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[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](mailto:dpidg@un.org)*.*

| Namibia |
| Date Submitted (DD/MM/YYYY) |

☒ **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.

    http://www.gov.na

2.  Please also provide **URLs** for below **specific portals**, if exists:
    a.  E-services[3]:

    https://www.itas.mof.na
    www.mha.gov.na
    www.nsfaf.fund
    www.bipa.na
    https://www.doingbusinessnamibia.com/
    http://www.judiciary.na/ejustice/
    http://www.namibiaatwork.gov.na/index.php/nieis
    http://eia.met.gov.na/
    http://www.asycudaworld.mof.na/asyw/

    b.  E-participation[4]:

    www.parliament.na
    www.ecn.na

    c.  Open government data:

    Namibia Statistics Agency
    An Online Microdata Catalog
    https://nsa.org.na/page/open-data-portal

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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).

    d.   Public procurement:

Public Procurement Act 15 of 2015
https://laws.parliament.na/annotated-laws-regulations/law-regulation.php?id=471
http://www.opm.gov.na/public-procurement-act-and-regulationshttp://www.opm.gov.na/public-procurement-act-and-regulations

    e.   Other major portals at the national level:

https://www.doingbusinessnamibia.com/

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

Office of the Prime Minister
www.gov.na
www.opm.gov.na
Ministry of Information and Communication Technology
www.mict.gov.na

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

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|---|---|
| Title: | Deputy Executive Director |
| Organization: | Office of the Prime Minister |
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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

National Planning Commission of Namibia
www.npc.gov.na

    b.   Education

Ministry of Education, Arts and Culture
www.moe.gov.na

    c.   Health

Ministry of Health and Social Services
www.mhss.gov.na

    d.   Social Protection and Welfare

Ministry of Gender and Child Welfare
www.mgecw.gov.na
Ministry of Poverty Eradication and Social Welfare

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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)**

www.mpesw.gov.na

e. Employment and Decent Work

Ministry of Labour, Industrial Relations and Employment Creation
www.mol.gov.na

f. Environment

Ministry of Environment and Tourism
www.met.gov.na

g. Energy/Water

Ministry of Mines and Energy
www.mme.gov.na
https://www.nampower.com.na/
Ministry of Agriculture, water and Forestry
www.mawf.gov.na
Namibia Water Corporation Ltd. (NAMWATER)
https://www.namwater.com.na

h. Finance/Taxation

Ministry of Finance
www.mof.gov.na
Taxation
https://www.itas.mof.na

i. Industry/Trade

Ministry of Industrialization, Trade and SME Development
http://www.mti.gov.na
www.bipa.na
https://www.doingbusinessnamibia.com/

## II. Strategy and Implementation

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

5th National Development Plan (NDP5)
Namibia Domesticates SDGs and A2063 – National Planning Commission
http://www.npc.gov.na/?p=889

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

e-Governance Strategic Action Plan (e-GSAP)
https://www.gov.na/documents/10181/18040/e-Gov+Strategic+Plan+for+the+Public+Service+2014+to+2018/cce8facc-309d-43cd-ab3d-e5ce714eaf69

e-Governance Policy
http://www.opm.gov.na/documents/108506/113906/2E-Governance_Policy_Final.pdf/9904df6f-eecc-4653-81fd-f134e0b23f9b

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[6]

☒ 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[7] such as artificial intelligence, blockchain, big data

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

All items ticked are part of the national e-government strategy

## 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[8]

☒ data interoperability

☐ digital government as a right

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

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[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

The legal framework on access to information such as freedom of Information Act is being worked on. There is a bill in place.

https://www.nbc.na/news/access-information-bill-be-tabled.715

## 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)*

Yes, shared with public institutions concerned by providing access to the electronic recording system

## 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)*

Yes, shared with public institutions concerned by providing access to the electronic recording systems

## 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 Social Media Use Policy
http://209.88.21.83/web/mict/archive?p_p_id=110_INSTANCE_PPgbrpgJJlVF&p_p_lifecycle=0&p_p_state=normal&p_p_mode=v 2&p_p_col_count=1&_110_INSTANCE_PPgbrpgJJlVF_struts_action=%2Fdocument_library_display%2Fview_file_entry&_110_I F209.88.21.83%252Fweb%252Fmict%252Farchive%253Fp_p_id%253D110_INSTANCE_PPgbrpgJJlVF%2526p_p_lifecycle%25

## 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)*

5

**CCTV**- the CCTV is another proactive crime prevention technological tool that we use, aimed to compliment the conventional crime prevention methods that our law enforcement officers are applying on day to day basis.

We have over 125 surveillance cameras installed at the crime prone areas in and around the city, and they are monitored 24 hours by trained City Police officers operating from the call center. The installation of CCTV cameras has proven to be an effective tool in terms of reduction and prevention of crime, as crime has now reduced in those areas.

http://www.windhoekcitypolice.org.na/index.php/units/crime-prevention-unit/5-use-of-technology

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

Yes, Namibia University of Science and Technology (NUST)

## VIII. Indicators

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

54% based on customer satisfaction survey conducted by the Office of the Prime Minister.

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

1% allocated for the development and implementation e-Governance projects and ICT infrastructure.

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

90%, all Government Offices, Ministries and Agencies are interlinked and connected to Internet. Employees are provided with ICT tools which they use to execute their official functions.

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

90% of central government employees have access to internet and email services.

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

95% of the population makes use of mobile phones. The majority of that population uses their mobile phones to access online services and do internet banking and pay for services.

## IX. International and Regional Cooperation[11]

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

We have bi-lateral agreement with the Government of Estonia on the implementation of the Namibian Government Data Exchange based on the Estonian X-Road technology.

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

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[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

[11] WSIS Action Line C.11 - International and regional cooperation - https://publicadministration.un.org/wsis10/WSIS-Action-Lines-and-Facilitators

government? *(Max. 250 words)*

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

| Yes, there any ongoing public-private partnerships and multistakeholder partnerships working on the National Single Window project. |
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## X. Contact and Additional Information

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|--|--|
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| Organization: | Office of the Prime Minister |

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)*

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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)*

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