Respondent

‹ 35 Anonymous ⌄ **37:23** ›

Time to complete

---

1. Country name *

Bénin

Contact information

2. Your name *

Is Dine BOUKARI

3. Title *

PMO

4. Organization *

Agence des Services et Systèmes d'Information

5. Email *

idboukari@presidence.bj

6. Please select whichever applies *

○ I am authorized and fully knowledgeable to respond to this questionnaire.

◉ A group of government agencies responded to the questionnaire collectively.

○ I am authorized but I did not have the full information to respond to this questionnaire

○ I mostly provided my own opinion/assessment rather than official information.

○ Other

A. Institutional / Organizational Framework

7. What is the official e-government portal at the national level? If more than one exists, please list all. *

Note: E-government and digital government are used interchangeably in this Questionnaire.

https://www.service-public.bj https://finances.bj/services/ https://demarchesmtfp.gouv.bj/ https://anac.bj/demande-de-badge https://eservices.impots.bj https://evisa.gouv.bj/fr/ https://ebilan.impots.bj/ https://guce.gouv.bj/tvf/login/auth

8. Please provide link(s) for portal(s) providing following services/features:
   - E-services or similar *

https://www.service-public.bj

9. Please provide link(s) for portal(s) providing following services/features:
   - E-participation or similar *

https://ask.gouv.bj

10. Please provide link(s) for portal(s) providing following services/features:
    - Open government data

    > https://data.gouv.bj https://benin.opendataforafrica.org https://www.insae-bj.org
    > http://nso.benin.opendataforafrica.org/

11. Please provide link(s) for portal(s) providing following services/features:
    - Public procurement

    > https://marches-publics.bj

12. Please provide link(s) for portal(s) providing following services/features:
    - Others (if any)

13. Please provide name and link of the government agency/department/ministry
    at the national level in charge of e-government. If more than one exists, please
    list all. *

    > Ministère du Numérique et de la Digitalisation : https://www.numerique.gouv.bj Agence
    > pour le Développement du Numérique : https://www.adn.bj Agence Nationale de la Sécurité
    > des Systèmes d'Information : https://www.anssi.bj Agence des Services et Systèmes
    > d'Information : https://www.assi.bj Agence Béninoise du Service Universel des
    > Communications Électroniques et de la Poste : http://www.absucep.bj

14. Does your country have a Chief Information Officer (CIO) or equivalent to
    manage its national e-government strategies/programmes? *

    ◉ Yes

    ○ No

Contact information of national Chief Information Officer (CIO) or equivalent

15. Name *

Serge Laurent ADJOVI

16. Title *

CEO

17. Organization *

Agence des Services et Systèmes d'Information (ASSI)

18. Email *

sadjovi@presidence.bj

Multiple and/or networked CIOs or equivalent across Government Ministries

19. Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

◉ Yes

◯ No

20. Please provide link and detail on above, including coordination/integration between national and sub-national levels on e-government development.

> ASSI holds a quarterly CIOs conference gathering CIOs from public institutions, including ministries, as well as from private and public strategic enterprises (telecoms, utilities, etc.).

Sectoral agencies/departments/ministries

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

21. Planning/development *

> Ministère du Plan et du Développement : http://www.plan.gouv.bj

22. Education *

> Ministère de l'Enseignement Supérieur et de la Recherche Scientifique : https://www.enseignementsuperieur.gouv.bj Ministère des Enseignements Secondaire, Technique et de la Formation Professionnelle : https://www.enseignementsecondaire.gouv.bj/

23. Health *

> Ministère de la Santé : https://www.sante.gouv.bj

24. Social Welfare (social inclusion, social protection, etc.) *

> Ministère des Affaires Sociales et de la Microfinance : https://www.social.gouv.bj

25. Employment and Labour *

> Ministère du Travail et de la Fonction Publique : https://www.travail.gouv.bj/

26. Environment *

> Ministère du Cadre de vie et du Développement durable : https://www.cadredevie.bj

27. Justice *

> Ministère de la législation et de la justice https://justiceetlegislation.bj/

28. Economy/finance *

> Ministère de l'Économie et des Finances : https://www.finances.bj

29. Industry/trade *

> Ministère de l'Industrie et du Commerce : https://www.commerce.gouv.bj

B. COVID-19 Response and Recovery

30. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic? *

   ◉ Yes

   ◯ No

○ [Other]

COVID-19 response

31. Please provide link(s) and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic? *

[https://www.gouv.bj/coronavirus/ https://surveillancesanitaire.bj/]

32. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? *

⦿ Yes

○ No

33. Please provide link and detail.

The Council of Ministers had taken a series of measures to mitigate the socio-economic effects of the COVID-19 pandemic, in favor of certain categories of companies and enterprises. These include the establishment of a 30 billion bonus fund to support a 100 billion zero interest financing line for the benefit of targeted economic actors via banks and decentralized financial systems (SFD). Compte rendu du Conseil des Ministres du 29 juil. 2020 | Secrétariat général du Gouvernement du Bénin (sgg.gouv.bj) The government has taken actions to prevent the spread of the covid -19 virus : The PEUPL platform dedicated to learners : https://elearning.etudiant.bj/, https://etudiant-bj.zoom.us/ , https://etudiant.bj The platform for publishing exam results to avoid crowds: https://www.eresultats.bj/ A website has been deployed to serve as a central platform for official information about covid-19, it is accessible free of charge to all Beninese internet users thanks to the contribution of GSM partners (MOOV AFRICA Benin and MTN Benin). There is also a toll-free number (#136) free calls 24 hours a day, 7 days a week for all information regarding the coronavirus: Screening, Support, Isolation, Reporting, Miscellaneous Questions. An Android and IOS mobile application are being developed based on the content of the site to make information even more available to populations.

34. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g for digital transformation, digital inclusion)? *

   ◯ Yes

   ◉ No

35. Please provide link and detail.

   [   ]

C. Legal Framework

36. Is there any legislation, law or regulation on access to information such as Freedom of Information Act? *

   ◉ Yes

   ◯ No

37. If yes, please provide link and detail.

   [https://sgg.gouv.bj/doc/loi-2015-07/]

38. Is there any legislation, law or regulation on data privacy and/or protection? *

   ◉ Yes

   ◯ No

39. If yes, please provide link and detail.

https://sgg.gouv.bj/doc/loi-2017-20/ The Digital Code carried by Law No. 2017-20 of April 20, 2018 governs: • The activities that fall under the electronic communications networks and services (governance, regulation, competition, applicable regimes, universal service or even net neutrality); • Electronic tools (electronic signature and certification, electronic evidence, archiving or even time stamping); • Electronic commerce (advertising by electronic means, conclusion of electronic contracts, obligation of information, right of withdrawal, liability of service providers or even consumer protection); • The protection of personal data (processing, applicable regimes, formalities and preconditions for processing or even the right of individuals with regard to their personal data); • Cyber security and cybercrime (illegal access and infringement of data and information systems, data theft, online hacking, posting/maintaining abusive content online, child pornography, scams and related crimes, property crimes, user identification responsibility of online service providers, or cryptology) • Trust services in the digital economy and innovative digital services (e-government, e-health, e-education or even online and mobile financial services)

40. Is there any legislation, law or regulation on cybersecurity or similar? *

◉ Yes

◯ No

41. If yes, please provide link and detail.

The promulgation of the Digital Code of Benin (Law No. 2017-20) provides a complete and updated regulatory framework for the ICT sector, including cybersecurity regulations. The national digital security strategy aims to put in place a national framework to protect digital uses and accompany the digital transformation of the country (https://www.anssi.bj/docs/Documentation/ANSSI_Strategie_Nationale_Securite_Numerique_vSignee.pdf) Furthermore, the Government of the Republic of Benin has signed and introduced the ratification of the African Union (AU) Convention on Cybersecurity and Personal Data Protection adopted by the 23rd Ordinary Session of the Assembly of the Union held on June 27 in Malabo, Republic of Equatorial Guinea. The African Union Convention on Cybersecurity and Personal Data Protection aims "both to define the objectives and broad orientations of the information society in Africa and to strengthen the existing legislation of Member States and Regional Economic Communities (RECs) in the area of Information and Communication Technologies. (https://sgg.gouv.bj/doc/loi-2017-20/)

42. Is there any legislation, law or regulation on digital identity? *

◯ Yes

◉ No

43. If yes, please provide link and detail.

> A supportive legal framework exists in Benin for digital identity with Article 4 of the law on the identification of natural persons in the Republic of Benin (https://sgg.gouv.bj/doc/loi-2017-08/) The law on the digital code has an article on the electronic identification scheme in its article 279 (https://sgg.gouv.bj/doc/loi-2017-20/)

44. Is there any legislation, law or regulation on digital signature? *

○ Yes

○ No

45. If yes, please provide link and detail.

> https://sgg.gouv.bj/doc/loi-2017-20/ There is a legal text which frames the definition and the use of the digital signature (Livre II et Titre III)

46. Is there any legislation, law or regulation on e-procurement? *

○ Yes

○ No

47. If yes, please provide link and detail.

> There is no specific law on eProcurement, as none is need since the procurement law and its regulations already cater for eProcurement. The government, with the support of the World Bank, has launched a study on e-Procurement in Benin. The objectives are to assess the current situation, estimate the gaps, make recommendations on the legislative framework and the choice of platform.

48. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

◉ Yes

◯ No

49. If yes, please provide link and detail.

As part of its commitment to the principles of the Open Government Partnership, the government of Benin has been publishing government expenditure data for several years now The rendering and publication of accounts is an annual exercise for the government of Benin (https://budgetbenin.bj/publications/?sub_menu_id=4&mymainlink_id=26 et https://budgetbenin.bj/rapport-de-fin-dannee-2019/) This will be accentuated by the creation of the Court of Accounts (https://assemblee-nationale.bj/index.php/2020/12/31/la-loi-2020-38-portant-loi-organique-de-la-cour-des-comptes-votee-par-les-deputes/)

50. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

◉ Yes

◯ No

51. If yes, please provide link and detail.

Decree No. 2020-209 of March 18, 2020 establishes the interoperability framework in the Republic of Benin (https://api.xroad.bj/documents/10/download)

52. Is there any legislation, law or regulation on open government data? *

◯ Yes

◉ No

53. If yes, please provide link and detail.

> The country's efforts in government transparency has allowed it to become eligible for the
> Open Government Partnership
> (https://docs.google.com/spreadsheets/d/1FFYzlU2H37_lp5WTKLBp8q2knAoRKsam2kNnrOPIdX8/edit#gid

54. Is there any legislation, law or regulation on the use of new/emerging
technologies such as artificial intelligence (AI), robotics, blockchains, 5G and
Internet of Things (IoT)? *

- ○ Yes

- ◉ No

55. If yes, please provide link(s) and detail(s).

> No but not needed as the digital law set the scene for technology neutral approach,
> allowing to operators to choose whichever technology suits best for their objectives.

D. Strategy and Implementation

56. Is there a national e-government strategy or equivalent? *

- ◉ Yes

- ○ No

Please provide information where relevant:

57. How long is the period/cycle of the national e-government strategy or
equivalent? *

○ Two-year

○ Three-year

◉ Five-year

○ Ten-year

○ [Other]

58. Is the national e-government strategy guided by or aligned with the national development strategy? *

◉ Yes

○ No

59. Please provide link and detail.

> https://pspdb.plan.gouv.bj/server/storage/app/PolitiqueFichiers/14_Plan-National-Dveloppement_2018-2025_version-edite-.pdf The need to strengthen the development planning system in order to achieve Vision Benin-2025 Alafia, the Sustainable Development Goals (SDGs) and Africa's (SDGs) and Africa's Agenda 2063 led the Government to adopt in Council of Ministers on July 27, 2016, a roadmap for the development of the Government Action Program (PAG) 2016-2021 and the National Development Plan (PND). The PAG is based on three (3) pillars and seven (7) axes, namely 1-/ Consolidating democracy, the rule of law and good governance: This pillar covers two areas of intervention: a) Strengthening the foundations of democracy and the rule of law and b) Improving governance. 2-/ Engaging in the structural transformation of the economy: The objectives pursued in this area can be broken down into three areas: a) Improving the macroeconomic framework and maintaining stability; b) Improving economic growth; c) Improving educational performance. 3-/ Improving the living conditions of the population: intervention in this area is divided into two parts: a) Strengthening basic social services and social protection a) Strengthening basic social services and social protection; b) Balanced and sustainable development of the national territory. The national e-government strategy is hosted under pillar 2 and strategic axis 4

60. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? *

◉ Yes

○ No

61. Please provide link and detail.

> https://pspdb.plan.gouv.bj/server/storage/app/PolitiqueFichiers/14_Plan-National-Dveloppement_2018-2025_version-edite-.pdf The need to strengthen the development planning system in order to achieve Vision Benin-2025 Alafia, the Sustainable Development Goals (SDGs) and Africa's (SDGs) and Africa's Agenda 2063 led the Government to adopt in Council of Ministers on July 27, 2016, a roadmap for the development of the Government Action Program (PAG) 2016-2021 and the National Development Plan (PND).

62. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? *

◉ Yes

○ No

63. Please provide link and detail.

> Yes Smart Africa Strategy https://smartafrica.org/

64. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? *

◉ Yes

○ No

65. Please provide link and detail.

> No for eParticipation Yes for digital inclusion. Matter fact, we have an agency dedicated to digital inclusion ABSU-CEP's challenge is to ensure that the poorest communities have access to telephone, internet and information and communication technology services as well as basic postal and financial services. (http://www.absucep.bj/)

66. Does the national e-government strategy make specific reference to a national data governance framework or similar? *

⦿ Yes

◯ No

67. Please provide link and detail.

> The interoperability framework covers data governance in a way. The availability, quality, integrity and security of data are ensured through reference data management (https://www.xroad.bj/publications/documents)

68. Does the national e-government strategy make specific reference to national digital identity? *

⦿ Yes

◯ No

69. Please provide link and detail.

> Benin has chosen to use the personal identification number (NPI) as the only identifier to access all the secure services of the administration's public services portal. This "digital identity" comes from the Article 4 of the law on the identification of natural persons in the Republic of Benin (https://sgg.gouv.bj/doc/loi-2017-08/)

70. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? *

◯ Yes

⦿ No

71. Please provide link and detail.

[   ]

72. Does the national e-government strategy make specific reference to data-once-only principle or similar? *

(●) Yes

(○) No

73. Please provide link and detail.

The data-once-only principle is not yet implemented but it is a part of our long-term strategy and its principles are stated in the Interoperability Framework governing the XROAD interoperability platform. A strategic partnership with eGA of Estonia, in the field of e-governance and cyber security supports our efforts to this aim.

74. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

(●) Yes

(○) No

75. Artificial intelligence (AI) - please provide link and detail:

No

76. Robotics - please provide link and detail:

No

77. Blockchains - please provide link and detail:

> No

78. 5G - please provide link and detail:

> No

79. Internet of Things (IoT) - please provide link and detail:

> No

80. Others - please provide link and detail:

> The government's strategy is to be technology neutral. An AI strategy is being developed. Benin has chosen to invest in a public key infrastructure (PKI)

81. Is the national e-government strategy aligned to any regional or global guidelines, recommendations, goals (e.g. United Nations, African Union, European Union, OECD)? *

- ● Yes
- ○ No

82. Please provide link and detail.

> The government is aligned with ECOWAS recommendations on the production of digital identity cards and within the framework of the WURI project in coordination with the World Bank we are working on the unique identification in West Africa (https://www.worldbank.org/en/news/press-release/2020/04/28/togo-benin-burkina-faso-and-niger-join-west-africa-regional-identification-program-to-help-millions-of-people-

access-services) The process of ratification on the convention of cybersecurity is engaged at the level of the national representation. These are the conventions of: Malabo: The African Union convention on cybersecurity and the protection of personal data, as well as the Constitution and the convention of the African Union of Telecommunications. Budapest: The Budapest Convention provides for (i) the criminalisation of conduct ranging from illegal access, data and systems interference to computer-related fraud and child pornography; (ii) procedural law tools to investigate cybercrime and secure electronic evidence in relation to any crime; and (iii) efficient international cooperation. The work on ecommerce and its strategy is done in cooperation with UNCTAD https://etradeforall.org/wp-content/uploads/2021/03/eTReady_Benin_fr.pdf

83. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? *

○ Yes

◉ No

84. Please provide link and detail.

[   ]

85. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? *

○ Yes

◉ No

86. Please provide link and detail.

[   ]

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

87. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind? *

○ Yes

◉ No

88. If yes, please provide link and detail.

[   ]

89. Is there a national e-participation policy/strategy or similar? *

◉ Yes

○ No

90. If yes, please provide link and detail.

https://ask.gouv.bj The government of Benin has placed the use of social networks at the heart of its communication strategy through the digital communication service located within the communication department of the Presidency of Benin. A range of official social media platforms (Sound cloud, Flickr, YouTube, Facebook, twitter, website) has been set up with the advantage of being able to provide citizens with official information in real time, in good quality, but also in all possible formats (photos, video, audio, text, etc.). Thematic webcasts (#ASKGOUVBENIN) are periodically organized on government channels to report on public action to citizens and collect their opinions and suggestions.

91. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

○ Yes

◉ No

92. If yes, please provide link and detail.

> [   ]

93. Does the Government provide any specific e-service(s) for women and other vulnerable groups? *

( ) Yes

(•) No

94. If yes, please provide link and detail.

> [   ]

95. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

(•) Yes

( ) No

96. If yes, please provide link and detail.

> The government has set up digital rooms for the visually impaired
> https://numerique.gouv.bj/actualites/opportunite-details/31

97. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

(•) Yes

( ) No

98. If yes, please provide link and detail.

> https://www.gouv.bj/actualite/1316/secteur-numerique-benin-gouvernement-lance-programme-learn/ The LEARN program is an initiative that aims to promote the development of digital skills and accelerate the impact of the digital revolution underway in Benin since 2016

99. Does the Government use any social media platform(s)? *

○ Yes

○ No

100. If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

> Présidence du Bénin (@PresidenceBenin) / Twitter Gouvernement du Bénin ʙᴊ (@gouvbenin) / Twitter Gouvernement du Bénin (facebook.com)

101. Please include any guidelines for government officials/institutions on the use of social media.

102. Does the Government publish information on how people's voices, including those among women and the vulnerable groups, are included in policy decision-making? *

○ Yes

○ No

103. If yes, please provide link (URL) and detail.

F. Usage, User Satisfaction and Evaluation

104. Does the Government monitor/collect usage statistics of e-government services? *

○ Yes

○ No

105. If yes, please provide link and detail.

The focus is on the points of distress for the populations. Monthly statistics of the services are shared with the services of the ministry in charge of digitalization to give orientations

106. Does the Government measure user satisfaction of e-government services? *

○ Yes

○ No

107. If yes, please provide link and detail.

Yes, we measure citizen satisfaction with government channels and with government action in general. Through the many messages received on the government's digital channels, but also through the polls and surveys we carry out. The last one was the call for contributions related to the #askgouvbenin sessions in November 2019, which allowed us to collect the contributions and opinions of about 400 Internet users on their satisfaction with the government's actions through the electronic services set up. We periodically review with the focal points and the Directors of Information Systems (DSI) of the ministries to share with them and report on the inputs received from the digital channels of the government. The objective is that together each actor of the governmental perimeter can improve and meet the expectations of the populations for whom we work.

108. Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

○ Yes

◉ No

109. If yes, please provide link (URL) and detail.

[   ]

G. Other information

110. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

Benin maintains friendly and cooperative relations with the Republic of Estonia, which has proven experience in dematerialization. The government has signed two agreements with the non-governmental organization eGovernance Academy of Estonia. The first agreement is related to the strategic partnership in the field of e-governance and cyber security. The second is related to technical cooperation in e-governance for the benefit of government officials. Benin chairs the Francophone Network of Ministers in charge of the Digital Economy (RFMEN) which is a working group on digital technology set up by the International Organization of the Francophonie (OIF) whose aim is to propose concrete solutions in priority areas for the Francophone space such as connectivity and access to infrastructure, the presence of the French language in the digital space, the use of digital technology in education, employability in the digital professions and entrepreneurship. On October 02, 2017, Benin and Rwanda strengthened their bilateral cooperation by signing two new cooperation agreements in Rwanda in the areas of ICT, cadastral service, environment and sustainable development, which should allow experts from both countries to work together for the well-being of both peoples. Benin signed in 2018, a Memorandum of Understanding (MoU) with the International Certification in Digital Literacy (ICDL) Africa to strengthen the digital skills of public administration agents and the Beninese population.

111. Please provide any other information related to e-government development in your country. *

> The sectoral policy statement, strategic orientations 2021 in the digital economy sector are the following: 1-/ Use ICT (Information and Communication Technology) as a catalyst for economic dynamics and modernization of Benin to accelerate economic growth and social inclusion; 2-/ Transform Benin in the medium term into a digital services platform for all of West Africa

Consent to publish this Questionnaire

112. I/We authorize UN DESA to publish my/our responses as deemed necessary. *

◉ Yes

○ No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this OPTIONAL Respondent Satisfaction Survey:
https://forms.office.com/r/yTrKyZCjdT (https://forms.office.com/r/yTrKyZCjdT)