



## 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).

ZAMBIA

March, 2019

/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.

<http://www.szi.gov.zm/epamodzi/>

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

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

<https://www.pacra.org.zm/#/html/RegistrationServices/2057>

<https://eservices.zambiaimmigration.gov.zm/#/home>

<https://enapsa.napsa.co.zm/>

Click or tap here to enter Links.

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

c. [Open government data](#):

d. Public procurement:

e. Other major portals at the national level:

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

Ministry of Finance Data Portal - <http://zambianofopendataforfric.org/>

<https://www.zppa.org.zm/e-procurement-system>

<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).

level in charge of e-government.

Dr. Martine Mtonga, [www.szi.gov.zm](http://www.szi.gov.zm)

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 National Development Planning, URL; [www.mdnp.gov.zm](http://www.mdnp.gov.zm)

**b. Education**

Ministry of General Education, URL; [www.moge.gov.zm](http://www.moge.gov.zm)

Ministry of Higher Education, URL; [www.mohe.gov.zm](http://www.mohe.gov.zm)

**c. Health**

Ministry of Health, URL; [www.moh.gov.zm](http://www.moh.gov.zm)

**d. Social Protection and Welfare**

Ministry of Community Development and Social Welfare, URL; [www.mcdsw.gov.zm](http://www.mcdsw.gov.zm)

**e. Employment and Decent Work**

Ministry of Labor and Social Security, URL; [www.mlss.gov.zm](http://www.mlss.gov.zm)

**f. Environment**

<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)

Ministry of Water Development Sanitation and Environmental Protection, UJRL;  
www.mwdsep.gov.zm

**g. Energy/Water**

Ministry of Energy, URL; www.moe.gov.zm  
Ministry of Water Development Sanitation and Environmental Protection, URL; www.mwdsep.gov.zm

**h. Finance/Taxation**

Ministry of Finance, URL; www.mof.gov.zm  
Zambia Revenue Authority, URL; https://www.zra.org.zm/main.htm?actionCode=showHomePageLnck

**i. Industry/Trade**

Ministry of Commerce Trade and Industry, URL; www.mcti.gov.zm  
https://www.pacra.org.zm/#/

II.

## Strategy and Implementation

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

The Seven National Development Plan (7NDP) URL: www.mndp.gov.zm

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

The SMART Zambia E-Government Master Plan (2018 – 2030), vision of the Master Plan is to achieve transformation of our country into an information and knowledge-based society and economy supported by consistent development of, and pervasive access to ICTs by all citizens by 2030. URL:www.szi.gov.zm

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**

### 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

The Government through the SMART Zambia Institute in conjunction with the Ministry of Communication and Transport developed the E Government Bill 2018 and reviewed the following acts; Information and Communication Technology Act 2009; Electronic Transaction Act 2009; Data Protection Bill 2018; Cyber Security and Cyber Crime Bill 2018 and Zambia Public Procurement Authority Act

### 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

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

<sup>7</sup> Also referring to emerging technologies

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

concerned?

The results collected are shared with concerned Government Institutions through reports produced on statistics and service utilisation

## 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?

The results collected are shared with concerned Government Institutions through reports produced

## 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.

Government has allowed some ministries to use social in their work environment, but there is no law yet to regulate how this can be streamlined, hence the decisions sent via social media will not form the final decision of government. That disclaimer exists.

## 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:

The information on the checked boxes is published in the SMART Zambia E Government Master plan and its supporting Acts outlined above in III Legal Framework

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

Yes, **SMART Zambia Institute, the Electronic Government Division**

## VIII. Indicators

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

<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:

public services?

Latest Survey not conducted yet as it is scheduled to be in June, 2019. The SMART Zambia Institute have developed 52 Standardised Public service Websites.

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

4.5% -

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

94.76%

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

75%

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

Still in process of developing the instrument for digital literacy

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

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

**YES.**

- 1. SADC**
- 2. ITU Member**
- 3. SMART Africa**

Yes, The Government has built a Tier Three Distributed Data Centre and intends to invite other countries to Host their critical systems for backup purposes

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

**Yes, there are some lessons learnt in the implementation of integrated infrastructure platform and key online services that have been implemented which can be used for knowledge sharing**

24. Are there any ongoing public-private partnerships and multistakeholder partnerships,

[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)

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

focusing on e-government?

YES there are ICT PPP Projects in infrastructure and information systems being implemented in the transport management system, mobile communication systems.

X.

## Contact and Additional Information

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Electronic Government, SMART Zambia

Organization:

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:

The response was provided government institutions and coordinated by the Electronic Government Division.

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:

The Director E Government is a member of ITU – ICT Technical committee and informs the officers on UN E Government Activities

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