assets – 3,2 (2017)

Gross value added of the ICT sector to GDP – 5,2 (2017)

(<http://www.belstat.gov.by/ofitsialnaya-statistika/makroekonomika-i-okruzhayushchaya-sreda/informatsionno-telekommunikatsionnye-tehnologii/>)

19. What is the proportion of persons employed in **central government** organizations routinely using ICTs?

(Max. 250 words)

Organisations that used Internet, as % of total organizations that used personal computers – 99,8

Organisations that used local area network as % of total organizations that used personal computers – 88,0

Organisations that used electronic mail as % of total organizations that used personal computers – 99,6

http://www.belstat.gov.by/ofitsialnaya-statistika/makroekonomika-i-okruzhayushchaya-sreda/informatsionno-telekommunikatsionnye-tehnologii/statisticheskie-izdaniya/index_7865/

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

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

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

Organisations that used Internet, as % of total organizations that used personal computers – 99,8

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

National statistical indicators of the development of the digital economy in the Republic of Belarus

<http://www.belstat.gov.by/ofitsialnaya-statistika/makroekonomika-i-okruzhayushchaya-sreda/informatsionno-telekommunikatsionnye-tehnologii/tsifrovaya-ekonomika/>

IX. International and Regional Cooperation¹¹

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

Eurasian Economic Union - Implementing Digital Agenda Initiatives
 European Union - Eastern Partnership, EU4Digital
 Commonwealth of Independent States - cooperation on the development of ICT and information society
 International Telecommunication Union - ICT Development Cooperation
 Regional Commonwealth in the Field of Communication - ICT Development Cooperation
 United Nations, UNDP - e-government development cooperation
 Republic of Korea - implementation of consultation projects on e-government for the development of this area in Belarus
 Bilateral cooperation plans for the Ministry of Foreign Affairs on ICT development issues (Latvia, Egypt, Russia, Vietnam, Georgia, Kazakhstan, Korea and others)

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

Bilateral cooperation plans for the Ministry of Foreign Affairs on ICT development issues (Latvia, Egypt, Russia, Vietnam, Georgia, Kazakhstan, Korea and others)

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

National Paperless Trade System – World Bank, Republic of Korea, Republic of Belarus
 E-Health – World Bank, Republic of Belarus
 E-education – World Bank, Republic of Belarus
 Public Finance Management – International Bank for Reconstruction and Development, Republic of Belarus

X. Contact and Additional Information

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1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
 I am authorized and fully knowledgeable to respond to this questionnaire.

¹¹ WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

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- 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)*

In the future, we propose to send questionnaires by official letters to state bodies regulating the development of ICT (e-government) of the participating countries of this survey in order to comply with subordination and awareness of the conduct of this survey by the management of the relevant state bodies.

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