



Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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), Saae Kwon (email saae.kwon@un.org) and Enkel Daljani (email daljani@un.org)

COUNTRY NAME*

THE GAMBIA

Contact information

Your name*

LANG LOUM

Title*

DIRECTOR E-GOVERNMENT

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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. *

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

www.gambia.gov.gm
www.gov.gm

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

E-services or similar

e-tax filling (<https://gra.gm/services/tin>), Government recruitment portal(<https://portal.pscgov.gm/>),

E-participation or similar

<https://ndpp.gm/e-participation-platform/>

Open government data

<https://www.gbosdata.org/> and
<https://gambia.opendataforafrica.org/gallery?tag=GBoS>

Public procurement

<https://gppa.gm/>

Others (if any)

3. Please provide the 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. *

Ministry of Communications & Digital Economy
<https://mocde.gov.gm>

4. Does your country have a national 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:

Name*

Title*

Organization*

Email*

5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? *

Yes No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

Sectoral agencies/departments/ministries

6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development	Ministry of Finance and Economic Affairs, Directorate of Development Planning https://mofea.gm/directorates/planning-1
Education	Ministry of Basic and Secondary Education (http://www.edugambia.gm/), Ministry of Higher Education Research Science and Technology(https://moherst.gov.gm/)
Health	Ministry of Health (https://moh.gov.gm/)
Social Welfare (inclusion, social protection, etc.)	Ministry of Gender, Children and social welfare (https://moh.gov.gm/), National Social Protection Secretariat (https://nsps.gm/)
Employment and Labour	Ministry of Trade, Industry, Regional Integration and Employment (MOTIE) (https://motie.gm)
Environment	Ministry Of Environment, Climate Change & Natural Resources (https://meccnar.gov.gm/)

Justice

Ministry of Justice (<https://www.moj.gm/>)

Economy/finance

Ministry of Finance & Economic Affairs (<https://mofea.gm>)

Industry/trade

Ministry of Trade, Industry, Regional Integration and
Employment (MOTIE) (<https://motie.gm>)

Sustainable Development Goals
(SDGs) [NEW]

Directorate of Development Planning
(<https://mofea.gm/directorates/planning-1>)

Climate Change [NEW]

Others (Please specify)

Ministry Of Environment, Climate Change & Natural
Resources
(<https://meccnar.gov.gm/>)

B. Crisis/Emergency Response and Recovery [NEW]

7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]

Yes No

8. Is there a specific national portal addressing crisis/emergency*? [NEW]

Yes No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

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.

Access to Information (ATI) Act 2021

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

Yes No

If yes, please provide link and detail.

But there is a draft data protection law to be tabled at the Assembly this year for enactment. Data Protection Strategy (<https://mocde.gov.gm/downloads>)

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

Yes No

If yes, please provide link and detail.

There is cyber security strategy and a draft cybercrime bill to be enacted this year.

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

Yes No

If yes, please provide link and detail.

But there is a draft Digital ID strategy developed in Partnership with UNECA

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

Yes No

If yes, please provide link and detail.

No specific law but its mentioned as part of the IC Act 2009 (<https://pura.gm/wp-content/uploads/2021/02/IC-Info-Comms-Act-2009.pdf>)

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.

However, MoFEA is required to publish government expenditures which they do quarterly(<https://mofea.gm/directorates/budget>)

16. Is there any legislation, law or regulation on national data governance, including 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.

But we recently developed the **Government Open Data Strategy for 2023-2026 and Action Plan for 2023-2024 with eGA Academy in Estonia under EU-AU D4D Hub project.**

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.

19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]

Yes No

If yes, please provide link and detail.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

E-GOVERNMENT STRATEGY 2021-2024(<https://mocde.gov.gm/downloads>)

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

Two-year

Three-year

Five-year

Ten-year

Other _____

22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]

Yes No

23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.

Yes No

E-Government Strategy 2021-2024

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

Yes No

25. 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 No

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

Yes No

E-Government Strategy 2021-2024

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

Yes No

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

Yes No

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first¹ principle or similar? Please provide link and detail.

Yes No

30. Does the national e-government strategy make specific reference to data-once-only principle, **single-source-of-truth (SSoT)**, or similar? Please provide link and detail.

Yes No

31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]

Yes No

¹ To provide link or description

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design² or similar? Please provide link and detail. [NEW]

Yes No

E-Government Strategy 2021-2024

33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]

Yes No

If yes, please provide link and detail.

34. Does the national e-government strategy make specific reference to the use of new/emerging technologies/practices such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT), anticipatory, proactive services? Please provide link and detail.;

Artificial intelligence (AI); link/detail: _____

Robotics; link/detail: _____

Blockchains; link/detail: _____

5G; link/detail: _____

Internet of Things (IoT); link/detail: _____

Invisible/anticipatory/proactive/seamless services³ [NEW]: _____

Others; link/detail: _____

35. 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 No

UNDESA, United Nations Commission on International Trade Law (UNCITRAL),

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

Yes No

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

Yes No

38. Does the Government have any official tool/mechanism to monitor the progress of the

² To provide link or description

³ To explain

implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes No

Through M&E reporting tools

E. Digital Inclusion and E-Participation

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

39. 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.

Youth and Women Development and Empowerment Strategy 2021 - 2024(<https://mocde.gov.gm/downloads>)

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

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

Yes No

If yes, please provide link and detail.

45. 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

Almost all Ministries have social media pages interacting with citizens on a daily basis. E.g
<https://www.facebook.com/pages/Office-Of-The-President-Of-Gambia/186856138876963>,
<https://www.facebook.com/profile.php?id=100070229588702>,
<https://www.facebook.com/mofeagambia>,

If yes, please include any guidelines for government officials/institutions on the use of social media.

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

Yes No

If yes, please provide link and detail.

F. Usage, User Satisfaction and Evaluation

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

Yes No

If yes, please provide link and detail.

48. Does the Government measure usage data with dis-aggregation by gender?*

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

Yes No

If yes, please provide link and detail.

Does the Government collect user satisfaction data with dis-aggregation by gender?*

NO

G. Partnership and International Cooperation

50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) * [NEW]

UNECA, EU-AU D4D Hub, GFCE, ECOWAR-C, COE, UN E-GOVERNMENT UNIVERSITY

51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]

- UN E-GOVERNMENT UNIVERSITY is working with the Ministry to access the E-Gov strategy and advice. Working on organising a regional Workshop on Digital Governance in West Africa in support with UNECA.
 - UNECA is supporting the development of Gambia's digital ID Strategy.
 - EU-D4D HUB through the eGA in Estonia is developing digital readiness assessment, open data strategy, digital addressing policy and digital economy master plan.

THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

The new Ministry of Communications & Digital Economy has created a new directorate of E-Government in May 2023 to specifically champion E-Government Development in the Gambia. Some assessment work has started and development of quick fixes to increase the government's online presence among other things.

Consent to publish this Questionnaire

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

Yes No

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