



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.

The Gambia

08/08/2019

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.

Gambia.gov.gm (but this is under construction)

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

- a. E-services³:

None

- b. [E-participation⁴](#):

None

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

None

- d. Public procurement:

Gppa.gm

- e. Other major portals at the national level:

None

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).

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 Information and Communication Infrastructure (moici.gov.gm),

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

Department of Development Planning at the Ministry of Finance (mofea.gov.gm)

- b. Education

Ministry of Basic and Secondary Education (www.edugambia.gm) and Ministry of Higher Education, Research, Science and Technology (moherst.gov.gm)

- c. Health

Ministry of Health (no website)

- d. Social Protection and Welfare

Office of the Vice President (ovp.gov.gm) for social protection but for social welfare, its under a newly established Ministry of children's affairs and social welfare (no website yet)

- e. Employment and Decent Work

Ministry of Trade, Regional Integration, Industry and Employment (motie.gov.gm), labour Department

- f. Environment

Ministry of environment (<http://meccnar.gm/>), National Environment Agency (<http://www.nea.org/>)

- g. Energy/Water

Ministry of Petroleum and Energy (mope.gov.gm) , National Water and Electricity Company (nawec.gm)

- h. Finance/Taxation

Ministry of Finance and Economic Affairs (mofea.gov.gm), Gambia Revenue Authority (gra.gm)

- i. Industry/Trade

Ministry of Trade, Regional Integration, Industry and Employment (motie.gov.gm)

⁵ 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)

Yes, there is one called the National Development Plan 2018-2021. This is the national development blue print. It has incorporated and is aligned to the SDGs.

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

Yes, there is one called The Gambia ICT for Development (ICT4D) Policy 2018-2028. This has incorporated e-government policy provisions, broadband value chain, cybersecurity, etc. There is also a National Cybersecurity Strategy and Action Plans. The strategic action plans for the ICT4D is under development. This will include e-government implementation strategy.

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

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

The Gambia ICT for Development 2018-2028 Policy Statement is aligned to sectoral, national and regional plans plus that of the sustainable development goals. Its strategic implementation plans are currently being developed. This shall include, among its pillars, an e-government implementation strategy. It shall highlight the specific areas questioned above.

The National Information and Communication Infrastructure (NICI) I Policy 2002-2015 had an e-government implementation plan. It had emphasis on digital-first principle but did not have the rest although it was also aligned to relevant plans including the SDGs.

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 expenditure⁸
- data interoperability
- digital government as a right

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

There is currently a cybercrime bill that is being drafted plus a data protection bill to be drafted this year. The Information and Communication Act 2009 which contains all most all legal provisions related ICT is going to be reviewed this year or next year and it shall consider the areas highlighted above.

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)*

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)*

VI. Social Media

⁸ Related to SDG Indicator 16.6.1

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)

Some Government offices have social media accounts that are updated and attended to for public engagements. Currently, there is no specific guideline on social media usage for government officials.

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)

There is no specific strategies for any of these areas.

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)

An ICT Agency is being established. The Bill is expected to be enacted by September 2019. This Agency shall be responsible. It shall be responsible for the coordination of e-government implementation and new technologies.

VIII. Indicators

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

This data is not collected but generally there is mass dissatisfaction on public services but also there is few, if any, online public services.

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

This cannot be quantified. Nonetheless, in 2017 a \$ 25M project, although a loan, was initiated and has been accomplished.

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

This varies. Most employees use computers for their daily work. There are some silo systems; the integrated financial management information system, customs clearance system, etc. most employees use emails for communications.

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

Most, if not all, use the internet. They use emails, search engines, social media, etc. All government offices are provided with internet. In fact government is providing, this year, fibre to all government offices and establishing a Wide Area Network for integrated network. Government also has a 4G LTE network which is providing internet to many government offices and senior staff members.

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

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

Digital Literacy is not measured at national level at the moment, although there is some effort in place to ensure its measurement because it is one of the mandates of to-be established ICT Agency.

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, member of the following: UNDP, ITU, UNESCO, ECA. Although for ECA, we have not had a correspondence with it for the pass 2 years. During these 2 years, the annual regional review meeting of experts The Gambia has not been invited.

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

None

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

Yes, the following:

1. Digital Terrestrial Transition
2. Biometric Identification
3. Gateway Monitoring System

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.
- 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)

The Ministry of Information and Communication Infrastructure responsible for e-government and digital economy related has endorsed this submission.

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

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

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Other: *(Max. 250 words)*

I attended a workshop organised by UN DESA at Bangkok, Thailand where I had contact with staff members of UN DESA who were finding it difficult to get data/information since they had a wrong focal point for The Gambia in their database.

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

We appreciate your participation.