



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey: <https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: [loschm@un.org](mailto:loschm@un.org)) and Rachael Purcell (email: [purcell@un.org](mailto:purcell@un.org)).

**COUNTRY NAME\***

**Contact information**

Your name*	KHALED LOTFI ELATTAR
Title*	VICE MINISTER FOR ADMINISTRATIVE DEVELOPMENT, DIGITAL TRANSFORMATION AND AUTOMATION
Organization*	MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY
Email*	KELATTAR@MCIT.GOV.EG

**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 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

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

1- <a href="http://WWW.MISR.GOV.EG">WWW.MISR.GOV.EG</a> / <a href="http://WWW.DIGITAL.GOV.EG">WWW.DIGITAL.GOV.EG</a>
2- <a href="http://WWW.EGYPT.GOV.EG">WWW.EGYPT.GOV.EG</a>

2. Please provide links (Links) for portals providing specific services/features\*

E-services or similar	<a href="http://WWW.MISR.GOV.EG">WWW.MISR.GOV.EG</a> / <a href="http://WWW.DIGITAL.GOV.EG">WWW.DIGITAL.GOV.EG</a> /
E-participation or similar	<a href="http://WWW.SHAKWA.EG">WWW.SHAKWA.EG</a> / <a href="http://WWW.PRESIDENCY.EG">WWW.PRESIDENCY.EG</a> /
Open government data	<a href="https://egypt.opendataforafrica.org/">https://egypt.opendataforafrica.org/</a> <a href="https://CAPMAS.gov.eg/">https://CAPMAS.gov.eg/</a> All Government entities (Government Portals)
Public procurement	<a href="http://WWW.ETENDERS.GOV.EG">WWW.ETENDERS.GOV.EG</a>
Others (if any)	<a href="https://WWW.DIGITAL.GOV.EG/">https://WWW.DIGITAL.GOV.EG/</a> <a href="https://WWW.MOH.GOV.EG/">https://WWW.MOH.GOV.EG/</a> <a href="https://MOI.GOV.EG/">https://MOI.GOV.EG/</a> <a href="https://WWW.MPED.GOV.EG/">https://WWW.MPED.GOV.EG/</a> <a href="https://WWW.INCOMETAX.GOV.EG/">https://WWW.INCOMETAX.GOV.EG/</a> <a href="https://WWW.TAMWIN.COM.EG/">https://WWW.TAMWIN.COM.EG/</a> <a href="https://PPO.GOV.EG/webcenter/portal/PPOPortal">https://PPO.GOV.EG/webcenter/portal/PPOPortal</a>

3. 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. \*

<a href="http://WWW.MCIT.GOV.EG">MINISTRY OF COMMUNICATIONS AND INFORMATION TECHNOLOGY</a> <a href="http://WWW.MCIT.GOV.EG">WWW.MCIT.GOV.EG</a>
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4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? \*

Yes  No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	KHALED LOTFI ELATTAR
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Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

Prime Minister Decree 51/2020 (Mandate of the Ministry of Communications and Information Technology)  
 Prime Minister Decree 398/2020 (Mandate of the vice ministers)  
<http://www.alamiria.com/>

### Sectoral agencies/departments/ministries

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

Planning/development	MINISTRY OF PLANNING AND ECONOMIC DEVELOPMENT <a href="http://WWW.MPED.GOV.EG">WWW.MPED.GOV.EG</a>
Education	MINISTRY OF EDUCATION AND TECHNICAL EDUCATION <a href="http://WWW.MOE.GOV.EG">WWW.MOE.GOV.EG</a>  MINISTRY OF HIGHER EDUCATION AND SCIENTIFIC RESEARCH <a href="http://WWW.MOHESR.GOV.EG">WWW.MOHESR.GOV.EG</a>
Health	MINISTRY OF HEALTH AND POPULATION <a href="http://WWW.MOHP.GOV.EG">WWW.MOHP.GOV.EG</a>
Social Welfare (inclusion, social protection, etc.)	MINISTRY OF SUPPLY AND INTERNAL TRADE <a href="http://WWW.MSIT.GOV.EG">WWW.MSIT.GOV.EG</a>  MINISTRY OF SOCIAL SOLIDARITY <a href="http://WWW.MOSS.GOV.EG">WWW.MOSS.GOV.EG</a>
Employment and Labour	MINISTRY OF MANPOWER <a href="http://WWW.MANPOWER.GOV.EG">WWW.MANPOWER.GOV.EG</a>
Environment	MINISTRY OF ENVIRONMENT <a href="http://WWW.EEAA.GOV.EG">WWW.EEAA.GOV.EG</a>
Justice	MINISTRY OF JUSTICE <a href="http://WWW.MOJ.GOV.EG">WWW.MOJ.GOV.EG</a>  MINISTRY OF INTERNAL AFFAIRS <a href="http://WWW.MOI.GOV.EG">WWW.MOI.GOV.EG</a>
Economy/finance	MINISTRY OF FINANCE <a href="http://WWW.MOF.GOV.EG">WWW.MOF.GOV.EG</a> <a href="http://WWW.BUDGET.GOV.EG">WWW.BUDGET.GOV.EG</a>
Industry/trade	MINISTRY OF TRADE AND INDUSTRY <a href="http://WWW.MTI.GOV.EG">WWW.MTI.GOV.EG</a>

## B. COVID-19 Response and Recovery

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

Yes  No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

<https://egcovac.mohp.gov.eg/>  
<https://www.facebook.com/egypt.mohp/>  
<https://www.egyptonlinevisa.com/>  
<https://www.egyptair.com/>  
<https://www.egypttoday.com/>  
<https://socialprotection.org/connect/stakeholders/egypt>  
<https://covid19.who.int/region/emro/country/eg>  
<https://www.facebook.com/WHOEgypt/>  
<https://www.sis.gov.eg/Story/145437/Manpower-min.-EGP-500-monthly-salary-for--irregular-workers>  
<http://www.budget.gov.eg/>

7. 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? Please provide link and detail.

Yes. Budget allocated exceeding 100 Million EGP for multiple projects;

- Orientation Programs/Initiatives/Portals <https://WWW.MOHP.GOV.EG>
- Vaccination Program/Initiatives/Portals <https://egcovac.MOHP.GOV.EG/>
- <https://www.clab.mohp.gov.eg/>
- <https://www.clabresults.mohp.gov.eg/>

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

<https://WWW.MOHP.GOV.EG>

## C. Legal Framework

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

Yes  No

If yes, please provide link and detail.

Egypt's Constitution – Article (68)  
Several drafts for the law have been discussed since 2012  
The final draft to the Access to Information and exchange of government data Law is expected to be presented by the Government to the Parliament in 3 months' time

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

Yes  No

If yes, please provide link and detail.

Law # 151 – 2020 - Data Protection Law  
<https://www.cc.gov.eg/>

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

Yes  No

If yes, please provide link and detail.

Egypt Constitution – Article (31)  
Communication Regulation Law # 10/2003  
Cyber Crime Law # 175/2012  
<https://www.egcert.eg/>  
<https://www.tra.gov.eg/>  
<https://www.cc.gov.eg/>

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

Yes  No

If yes, please provide link and detail.

Committee for Governance and Regulation  
Prime Minister Decree 1407/2020

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

Yes  No

If yes, please provide link and detail.

Digital Signature Law 15/2004  
<https://www.cc.gov.eg/>  
<https://www.itida.gov.eg/>

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

Yes  No

If yes, please provide link and detail.

Law 182/2018  
<https://www.etenders.gov.eg> 3/2016

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

*Note: This is related to SDG Indicator 16.6.1*

Yes  No

If yes, please provide link and detail.

Egypt Constitution – Article (68)  
<https://www.mof.gov.eg/ar/archive/monthlyFinancialReport/general/>

<http://www.budget.gov.eg/>

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

Yes  No

If yes, please provide link and detail.

Egypt Constitution – Article (68)

<https://www.egypt.gov.eg/arabic/laws/constitution/>

Several drafts for the law have been discussed since 2012 till today

The final draft to the Access to Information and exchange of government data Law is expected to be presented by the Government to the Parliament in 3 months' time

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

Yes  No

If yes, please provide link and detail.

Several Initiatives have been addressed.

18. 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

If yes, please provide link and detail.

Prime Minister Decree 2889/2019 – The National Council for Artificial Intelligence, responsible for the National Strategy and implementation for using Artificial Intelligence in the Egyptian Government

[https://mcit.gov.eg/en/Artificial\\_Intelligence](https://mcit.gov.eg/en/Artificial_Intelligence)

## D. Strategy and Implementation

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

Yes  No

If yes, please provide link and detail.

The Egyptian government published a number of strategies discussing the development of the Digitization starting from;

- ICT strategy 2014/2017
- Followed by 20 Strategic Business Plans published in 2015
- Followed by “Egypt Vision 2030”, which was published in 2018
- Finally, The Egyptian Government Digital transformation strategy is drafted and introduced to the ICT community for discussion in April 2021 and expected to be published before August 2021

Related URLs:

<https://www.MCIT.gov.eg/>

<https://www.mped.gov.eg/>

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

Two-year

**Three-year**

Five-year

Ten-year

Other \_\_\_\_\_

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

Yes. The Egyptian Government Digital Transformation Strategy is aligned with the Egyptian Vision 2030, taking into consideration all changes and development that occurred in the domestic or international eco systems (on the Micro and Macro levels)

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

Yes. The Egyptian Government Digital Transformation Strategy is aligned with the 17 SDGs, taking into consideration the special Egyptian Environment, dynamics and circumstances. The digital transformation strategy is fully aligned with the national Strategy Egypt's Vision 2030 which embodies Egypt's overall commitments to the SDGs

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

Yes. The Egyptian Government Digital Transformation Strategy is developed hand in hand with all government entities. The ICT is utilized an enabler and catalyst for the Digital Transformation strategy planning and implementation, as to centralize the planning, implementation and operation processes

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

The Egyptian Government Digital Transformation Strategy is developed basically around the citizen needs and requirements (citizen centricity).  
The strategy aims to achieve the Egyptian citizen well-being as a clear objective and targets developing the Egyptian citizen "Quality of Life" in order to reach the "Citizen Happiness and Satisfaction"  
The strategy includes a section discussing the citizen participation and engagement, as to guarantee the citizen satisfaction and therefore the citizen well-being

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

The Egyptian Government Digital Transformation Strategy includes a complete section discussing the governance framework and the role of the Ministry of Communications and Information in the governance of the Digital Transformation.

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

The Egyptian National Digital Identity is planned to link the Egyptian ID card to the Digital Signature and will be put on an electronic media

Pilot Project #1 - The New Digital Citizen Card  
Pilot Project #2 - The New Capital Employee Digital Card

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

The Egyptian Government Digital Transformation Strategy includes a goal and relevant KPIs to guarantee the development of policies concerning digital-by-default/digital-by-design/digital-first principle (The strategy document is planned to be published in August 2021)

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

The Egyptian Government Digital Transformation Strategy includes the policies, regulations and KPIs relevant to Data-once-only policy

29. 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)? Please provide link and detail.;

Artificial intelligence (AI); link/detail: [https://mcit.gov.eg/en/Artificial\\_Intelligence](https://mcit.gov.eg/en/Artificial_Intelligence)

Robotics; link/detail: \_\_\_\_\_

Blockchains; link/detail: \_\_\_\_\_

5G; link/detail: \_\_\_\_\_

Internet of Things (IoT); link/detail: \_\_\_\_\_

Others; link/detail: \_\_\_\_\_

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

The Egyptian Government Digital Transformation Strategy is aligned with the global and international standards and guidelines, which made it convenient to use the conceptual frameworks and KPIs from the international reports to assess the achievement level of implementation (as Doing Business, GITR, NRI, EGDI, QoL, AT Kearney and the Global Competitiveness Reports).

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

The Egyptian Government Digital Transformation Strategy uses the Balance Score Card (BSC) concept to formulate the e-government strategy. In addition, foresight tools, such as scenario planning and responses' expectations are considered with different plans to respond positively and proactively.

Worth mentioning here the pilot project concept that was implemented in Port Said – the first Egyptian governorate to go Digital with the Government Services in March 2020. The objective of the pilot project was to assess, analyse and understand the different reactive scenarios of the Egyptian citizens when the Digital Government services and the digital platform were introduced.

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Port Said Digital Services pilot project that was implemented in early 2020 was considered a policy experimentation sandbox.

The Egyptian government shall utilize the policy capacity as a framework to transform to evidence-based policies. This capacity includes three main pillars; the political capacity, the analytical capacity and the operational capacity. The ICT mainly focuses on the analytical capacity and utilizes Port Said as policy experimentation sandbox. This is apparent into the Digital Transformation, services' automation, real estate management, ...etc.

Another example for the policy experimentation and regulatory sandboxes is using the supply subsidy as the most important and crucial service to change the different Social Equity policies. This is reflected in the number of new services introduced, new targeting policies and the leakage combat efforts that started since 2018 and had a sound socioeconomic impact.

## E. Digital Inclusion and E-Participation

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

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

\*

Yes  No

If yes, please provide link and detail.

<http://www.mcit.gov.eg/> - Social Responsibility Strategy published in 2014  
<https://mped.gov.eg/>  
[https://mcit.gov.eg/en/Digital\\_Citizenship/NAID/National\\_Academy\\_of\\_Information\\_Technology\\_for\\_PwDs](https://mcit.gov.eg/en/Digital_Citizenship/NAID/National_Academy_of_Information_Technology_for_PwDs)

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

Yes  No

If yes, please provide link and detail.

The Egyptian Government Digital Transformation Strategy includes a specific section discussing the citizens' participation and engagement.  
The presidency and the cabinet are fully engaged with the public through social media platforms and URLs:  
<https://www.shakwa.eg/>  
<https://www.presidency.eg/en/>  
Facebook Pages:  
The Egyptian Presidency face book page  
The Egyptian Cabinet/The Egyptian Information Decision Support Center

35. 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

If yes, please provide link and detail.

- 1- All the Egyptian Government portals providing citizen services are required to follow guidelines and standards relevant to accessibility of the PWDs
- 2- The ICT Social Responsibility Strategy as well as the MCIT programs include pillars developing the ICT skills of PWDs, orphans, single mums, improve education opportunities for remote access, in order to ease up the accessibility and increase the opportunities for employability  
[https://mcit.gov.eg/en/Human\\_Capacity](https://mcit.gov.eg/en/Human_Capacity)  
[https://mcit.gov.eg/Upcont/Documents/Publications\\_30122014000\\_Social\\_Responsibility\\_Strategy\\_English\\_30\\_12\\_2014.pdf](https://mcit.gov.eg/Upcont/Documents/Publications_30122014000_Social_Responsibility_Strategy_English_30_12_2014.pdf)

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

Yes  No

If yes, please provide link and detail.

[http://www.manpower.gov.eg/man\\_job\\_temp\\_2.html](http://www.manpower.gov.eg/man_job_temp_2.html)

- The Ministry of Manpower dedicates a separate section for employability for PWDs.

The Egyptian law enforces a specific percentage of employability opportunities for PWDs (5%) in the government and non-government sector (Law # 10 – 2018)

- The National Council for Women is a national entity that provides various services for women and children. This entity is presented digitally through its portal on the internet

<http://ncw.gov.eg/>

- The State Information Service is an Egyptian government agency directly subordinate to the Egyptian Presidency. It is the official media and public relations apparatus of the Egyptian state and its responsible for regulating the affairs of foreign press and media correspondents in Egypt

<https://www.sis.gov.eg/>

<http://TRA.gov.eg/>

<https://www.tra.gov.eg/EN/المستخدمون/شكاوى-خدمات-الاتصالات/التواصل-مع-ذوي-الهمم>

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

Yes  No

If yes, please provide link and detail.

All Government portals and/or websites are completely aligned with the international standards for web development for PWDs

<http://ncw.gov.eg/wp-content/uploads/2018/02/final-version-national-strategy-for-the-empowerment-of-egyptian-women-2030.pdf>

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

Yes  No

If yes, please provide link and detail.

The Ministry of Communications and Information Technology published the “ICT for Social Responsibility Strategy” in 2014, and established the National Academy for People with Disabilities in 2020, with its portal published providing capacity building programs to PWDs

[https://mcit.gov.eg/en/Digital\\_Citizenship/NAID](https://mcit.gov.eg/en/Digital_Citizenship/NAID)

[https://mcit.gov.eg/Upcont/Documents/Publications\\_30122014000\\_Social\\_Responsibility\\_Strategy\\_English\\_30\\_12\\_2014.pdf](https://mcit.gov.eg/Upcont/Documents/Publications_30122014000_Social_Responsibility_Strategy_English_30_12_2014.pdf)

39. Does the Government use social media platform(s)? \*

Yes  No

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

<https://www.facebook.com/AlSisiofficial>  
<https://twitter.com/AlSisiOfficial>  
<https://www.facebook.com/Egy.Pres.Spokesman>  
<https://www.facebook.com/EgyptianCabinet>  
<https://www.facebook.com/EgyptCITMinister>  
<https://www.facebook.com/MOF.Egypt>  
<https://www.facebook.com/ACAEgypt>  
<https://www.facebook.com/ppo.gov.eg>  
<https://www.facebook.com/ap.gov.eg>

Most of the Government ministries and agencies have social media accounts (Twitter/ Facebook/ Instagram)

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

Not Available

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

Yes  No

If yes, please provide link and detail.

Government Annual Budget - <http://www.budget.gov.eg/>  
Government citizen provided Services feedback - <http://www.shakwa.eg/>

## F. Usage, User Satisfaction and Evaluation

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

Yes  No

If yes, please provide link and detail.

Yes. The Dashboard portal for statistics is not public

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

Yes  No

If yes, please provide link and detail.

Government Complaints Portal (All Complaints including eGovernment Services)  
<https://www.shakwa.eg/GCP/Default.aspx>

## G. Other information

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

1. Egyptian German cooperation: Ongoing discussion and activities are being executed with the German government represented by GIZ as the implementation arm to fulfil the “Supporting the e-Government and Innovation in the Public Administration – INNOPA” project that will support the Egyptian Government’s digital transformation process with 8 million Euros till 2025. This project comes in the framework of the Agreement between the two governments of Germany and Egypt regarding Technical Cooperation.
2. French Egyptian cooperation: MCIT has signed 6 agreements with French partners in AI in 2020 – 2021. The agreements covered addressed several areas where AI can be beneficial (AI for Government – Health - Transportation – Capacity Building – Natural Language Processing NLP - .. etc.)

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

The National Project of the “Moving to the New Capital”, which includes moving all government entities/representative entities to the Egyptian new capital, where the target is to develop a paperless, cash-less society, fully digitized (in terms of Smart Processes, Smart Buildings, Smart Employee ..)

## H. Consent to publish this Questionnaire

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

Yes  No

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## 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/yTrKyZCidT>