



## 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).

RWANDA

30/03/2019

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.

<https://irembo.gov.rw>

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

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

<https://irembo.gov.rw>

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

[www.umuturage.gov.rw](http://www.umuturage.gov.rw)

c. [Open government data](#):

None

d. Public procurement:

[www.umucyo.gov.rw](http://www.umucyo.gov.rw)

e. Other major portals at the national level:

<https://recruitment.mifotra.gov.rw/>

<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).

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

Name: Rwanda Information Society Authority; URL:

<https://www.risa.rw/>

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> 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

Ministry of Finance and Economic Planning (MINECOFIN); [www.minecofin.gov.rw](http://www.minecofin.gov.rw)

- b. Education

Ministry of Education; [www.mineduc.gov.rw/home/](http://www.mineduc.gov.rw/home/)

- c. Health

Ministry of Health

- d. Social Protection and Welfare

LOCAL ADMINISTRATIVE ENTITIES DEVELOPMENT AGENCY (LODA),

- e. Employment and Decent Work

Ministry of Public Service and Labour (MIFOTRA); [www.mifotra.gov.rw/](http://www.mifotra.gov.rw/)

- f. Environment

Rwanda Environment Management Authority (REMA); [www.rema.gov.rw/](http://www.rema.gov.rw/)

- g. Energy/Water

Ministry of Infrastructure (MININFRA); [www.mininfra.gov.rw/](http://www.mininfra.gov.rw/)

- h. Finance/Taxation

<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)

Rwanda Revenue Authority (RRA); <https://www.rra.gov.rw/>

i. Industry/Trade

Ministry of Trade & Industry, [www.minicom.gov.rw/](http://www.minicom.gov.rw/)

## II. Strategy and Implementation

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

Rwanda has “National Strategy for Transformation<sup>1</sup>” as national development strategy

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

We do have Smart Rwanda Master Plan (SRMP) that is considered to be our digital 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 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

In the year 2015, the Government of Rwanda through Ministry of Youth & ICT by then commissioned the Smart Rwanda Master Plan, to act as ICT strategy with implementation plan. The same is considered to also drive national e-government agenda as well. While preparing this strategy, a number of baseline were made including National Strategy for Transformation which is national development strategy for 7years from 2017 and Sustainable Development Goal principles.

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

<sup>7</sup> 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 expenditure<sup>8</sup>
  - data interoperability
  - digital government as a right

- 1- Personal data protection law draft is there and now under the approval process by cabinet;  
2- Open Government Data: Feasibility study to development government open data portal was completed and now under tender process to acquire a solution developer to develop actual system. This is in concurrent with establishing backup law.  
3- Digital Identity: Law is available but Rwanda is considering review of that particular law as well as digital Identification system itself.

- 4- Digital Certification/Signature: There is a law governing the use of Public Key Infrastructure (PKI) that Officially mean to provide digital signature.  
5- Data interoperability: The government is currently setting up Government Enterprise Service Bus (GESB) that is meant to work out the interoperability issue. And with this, Data sharing Act shall also Put in place.

### 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?

So far, we don't public them online but we share the statistics with all districts. We're now looking forward to see how these can be made available online.

### 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?

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

User Satisfaction indicator has not been used in our last citizen scorecard but the tool used earlier on was recently revised and this indicator is now accommodated and shall have it in 2019 citizen scorecard.

## 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.

The Government of Rwanda uses social media to interact with the citizens on e-government activities by sensitizing every institution involved to have the social media platform and inform the general public about the activities. For example, Rwanda Online: An e-government platform that provides e-services to citizens, has their own social media platforms on which they daily inform updates about e-services. This is not a one-way communication, it is a platform on which citizens ask for information or claim about the services

## 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:

Rwanda has got Smart Rwanda Master Plan which is strategy that not only deal with above technologies but also provide directives on how to use ICT for social economic development

16. Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies?

Under Rwanda Information Society Authority (RISA) we do have a division called Innovation that handles such kind of new and trending technologies.

## VIII.

### Indicators

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?

This indicator has not been used in our last citizen scorecard but the tool used earlier on was recently revised and this indicator is now accommodated and shall have it in 2019 citizen scorecard.

<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)

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

This is yet to be obtained from competent authority

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

100%

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

100%

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

- 1- We do look at the computer literacy;
- 2- Percentage of household owning Computer;
- 3- Proportion of population with digital literacy (Able to use various devices in digital content consumption);
- 4- Literacy rate

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

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

Please keep your response with max 250 words.

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

Yes, The Government of Rwanda is willing to offer or to support any country (especially on African continent) that is willing to implement similar e-government platform. This has already started in engagement with Mozambique republic where the demonstrated support interest on e-procurement as a starting point.

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government?

Yes, Rwanda Online Platform Ltd that manages irembo platform (e-government), Is a public private partnership

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

## X. Contact and Additional Information

Name:

Title:

Email:

Organization:

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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:

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:

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