



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).

Egypt

21/7/2019

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.

[www.egypt.gov.eg](http://www.egypt.gov.eg)

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

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

1. Real state registration portal [rern.gov.eg](http://rern.gov.eg)
2. Work permits website [wpo.moi.gov.eg](http://wpo.moi.gov.eg)
3. Civil Status Organization [cso.moi.gov.eg](http://cso.moi.gov.eg)
4. Forensic Evidence Investigation [fei.moi.gov.eg](http://fei.moi.gov.eg)
5. Traffic Services Portal <https://traffic.moi.gov.eg/Arabic/Pages/default.aspx>
6. Admission to colleges and institutes e-services <https://tansik.egypt.gov.eg/application/>
7. Elimination of hepatitis-c and detection of non-communicable diseases <http://www.stophecv.eg/>
8. HIO booking for treatment from hepatitis-c <http://www.hio.gov.eg/Ar/Pages/sof.aspx>
9. Egyptian Drug Authority services <http://www.eda.mohp.gov.eg/Articles.aspx?id=13>
10. Public Services Map <http://psm.gov.eg/>
11. Local government services [www.lgs.gov.eg](http://www.lgs.gov.eg)
12. Egyptian National Railways <https://enr.gov.eg/ticketing/public/login.jsf>
13. Ministry of Electricity and Energy [http://www.moee.gov.eg/test\\_new/home.aspx](http://www.moee.gov.eg/test_new/home.aspx)
14. Ministry of Petroleum <http://www.petroleum.gov.eg/en/pages/default.aspx>

<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

b. E-participation<sup>4</sup>:

National Election Authority <https://www.elections.eg/en/>  
 Cabinet unified complaints platform <http://www.complain.idsc.gov.eg/GCP/Default.aspx>  
 Ministry of finance expenditure data adding citizens comments [www.mofdigitalgate.gov.eg](http://www.mofdigitalgate.gov.eg)

c. Open government data:

Central Agency for Public Mobilization and Statistics [www.capmas.gov.eg](http://www.capmas.gov.eg)  
 State Information services [www.sis.gov.eg](http://www.sis.gov.eg)  
 Citizen Budget [www.budget.gov.eg](http://www.budget.gov.eg)  
 Egyptian cabinet – Information and Decision Support Center  
<http://www.idsc.gov.eg/IDSC/default.aspx>

d. Public procurement:

Public e-procurement portal [www.etenders.gov.eg](http://www.etenders.gov.eg)

e. Other major portals at the national level:

All government links <https://www.egypt.gov.eg/english/info/directory.aspx>

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

Ministry of Planning Monitoring and Administrative Reform  
[www.mpmar.gov.g](http://www.mpmar.gov.g)

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>	
<b>Title:</b>	
<b>Organization:</b>	
<b>E-mail:</b>	
<b>Phone:</b>	

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 Planning Monitoring and Administrative Reform  
[www.mpmar.gov.g](http://www.mpmar.gov.g)

b. Education

Ministry of Education and Technical Education  
[www.moe.gov.eg](http://www.moe.gov.eg)  
 Ministry of Higher Education and Scientific Research  
<http://portal.mohe.gov.eg/ar-eg/Pages/default.aspx>

c. Health

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

<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**)

Ministry of Health and Population [www.moHP.gov.eg](http://www.moHP.gov.eg)

d. Social Protection and Welfare

Ministry of Social Solidarity

[www.moss.gov.eg](http://www.moss.gov.eg)

Ministry of Supply & Internal Trade

<http://www.msit.gov.eg/index.html>

e. Employment and Decent Work

Ministry of Manpower

[www.manpower.gov.eg](http://www.manpower.gov.eg)

f. Environment

Ministry of Environment

[www.ecaa.gov.eg](http://www.ecaa.gov.eg)

g. Energy/Water

Ministry of Water Resources and Irrigation

[www.mwri.gov.eg](http://www.mwri.gov.eg)

Ministry of Electricity and Renewable Energy

[www.moee.gov.eg](http://www.moee.gov.eg)

Ministry of Petroleum and Mineral Resources

[www.petroleum.gov.eg](http://www.petroleum.gov.eg)

h. Finance/Taxation

Ministry of Finance

[www.mof.gov.eg](http://www.mof.gov.eg)

Egyptian Tax Authority

[www.incometax.gov.eg](http://www.incometax.gov.eg)

<http://www.rta.gov.eg/>

i. Industry/Trade

Ministry of Trade and Industry

[www.mti.gov.eg](http://www.mti.gov.eg)

## II. Strategy and Implementation

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

In 2016, Egypt has launched its Sustainable Development Strategy: Egypt Vision 2030. This strategy is to honor Egypt's commitment to achieve the UN Sustainable Development Goals. It is considered the first long-term strategic plan in Egypt that was done in a participatory manner. Such a participatory approach ensured the active involvement and contribution of public sector, private sector, and civil society, among other stakeholders such as academia, international organizations, etc. The Sustainable development strategy acknowledged the three pillars of sustainable development (Economic, social, and environmental) and their inter-linkages with one another. Later in early 2018, Egypt decided to update its strategy to ensure its consistency with the SDGs and to keep abreast of the changes in the indicators of the Egyptian economy after the implementation of the economic reform program in 2016. The sustainable development strategy: Egypt Vision 2030 (second edition) has 8 strategic national goals with 47 strategic national objectives that reflect Egypt's Vision 2030 and emphasize the inter-linkages and interdependence of all sustainable development dimensions. These goals are well mapped to the SDGs in which each national goal serves and achieves one or more SDGs. The M&E mechanism of Egypt Vision 2030 (second edition) has been updated as well in which the progress of strategic programs and projects that serve the national goals and objectives, are evaluated quarterly. It entails the preparation of

national performance indicators as well that are based on a scientific methodology in drafting and calculation, which makes it easier to compare to international standards.

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

The government strategy 2018 – 2022 (Economic development and raising the efficiency of government performance pillar)

- Increase the Technological zones from 4 to 7 zones by the end of 2022
- Establishing 20 technology and creative communities and establishing the Digital City of Knowledge and Technology in the administrative capital
- Community digital transformation connect government entities (G2G – G2C – G2B), online and smarts government services
- Raising skills and training 13,000 young people to join the ICT sector
- Complete transformation to e-government services in GAFI (government body regulating and facilitating investment in Egypt) [www.gafi.gov.eg](http://www.gafi.gov.eg)
- Connect and exchange data between 100 government entity through the government data exchange platform
- Avail more than 200 e-services on the government portal [www.egypt.gov.eg](http://www.egypt.gov.eg)
- Avail more than 150 e-services through the mobile
- Increase entities using the e-procurement portal to 3000 [www.etenders.gov.eg](http://www.etenders.gov.eg)
- Automation of all real state registration offices and avail its services online
- Avail traffic services online and exchange its data with 8 government entities [www.traffic.moi.gov.eg](http://www.traffic.moi.gov.eg)
- Automation of Justice system to realize law enforcement (courts – prosecution offices – forensic departments – police stations)
- Automation of local government technology centers, connecting them and avail its services online <http://lgs.gov.eg/>

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)

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

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

- The Egyptian government program 2018 – 2022 includes the e-government plan in the 3rd objective (Economic development and raising the efficiency of government performance) it also includes an implementation plan that is monitored quarterly.
- The e-government strategy is aligned with the national development strategy 2030 in goal 6 Governance of state institutions and society, as well as the objective Administrative reform and improve the efficiency and effectiveness of government agencies.
- The e- government strategy is aligned with the SDGs Goal 16 Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels.
- The e-government strategy aims to provide all government services through mobile applications
- The e-government strategy ensures the rights of citizens to access and obtain public services immediately (online – mobile – post offices ....)

### 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<sup>8</sup>
- data interoperability
- digital government as a right

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

Combating IT Crimes Decree No: **175/2018**

<https://www.adjd.gov.ae/sites/Authoring/AR/ELibrary%20Books/E-Library/PDFs/Law%20against%20the%20crimes%20of%20information%20technology.pdf>

Digital signature Decree No: **15/2004**

<http://www.tra.gov.eg/ar/regulation/DocLib/%D8%A7%D9%84%D9%82%D8%A7%D9%86%D9%88%D9%86%D8%B1%D9%82%D9%85%2015%20%D9%84%D8%B3%D9%86%D8%A9%202004.pdf>

e-procurement Decree No: **182/2018**

<http://www.gags.gov.eg/new/Details/63>

Digital Transformation Prime Minister Decree No. **1453 / 2015.**

[http://www.cc.gov.eg/Legislations/Egypt\\_Legislations.aspx](http://www.cc.gov.eg/Legislations/Egypt_Legislations.aspx)

### 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

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

words)

Not always publicly published, however, it is shared with those with the public institutions concerned

## 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)

The Ministry of Planning, Monitoring and Administrative Reform launched the site of rate your services at <http://www.rateyourservices.gov.eg> in January 2019 as an indicator to help the government to guide more effectively development activities and to take all that would increase the empowerment of the citizen and the Egyptian society and expand the space of his participation In the management of his country, and to obtain equal opportunities to improve his life and develop his potential.

rate your services includes the most 6 government agencies dealt with by citizens on a daily basis:

1. Health offices
2. Technological centers for neighborhoods
3. Supply offices
4. Civil
5. Traffic units
6. Educational departments

Basic evaluation criteria:

1. Environment and work facilities
2. System of communication with citizens
3. Monitor the workflow
4. Information and data
5. Service provider behavior

The first report will be published in September 2019

## 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)

Most of the government entities use of social media tools, such as Facebook, Twitter, and YouTube to make public sector organizations more engaged with the citizens. Most of the government pages on Social Media are used to provide information and news about government entities.

## 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)

Smart cities <https://www.smart-villages.com/ar/home-2/>  
Egypt Innovative Center <https://egyptinnovate.com/en>  
<https://egyptinnovate.com/en/tags/smart-cities>

16. 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)*

Ministry of Communication and Information Technology

## 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)*

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

The percentage of Egypt GDP allocated for ICT investment in the public sector in 2018 - 2019:  
Communication = 0.5%  
Information = 0.2%  
Total = 0.7%

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

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

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

## 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)*

Ministry of planning Monitoring and Administrative development have cooperation MOE with:  
1. GIZ (Deutsche Gesellschaft für Internationale Zusammenarbeit) Improving of Public Services Projects (IPSP)  
2. United Arab of Emirates improving public services and developing IT infrastructure

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

Ministry of communication and information technology Investing in building infrastructure, communication services and establishing smart cities in regional countries (Lebanon – Sudan – Libya -

<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)

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

Uganda - Ghana – Guinea– Nigeria – Iraq)

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

## X. Contact and Additional Information

Name:	
Title:	
Email:	
Organization:	

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)

Ministry of Planning Monitoring and Administrative Reform

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.