

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)



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

TANZANIA

21st JUNE 2019

dpidg@un.org

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.

Tanzania Government Portal - <https://www.tanzania.go.tz/>

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

a. E-services³:

- 1) Most Online services are listed on <https://www.tanzania.go.tz/onlineservices/index>
- 2) e-immigration: <https://eservices.immigration.go.tz/>
- 3) Permit Information Verification: www.immigration.go.tz/verify/permit.php
- 4) Government Mobile short code: *152*00#
- 5) Online business registration: <https://ors.brela.go.tz>
- 6) Customs and logistics: <https://customs.tra.go.tz/login/login.do>
- 7) Tax payment Registration: <https://ots.tra.go.tz/>
- 8) Fiscal device management: <https://gateway.tra.go.tz/efdmportal/>
- 9) Property management: <https://prms.tra.go.tz/PropertyRegistration/>
- 10) Tax stamp management: <https://taxstamp.tra.go.tz/websso/login?appli=sstwa>
- 11) Importation/ exportation Inspection management <https://oas.tbs.go.tz/>
- 12) Social security statutory returns and reports: <http://e-services.ssra.go.tz/>
- 13) Socialsecurityregistrationhttp://www.nssf.or.tz/index.php?option=com_osemsc&view=register&Itemid=287
- 14) Tanzania Parliament - <http://parliament.go.tz/polis/>
- 15) Livestock Market Information - <http://www.lmistz.net/Pages/Public/Home.aspx>
- 16) Fisheries Management System- <http://154.118.230.84:8090/>
- 17) Livestock Traceability System (TANLITS)- <http://154.118.230.86:8080/>
- 18) Livestock Revenue System - <http://41.59.254.108/lrcs/>

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

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- 19) Catch Assessment Survey - <http://154.118.230.84/Account/Login?ReturnUrl=%2F>
- 20) Tanzania Veterinary Association Education Portal - <https://tva.wcea.education/>
- 21) Prawns Database System - <http://154.118.230.85/prawns/>
- 22) CAS Lake Victoria - <http://154.118.230.85/casvictoria/public/>
- 23) Water Point Mapping System - <http://wpm.maji.go.tz/>
- 24) Special Load Permit System - <https://epermit.mow.go.tz/>
- 25) Road Accident Information System - <https://rais.mow.go.tz/>
- 26) NACTE Bills Request - <https://www.nacte.go.tz/bills/index.php?r=site/request>
- 27) Student Information Verification - <https://www.nacte.go.tz/index.php/students-information-verification/>
- 28) Technical Teachers Registration System - <https://www.nacte.go.tz/teachers/web/index.php?r=site/start>
- 29) Academic Transcript - <http://41.93.40.137/tas/index.php?r=site/Confirm>
- 30) Award Verification System - <http://41.93.40.136:8080/navs/>
- 31) Student's Admission Verification System - <http://41.93.40.138:8080/noavs/>
- 32) University Information Management System - <http://uims.tcu.go.tz/>
- 33) University Programme Management System - <http://pms.tcu.go.tz/>
- 34) Foreign Award Assessment System - <http://faas.tcu.go.tz/login.php>
- 35) Online Loan Application and Management System - <https://olas.heslb.go.tz/index.php/olas/Olas>
- 36) Library - <http://library.mof.go.tz:9090/site/php/index.php>
- 37) Government e-Payment Gateway SP Portal - <https://sp.gepg.go.tz/login>
- 38) Government Lawyers Database - <http://lawyers.gov.go.tz/index.php/user/auth/login>
- 39) School Information Management System - <http://www.fhi360bi.org/PoralgSite/indexPoralg.html>
- 40) Watumishi Portal - <http://watumishiportal.utumishi.go.tz/>
- 41) Used Vehicle valuation system <http://gateway.tra.go.tz/umvvs/>
- 42) Medical sales management: <http://portal.msd.go.tz/web>
- 43) Export/Import Permit Application; <https://imis.tfda.go.tz/portal>
- 44) Clinical Trials Registry: <http://www.tzctr.or.tz/>
- 45) Chemicals Permits Management <https://portal.gcla.go.tz/app>
- 46) Land planning and utilization Management: <https://ilmis.lands.go.tz>
- 47) Tenant management: <http://www.nhc.co.tz/en/tenant-purchasetp>
- 48) Workers compensation self-service: <https://portal.wcf.go.tz/>
- 49) Health insurance Verification: <https://verification.nhif.or.tz>
- 50) Agricultural trade information : <https://atmis.kilimo.go.tz>
- 51) Water and Energy licensing and tariff : <https://lois.ewura.go.tz/>
- 52) Water performance reporting :<https://majis.ewura.go.tz/Login.aspx>
- 53) Electricity performance reporting: <https://eris.ewura.go.tz/eris/final/>
- 54) Photographic tourism management <http://41.59.225.91:8085/>
- 55) Tourist hunting revenue collection: <http://41.59.225.91:8090/>
- 56) NEMC Online Map Server - <http://maps.tanzaniaein.net/>
- 57) TACAIDS Online Library - <http://library.tacaids.go.tz/>
- 58) Online Luku Vendors Locating <http://www.tanESCO.co.tz/index.php/customer-service/locate-luku-vendor1/locate-luku-vendor>
- 59) Online Reporting Power Outage Service <http://www.tanESCO.co.tz/index.php/customer-service/power-outage>
- 60) Electric Emergency Services <http://www.tanESCO.co.tz/index.php/customer-service/emergency-services>
- 61) E-Library <http://rea.go.tz/Resources/E-Library/tabid/132/Default.aspx>
- 62) Online application for tanks testers <http://www.wma.go.tz/forms/5>
- 63) Online Application for technical license Scales / <http://www.wma.go.tz/forms/4>
- 64) National Verification Portal /http://services.nida.go.tz/nidportal/NID_Copy.aspx
- 65) TPB Online Banking - <https://ibank.tpbbank.co.tz:8443/rubikonibank/logonpage.sn#!>
- 66) TPB Cash Collection Portal - <https://partners.tpbbank.co.tz/public/>

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- 67) IAA OSIM - <https://osim.iaa.ac.tz/>
- 68) IFM Staff Information System - <https://www.ifmsis.ac.tz/staffis/>
- 69) IFM Student Information System - <https://www.ifmsis.ac.tz/studentis/>
- 70) IFM Learning Management System - <https://www.elearning.ifm.ac.tz/login/index.php>
- 71) IFM Helpdesk System - <https://www.ifm.ac.tz/helpdesk/>
- 72) Artist Products Registration System - <https://gateway.tra.go.tz/FMIS/Login.aspx?ReturnUrl=%2ffmis>
- 73) NBAA Payment Portal - <https://portal.nbaa.go.tz/>
- 74) Tanzania Socio Economic Database - <http://www.dataforall.org/tanzania/>
- 75) Food and Agriculture Statistics - <http://tanzania.countrystat.org/home/en/>
- 76) Africa Information Highway - <http://tanzania.opendataforafrica.org/>
- 77) Civil and criminal cases records management.: <https://jsds.judiciary.go.tz/login>
- 78) Donor funds management <http://amp.mof.go.tz/>
- 79) Mobile Motor Insurance Sticker validation: SMS 15200
- 80) Port Manifest declaration <http://196.43.221.3/HVPWEB/>
- 81) Ports Cargo management: <http://196.43.221.3/CargoSystemWeb/frmHome.aspx>
- 82) Secondary school Examination Registration: <https://online.necta.go.tz/private/>
- 83) Train tickets bookings: <https://booking.trc.co.tz/>
- 84) Ferry tickets management <https://booking.mscl.co.tz/>
- 85) Swahili expert database: <http://lugha.bakita.go.tz/login>
- 86) Training and Seminar management: <https://tsms.ega.go.tz/>
- 87) Government ICT project management <https://gip.gov.go.tz/index.php/user/auth/login>
- 88) Government ICT Help Desk: helpdesk.ega.go.tz
- 89) Electricity bill mobile payment *150*00#/Dial *150*01#
- 90) National Health Data Warehouse <https://dhis.moh.go.tz/dhis-web/commons/security/login.action>
- 91) Trainee management <https://vetmis.veta.go.tz/vet-mis/ManageTrainees/ManageTrainees.do>
- 92) Veta Center registration system <http://185.148.144.219/vcr/>
- 93) Electronic vocational education and training <http://41.59.196.114/evets/>
- 94) E-Library <https://www.lib.sua.ac.tz/index.php/resources>
- 95) Weather and forecasts <http://www.meteo.go.tz/pages/weather-forecasts>
- 96) Electronic document management system <http://www.edms.sua.ac.tz/edms>
- 97) Academic registration information system <https://aris2.udsm.ac.tz/>
- 98) Student information system <http://suasis.sua.ac.tz/index.php/login>
- 99) Virtual library <https://sites.google.com/site/udsmvirtuallibrary/>
- 100) Learn management system <https://lms.udsm.ac.tz/login/index.php>
- 101) Online Admission system <https://udsm.admission.ac.tz/index.php?r=site%2Flogin#w8-tab3>
- 102) E- library <http://196.216.247.26:8088/>
- 103) Recruitment portal ngorongoro: www.recruitment.ncaa.go.tz/login
- 104) Learn management system <https://elms.out.ac.tz/elmsapi/>
- 105) Online admission system <http://196.216.247.245:8070/index.php/registration>

b. E-participation⁴:

- 1) Citizen complaints or opinion: <https://www.wananchi.go.tz/>
- 2) Corruption complaints USSD Dial *113# or SMS 113
- 3) <http://nec.go.tz/>

c. Open government data:

Education, health and water, data <http://opendata.go.tz/>

d. Public procurement:

- i) PPRA Tender Portal - <http://tenders.ppra.go.tz/>
- ii) TANePS (Tanzanian National e-Procurement System)- <https://www.taneps.go.tz>

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

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a. Other major portals at the national level:

- 1) Tanzania Tourism Portal - <https://www.tanzaniatourism.go.tz/>
- 2) Recruitment Portal - <http://portal.ajira.go.tz/>
- 3) National Health Portal for Tanzania - <https://hmisportal.moh.go.tz/>
- 4) Tanzania Mining Cadastre Portal - <https://portal.madini.go.tz/>
- 5) National Business Portal - <https://trade.business.go.tz/>
- 6) Salary slip Portal - <https://salaryslip.mof.go.tz/>
- 7) Tanzania Parliament - <http://parliament.go.tz/polis/>
- 8) Health facility Portal: <http://www.moh.go.tz/hfrportal/>
- 9) Health insurance Verification Portal : <https://verification.nhif.or.tz>
- 10) Manages Motor Insurance: TIRA portal <https://mis.tira.go.tz/>
- 11) Ports payment system portal: <https://www.tpapayments.com/>
- 12) Government mobile portal <http://mportal.ega.go.tz/>

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

- i) President's Office Public Services Management and Good Governance - <http://www.utumishi.go.tz>
- ii) Ministry of Works, Transport and Communication - <http://mwtc.go.tz/>
- iii) eGovernment Agency – <https://www.ega.go.tz/>

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

Name:	Dr. Jabiri K. Bakari
Title:	Chief Executive Officer
Organization:	e-Government Agency
E-mail:	Jabiri.bakari @ega.go.tz
Phone:	+255 754 766 762

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

a. Planning and Development

- i) Ministry of Finance and Planning - <http://www.mof.go.tz/>
- ii) The National Development Corporation (NDC) - <http://ndc.go.tz/>
- iii) The National Bureau of Statistics (NBS) - <http://www.nbs.go.tz/>
- iv) Tanzania Investment Centre - <http://tic.go.tz/>

b. Education

- i) Ministry of Education Science and Technology - <http://www.moe.go.tz>
- ii) National Examinations Council of Tanzania (NECTA) - <https://www.necta.go.tz/>
- iii) National Council for Technical Education (NACTE) - <https://www.nacte.go.tz/>
- iv) Tanzania Commission for Universities (TCU) - <http://www.tcu.go.tz/>
- v) Higher Education Students' Loans Board (HESLB) - <http://www.heslb.go.tz/>
- vi) Vocational Education And Training Authority (VETA) - <http://www.veta.go.tz/>
- vii) Tanzania Institute of Education (TIE) - <http://www.tie.go.tz/>
- viii) Agency for the development of education management <http://www.adem.ac.tz/>

c. Health

- i) Ministry of Health, Community Development, Gender, Elderly and Children - <http://www.moh.go.tz>
- ii) Medical Stores Department (MSD) - <http://www.msd.go.tz/>
- iii) Tanzania Food and Drugs Authority (TFDA) - <https://www.tfda.go.tz/>
- iv) The National Institute for Medical Research (NIMR) - <http://www.nimr.or.tz/>
- v) National Health Insurance Fund - <http://nhif.or.tz>
- vi) Tanzania Commission for AIDS (TACAIDS) - <http://www.tacaids.go.tz>

a. Social Protection and Welfare

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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i) Ministry of Health, Community Development, Gender, Elderly and Children- http://jamii.go.tz/ ii) Tanzania Institute of Community Development http://www.ticd.ac.tz/ iii) SSRA/PSSSSF/NSSSF??
b. Employment and Decent Work
i) President's Office, Public Service Management and Good Governance (PO PSMGG) http://www.utumishi.go.tz/ ii) Prime Minister's Office, Labour, Youth, Employment and Persons with Disability- http://www.kazi.go.tz/ iii) Occupational Safety and Health Authority (OSHA) - http://www.osha.go.tz/ iv) Workers Compensation Fund (WCF) - http://wcf.go.tz/
c. Environment
i) Vice Presidents Office - http://vpo.go.tz/ ii) National Environment Management Council (NEMC) - http://nemc.or.tz/
d. Energy/Water
i) Ministry of Water - http://www.maji.go.tz/ ii) Ministry of Energy - https://www.nishati.go.tz/ iii) Energy and Water Utilities Regulatory Authority (EWURA) - https://www.ewura.go.tz iv) Tanzania Electric Supply Company Limited (TANESCO) - http://www.tanESCO.co.tz/ v) Rural Energy Agency - http://www.rea.go.tz/ vi) Drilling and Dam Construction Agency (DDCA) - http://www.ddca.go.tz/ vii) Water Supply and Sanitation Authorities (http://dawasa.go.tz/ , http://www.duwasa.go.tz/ , http://mwauwasa.go.tz/)
e. Finance/Taxation
i) Ministry of Finance and Planning - http://www.mof.go.tz/ ii) Bank of Tanzania - https://www.bot.go.tz/ iii) Tanzania Revenue Authority - http://www.tra.go.tz/
f. Industry/Trade
i) Ministry of Industry and Trade - http://mit.go.tz/ ii) The Business Registrations and Licensing Agency (BRELA) - http://brela.go.tz/ iii) Tanzania Trade Development Authority - http://www.tantrade.go.tz/ iv) Fair Competition Commission - https://competition.or.tz/ v) Small Industries Development Organization http://sido.go.tz/

II. Strategy and Implementation

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

NATIONAL FIVE YEAR DEVELOPMENT PLAN 2016/17 – 2020/21 - http://www.mof.go.tz/mofdocs/msemaji/Five%202016_17_2020_21.pdf

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

We have e-government strategy <https://www.ega.go.tz/uploads/publications/23cf7d8a8cc304ba38e083d904ae660e.pdf>

4. 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.

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

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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 strategy was developed based on other national strategies, development programs and plans such as; National ICT Policy (2016) and its implementation plan, public sector reform programmes, Public Financial Management Reform Programme-PFMRP, National Five year Development Plan 2016/17 etc. These initiatives also took into consideration the global and regional development agendas

III. Legal Framework

5. 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)

Digital security, electronic transaction :

<https://www.tcra.go.tz/index.php/legislation>

<https://www.tcra.go.tz/index.php/regulations>

- i) The Electronic Transactions Act, 2015
- ii) The Electronic and Postal Communications Act, 2010 (Act No. 3/10)
- iii) The Universal Communications Service Access Act of 2006
- iv) Tanzania Communications Act of 1993
- v) Tanzania Broadcasting Services Act of 1993
<https://www.tcra.go.tz/images/documents/policies/Tanzania%20broadcasting%20Act%206%20of%201993.pdf>
- vi) The Finance Act, 2017-<http://www.mof.go.tz/docs/THE%20FINANCE%20ACT.%202017%20CHAPA%20Final.pdf>
- vii) The Access to Information Act, 2016 - <http://www.lrct.go.tz/laws-of-tanzania-2016/>
- viii) Media Services Act - <http://www.lrct.go.tz/laws-of-tanzania-2016/>

IV. Usage of online services

6. Do you collect usage statistics of e-government services?

- Yes No

7. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

⁷ Also referring to emerging technologies

⁸ Related to SDG Indicator 16.6.1

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Every Institutions collect usage statistics of e-government services through their respective websites/portal/systems, the results not published. But may be requested

V. User satisfaction

8. Do you measure satisfaction of citizens on e-government services?

Yes No

9. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

Every Institution measure satisfaction of e-government services through the integrated feedback form from respective websites/portal/systems, the results not published. For example every page of the Government portal has the customer satisfaction measurement scale <https://www.tanzania.go.tz/home/pages/15>

VI. Social Media

10. 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)

Public institutions use social media to inform and communicate with citizens. No specific guideline in place for now but there is a plan to make one.

VII. New Technologies

11. 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)

NO

12. 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)

Specific sectors institutions in collaboration with other stakeholders are working on new technologies such as Commission for Science and Technology (COSTECH) - <http://www.costech.or.tz/>, ICT Commission - <http://www.ictc.go.tz/>, Dar es salaam Institute of Technology <https://www.dit.ac.tz/>, Nelson Mandela African Institution of Science and Technology (NM-AIST)- <https://www.nm-aist.ac.tz/>, Mbeya University of Science and Technology (MUST) <https://www.mustnet.ac.tz/>

VIII. Indicators

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

Currently no official survey done to determine the proportion of population satisfied with online public services.

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

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

No specific survey but the government has invested heavily on ICT for example the construction of the National ICT Infrastructure backbone and other ICT projects.

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

Currently there is no official survey conducted on this area

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

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

No indicator that track digital literacy at national level

IX. International and Regional Cooperation¹¹

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

The Government of Tanzania is cooperating with sub-regional, regional and global community such as AU, SADC, COMESA, EAC etc. For example the Government of Tanzania and other EAC member state have established the EAC e-Government Framework and the EAC Regional Strategic Framework for e-Immigration and e-Immigration Policy is a work in progress

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

The Government has bi-lateral agreements with countries to collaborate and support in several areas that includes e-Government

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

The Government of Tanzania is always embracing PPP approach in e-Government implementation, for example, the Government and private companies have implemented National ICT backbone infrastructure, Government Data centre, Government Network etc and are in the final stages of implementing e-Immigration project,

Commented [p1]: Hapa wasiliana na Foreign affairs. Kuna nchi zina bilateral agreements recently walikuwa wanafinalize ya Zimbabwe yenye ushirikiano kwenye ICT (Public and Private)

X. Contact and Additional Information

Name:	Michael Moshiro
Title:	Director of e-Government Services Control
Email:	Michael.moshiro@ega.go.tz
Organization:	e-Government Agency

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)

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

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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)*

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