



## 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). UNDESA<sup>1</sup> 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](mailto:dpidg@un.org).

Democratic Republic of Congo

20/05/2019

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

### I. Institutional Framework

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

Just a web site for the moment with few links to others institutions [www.congo.gouv.cd](http://www.congo.gouv.cd)

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

- a. E-services<sup>3</sup>:

No significative e-services are implemented yet, but will be available on the same portal [congo.gouv.cd](http://congo.gouv.cd)

- b. [E-participation<sup>4</sup>](#):

[Congo.gouv.cd](http://Congo.gouv.cd)

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

- d. Public procurement:

- e. Other major portals at the national level:

The unique NATIONAL portal for the e-administration or digital government is [www.congo.gouv.cd](http://www.congo.gouv.cd)

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

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

<sup>2</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>3</sup>A specific portal where you can see the list of all online services available for the public

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

level in charge of e-government.

The technical coordination for the e-gov project of the Ministry of Post, Telecommunication & ICT

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

<b>Name:</b>	Blaise AZITEMINA FUNDJI
<b>Title:</b>	Minister Senior Advisor for Internet Governance & Government digitalization
<b>Organization:</b>	Ministry of Post, Telecommunication & ICT
<b>E-mail:</b>	blaiseaz@yahoo.fr
<b>Phone:</b>	+243897717097

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

Ministère du Plan

- b. Education

Ministère de l'Éducation Primaire, Secondaire et Professionnel

- c. Health

Ministère de la Santé Publique

- d. Social Protection and Welfare

Ministère des affaires sociales

- e. Employment and Decent Work

Ministère du Travail et prévoyance sociale

- f. Environment

Ministère de l'Environnement et du développement durable

- g. Energy/Water

Ministère de l'Énergie et des Hydrocarbures

- h. Finance/Taxation

Ministère des Finances

- i. Industry/Trade

Ministère de l'industrie, du commerce et des PME

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

## II. Strategy and Implementation

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

There is a national development strategic plan for all subjects at the Ministry of planning (Plan)

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

Yes, that is called the « Document de politique sectorielle » which should be evaluated onto a national ICT strategic plan after that the new telecommunication, ICT & e-commerce bill is passed on at the national assembly

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<sup>6</sup>

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<sup>7</sup> such as artificial intelligence, blockchain, big data

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

## III. Legal Framework

9. Is there any legal framework on:

access to information such as Freedom of Information Act

<sup>6</sup>Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup>Also referring to emerging technologies

xpersonal data protection including digital security

open government data

digital identity

xdigital certification/signature

e-procurement

x digitally publishing government expenditure<sup>8</sup>

x data interoperability

digital government as a right

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

#### IV. Usage of online services

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

Yes    xNo

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

#### V. User satisfaction

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

Yes    xNo

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

#### 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)*

---

<sup>8</sup> Related to SDG Indicator 16.6.1

Planned, not implemented yet (interaction between the government and the citizens)

## 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)*

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies?*(Please explain further including relevant links. Maximum 250 words)*

Once the new telecom legal framework is passed on, the ICT national agency will created.

## VIII. Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?*(Max. 250 words)*

N/A

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

4

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

30%

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

25%

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

Number of users with access to broadband provided by the MNOs

<sup>9</sup>This can be an agency, cabinet, commission, committee, initiative etc.

<sup>10</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)

## IX. International and Regional Cooperation<sup>11</sup>

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

The African Union, the SADC

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

Not for now

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

Yes with the operators and the academia

## X. Contact and Additional Information

Name:	Blaise AZITEMINA FUNDJI
Title:	Minister Senior Advisor
Email:	blaiseaz@yahoo.fr
Organization:	Ministry of ICT

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.
- 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 UNDESA

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.

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