



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.

State of Qatar

30/04/2019

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.

<https://portal.www.gov.qa/wps/portal/homepage>

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

- a. E-services³:

<https://portal.www.gov.qa/wps/portal/services>

- b. [E-participation⁴](#):

<https://eparticipation.gov.qa/en/Pages/default.aspx>
<https://portal.www.gov.qa/wps/portal/eParticipation>

<https://www.data.gov.qa/pages/home/>
<https://portal.www.gov.qa/wps/portal/opendata>

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

- d. Public procurement:

<https://monaqasat.mof.gov.qa/EServices.aspx>

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:

Ministry of Public Health: <https://eservices.moph.gov.qa/mcr/En/mcresults.jsp?CSRT=6748892427162005196>
Ministry of Interior: <https://www.moi.gov.qa/site/english/eServices/index.html>;
Ministry of Education and Higher Education: http://www.edu.gov.qa/En/Pages/Home_en.aspx
Ministry of Justice: <https://www.moj.gov.qa/en/Pages/default.aspx>; <https://sak.gov.qa/Master.aspx#/>
Tamm Volunteer Network: <https://portal.www.gov.qa/wps/portal/tamm/home/>
Hukoomi for Persons with Disability: <https://portal.www.gov.qa/wps/portal/disabilityqa/MadaHome/>
Hukoomi for Migrant Workers: <https://portal.www.gov.qa/wps/portal/labor/homepageEN/>
Ministry of Culture and Sports: <https://e.mcs.gov.qa/Index.html>
Mobile Apps: <https://portal.www.gov.qa/wps/portal/MobileServices>
Patient Portal: <https://www.hamad.qa/EN/Patient-Information/Patient-Portal/Pages/default.aspx>
Ministry of commerce and industry : <https://services.mec.gov.qa/landing/en.htm>

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

1. Ministry of Transport and Communications: <http://motc.gov.qa/en>
2. Qatar has an eGovernment Steering Committee, which is composed of eight major ministries in the country. The Committee includes the CIO of the Ministry of Transport and Communications; <http://www.motc.gov.qa/en/qatar-digital-government/governance>

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

Yes.

Name:

Title:

Organization:

E-mail:

Phone:

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

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

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a. Planning and Development

Planning and Statistics Authority; <https://www.mdps.gov.qa/en/Pages/default.aspx>

b. Education

Ministry of Education and Higher Education; <http://www.edu.gov.qa/ar/Pages/Home.aspx>

c. Health

Ministry of Public Health; <https://www.moph.gov.qa/ar/pages/default.aspx>

d. Social Protection and Welfare

Ministry of Administrative Development, Labour and Social Affair; <https://www.adlsa.gov.qa/ar/Pages/default.aspx>
General Retirement & Social Insurance Authority; <https://www.grsia.gov.qa/ar/Pages/home.aspx>
Qatar foundation of social work: <http://www.qatarsocial.org/Ar/Pages/QSWHomepage.aspx>

e. Employment and Decent Work

Ministry of Administrative Development, Labour and Social Affair; <https://www.adlsa.gov.qa/ar/Pages/default.aspx>

f. Environment

Ministry of Municipality and Environment; <http://www.mme.gov.qa/cui/index.dox>

g. Energy/Water

Minister of State for Energy Affairs; <https://mei.gov.qa/ar>
Qatar General Electricity and Water Corporation: <https://km.qa/Pages/default.aspx>

h. Finance/Taxation

Ministry of Finance; <https://www.mof.gov.qa/en/Pages/default.aspx>

i. Industry/Trade

Ministry of Commerce and Industry; <https://www.moci.gov.qa/>

II. Strategy and Implementation

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

Yes, Qatar has various strategies, which address the UN Sustainable Development Goals (SDGs):

- Qatar Second National Development Strategy (NDS) 2018-2022:

<https://www.mdps.gov.qa/en/knowledge/Documents/NDS2Final.pdf>

- Qatar National Vision (QNV) 2030: <https://www.mdps.gov.qa/en/qnv1/pages/default.aspx>

- Qatar Digital Strategy 2020: <http://www.motc.gov.qa/sites/default/files/documents/Qatar%20e-Government%202020%20Strategy%20Executive>

In commitment to the QNV 2030 and the Sustainable Development Agenda 2030 adopted by world leaders at the World Summit on Sustainable Development in September 2015, the State of Qatar has aligned the outcomes and goals of the Second National Development Strategy (NDS-2) 2018-2022 with the goals of the Sustainable Development Agenda. With this alignment, the goals and targets of the Global Sustainable Development Agenda 2030 have been adapted and integrated into NDS-2. The implementing agencies will allocate their resources to achieve the NDS-2 goals in accordance with the agreed timeframe. Qatar National Voluntary Review Messages will highlight the country's achievements in the set of selected SDGs for the High-level Political Forum (HLPF) 2018. E-Government strategy is aligned with the national vision and SDGs through the use of technology to support better health services, education services, promoting partnerships, diversified economy, clean environment and wellbeing of citizens and residents.

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent?

Yes,

1) Qatar Digital Government 2020 strategy: <http://www.motc.gov.qa/sites/default/files/documents/Qatar%20e-Government%202020%20Strategy%20Executive%20Summary%20English.pdf>

Qatar Digital Government 2020 Strategy is about simple, fast and secure services, anywhere, anytime. The strategy focuses on people, using technology to deliver real benefits to the people of Qatar --to members of the public, whether they are citizens, residents or visitors; businesses and private organizations; and government entities themselves. Qatar Digital Government 2020 strategy will enhance the customer experience, provide greater access to government services, and improve government efficiency, leading to better outcomes for the nation. The strategy has one clear vision – “All individuals and businesses will benefit from connecting online with Qatar's more open and efficient government.”

Note: Ministry of Transport and communications is currently working on developing a new strategy for the Qatar Digital Government.

2) TASMU Smart Qatar (<https://tasmu.gov.qa/en>) Technology is at the heart of transforming cities and countries and we aim to harness the power of ICT to deliver outcomes to the citizens, residents and visitors of Qatar and to drive the sustainable economic Agenda set forward by Qatar's Vision 2030

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

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

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- 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

Qatar e-Government 2020 vision is supported by three strategic objectives that determine where action will be taken to deliver benefits and value. Each of the below objectives tackles one or more of the components listed in this question.

Strategic Objective 1: Better Serve Individuals and Business – emphasizes the customer focus, serving the people who live and work in Qatar, and the businesses that fuel the nation's economic growth.

Strategic Objective 2: Create Efficiency in Government Administration – maximizes opportunities to make better use of public funds.

Strategic Objective 3: Increase Government Openness – generates economic and political value by collaborating customers on co-design.

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

E-Government Legislations and Policies Library: <http://www.motc.gov.qa/en/qatar-digital-government/legislations-policies>
Freedom of Information law - Transparency and Access to Information Law is under development
Personal Data protection law - <http://www.almeezan.qa/LawPage.aspx?id=7121&language=ar>
Open data policy - <http://www.motc.gov.qa/en/documents/document/open-data-policy>
Digital Identify and digital certification/signature - <http://www.motc.gov.qa/en/documents/document/qatars-e-authentication-framework> and
<http://www.motc.gov.qa/en/qatar-digital-government/programs-shared-services/eservices-program/national-authentication-service>
E-procurement – <http://www.motc.gov.qa/en/about-us/tenders> and <http://www.almeezan.qa/LawPage.aspx?id=6812&language=ar>
Digital publishing government expenditure: <https://www.mof.gov.qa/en/Pages/EmiriDecree.aspx>
Data interoperability – Data Management Policy; http://www.motc.gov.qa/sites/default/files/data_management_policy.pdf

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?

Yes
Statistics on Hukoomi usage is provided on Government/Hukoomi portal.
<https://portal.www.gov.qa/wps/portal/about-hukoomi/Statistics>

Collection of Statistics on digital services and disaggregation are done by sectors and beneficiaries/entities
http://www.motc.gov.qa/sites/default/files/qatars_ict_landscape_2016_-_business.pdf
http://www.ictqatar.qa/sites/default/files/qatars_ict_landscape_2015_-_government.pdf
http://www.motc.gov.qa/sites/default/files/final_en.pdf

Qatar's ICT Observatory: <https://ictobservatory.gov.qa/>

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?

⁸ Related to SDG Indicator 16.6.1

Yes

Large-scale sample bases surveys are conducted to measure the satisfaction levels (including satisfaction modules) are published in Qatar's ICT Landscape Reports. Reports, Survey Indicators and data are published on Qatar's ICT Observatory

ICT Landscape reports:

http://www.motc.gov.qa/sites/default/files/qatars_ict_landscape_2016_-_business.pdf
http://www.ictqatar.qa/sites/default/files/qatars_ict_landscape_2015_-_government.pdf
http://www.motc.gov.qa/sites/default/files/final_en.pdf

Several entities collect feedback and opinions on services and their policies

<https://portal.www.gov.qa/wps/portal/ViewPastPolls>
<https://www.qsurvey.qa/home/ar/#/emailresponse/UHGFWN6JR3>
<https://portal.moi.gov.qa/wps/portal/MOInternet/discussionforum>
[http://www.mec.gov.qa/ar/services/Services and Forms/Individual-Services/Pages/Hotline-service.aspx](http://www.mec.gov.qa/ar/services/Services%20and%20Forms/Individual-Services/Pages/Hotline-service.aspx)
<https://www.adlsa.gov.qa/ar/ADLSA/contact-us/complaints-and-suggestions>
<http://www.mme.gov.qa/cui/view.dox?id=408&siteID=1>
<http://www.mdps.gov.qa/ar/aboutus1/Pages/Feedback.aspx>
<http://www.mcs.gov.qa/openDataFeedback>
[https://www.mofa.gov.qa/home - Contact-Us](https://www.mofa.gov.qa/home-Contact-Us)

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.

Yes, all major government entities have social media accounts, in which they use to interact with their citizens. The Hukoomi directory provides a "one stop shop" for the citizens to find the social media channels for the government entities: <https://portal.www.gov.qa/wps/portal/directory>
Moreover, the E-Participation Policy serves as the primary guideline for government officials to interact with the citizens: http://www.motc.gov.qa/sites/default/files/e-participation_policy_1.pdf

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:

Yes, we have a National Artificial Intelligence Strategy: <https://qcai.qcri.org/>
Moreover, we have multiple national initiatives / visions, addressing some of the new technologies mentioned above:
- TASMU vision (<https://tasmu.gov.qa/en>) involves the following technologies (note: the use case links are examples): smart cities (<https://www.tasmu.gov.qa/en/usecase/t20>), virtual / augmented reality (<https://www.tasmu.gov.qa/en/usecase/s19>), internet of things, artificial intelligence (<https://www.tasmu.gov.qa/en/usecase/h19>), robotics (<https://www.tasmu.gov.qa/en/usecase/l8>)
- Qatar has initiated a blockchain PoC for managing properties lifecycle. This PoC will be done in conjunction with Ministry of Justice, Ministry of Municipality and Environment, and Ministry of Transport and Communications.
- Qatar's Digital Government Strategy covers Big Data (<http://www.motc.gov.qa/en/documents/document/qatar-digital-government-2020-strategy-%E2%80%93-executive-summary>)

16. Does your government have any government body⁹ at the national level working specifically related to the new technologies?

VIII.

Yes, as part of the Ministry of Transport and Communications, there are multiple government bodies, which overlooks new technologies on a national level:

- TASMU: overlooking new technologies from the perspective of transforming Qatar into smart cities (<https://www.tasmu.gov.qa/en>).
- Digital Incubation and Innovation Center (<https://dic.motc.gov.qa/>).
- Information intelligent transport system for traffic control. Qatar Ports and Airport are deploying IOT and smart services.

Moreover, QMIC and QCRI also overlooks new technologies on a national level:

- Qatar Mobility Innovations Center (QMIC) provides solutions for intelligent transport system with Ministry of Interior traffic department, monitoring environment and fleet management etc. <https://www.qmic.com/>
- Qatar Computing Research Institute (QCRI) is a national research institute, established in 2010 by Qatar Foundation for Education, Science and Community Development, a private, non-profit organization that is supporting Qatar's transformation from carbon economy to knowledge economy. QCRI operates under the umbrella of Hamad bin Khalifa University. <https://www.qcri.org/our-research/data-analytics/data-analytics>

Indicators

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

80% (Reference Report: QATAR'S ICT LANDSCAPE 2018: Households and Individuals)

18. What percentage of your GDP is allocated for ICT investment in the public sector?

Allocated budget for TASMU Smart Nation Program is 1.65 billion USD (over 5 years).
ICT spending's on major projects is 1.8 billion USD (2018).
Qatar's GDP in 2018 is 193.6 billion USD. Therefore, the estimated allocated percentage on ICT investment is ~0.01%

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

100%. All government employees are using ICT in one or more manner. They use technology (via different channels) to perform their day-today job functions.

20. What is the proportion of persons employed in central government organizations routinely using the Internet?

100%. All the government organizations in Qatar are routinely using internet

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

- ICT skills among the individuals
- Awareness of online security and privacy
- Availability of website content in local language
- Browsing, searching and filtering data, information and digital content
- Writing a computer program using a specialized programming language

IX. International and Regional Cooperation¹¹

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/ws10/WSIS-Action-Lines-and-Facilitators>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?

Yes, Qatar is part of the GCC E-Government Committee, Arab League ICT / Post Committee, ITU ARCC (ITU Arab Region Cyber Security Center), ITU, CRCC (Central Region Communications Conference), FIRST organization, the Meridian community, OIC-CERT (Organization of Islamic Countries), Common Criteria Group (Consuming Nation)

22. Is your government offering (or planning to offer) support to other countries in the area of government?

Yes

we support regional and international countries in the area of government, leveraging several initiatives, like

- Qatar Fund for Development (<https://qatarfund.org.qa/en/>),
- Education above all (<https://educationaboveall.org/>),
- Reach out to Asia (<https://www.reachouttoasia.org/ar/>)
- Silatech (<https://silatech.org/ar/>)

23. Are there any ongoing public-private partnerships and multi-stakeholder partnerships, focusing on e-government?

Yes.

We have multiple public private partnerships. Examples:

- Partnership with Meza, which provides Government Nationwide Cloud (PPP Model: Build, Operate)
- Partnership with QPR, which provides Kiosks for e-Government service (PPP Model: Build, Operate)
- Partnership with a Call Center provider, government wide (PPP Model: Build, Operate, Transfer)

X.Contact and Additional Information

Name: Ms. Noof Abdulla Al-Kuwari

Title: Planning Researcher-2, Planning and Quality

Email: namalkuwari@motc.gov.qa

Organization: Ministry of Transport and Communications

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:

Collected the information from the various government departments / entities

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

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- LinkedIn
- Facebook
- Other:

Received the email from the UN DESA team

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