



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) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Contact information

Your name*	Momodou Alieu Jallow
Title*	Principal ICT Officer
Organization*	Ministry of Information and Communication Infrastructure
Email*	majallow@moici.gov.gm

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. *

www.gambia.gov.gm

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

E-services or similar	none
E-participation or similar	none
Open government data	none
Public procurement	www.gppa.gm
Others (if any)	

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. *

1. Ministry of Information and Communication Infrastructure (moici.gov.gm),
2. Accountant General Department
3. Ministry of Finance and Economic Affairs (mofea.gov.gm)
4. National Revenue Authority (nra.gm)
5. Central Bank of The Gambia (cbg.gm)

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*	Amadou Jallow
Title*	Director ICT
Organization*	Ministry of Information and Communication Infrastructure
Email*	anyang@moici.gov.gm / nyangba@gmail.com

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

Yes No

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

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

Education

Health

Social Welfare

(inclusion, social protection, etc.)

Employment and Labour

Environment

Justice

Economy/finance

Industry/trade

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?

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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.

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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.

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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.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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.

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.

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

Yes No

If yes, please provide link and detail.

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.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

www.Moici.gov.gm

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 it is, www.mofea.gm

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

Yes, through the National Development Plan, www.mofea.gm

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.

No

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

Yes, www.moici.gov.gm

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

Yes, www.moici.gov.gm

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

No

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.

Yes, download document from www.moici.gov.gm

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

No,

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: _____ no _____

Robotics; link/detail: _____ no

Blockchains; link/detail: _____ no

5G; link/detail: _____ no

Internet of Things (IoT); link/detail: _____ no _____

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.

Yes, see document linked above.

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

No,

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

No,

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.

Universal Access and Service Policy (www.moici.gov.gm) National Broadband Policy (www.moici.gov.gm)

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

Yes No

If yes, please provide link and detail.

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.

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.

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.

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.

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

See link at www.moici.gov.gm

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

None

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.

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.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

G. Other information

43. 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) *

none

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

H. Consent to publish this Questionnaire

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>