



## 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](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

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### COUNTRY NAME\*

State of Kuwait

### Contact information

Your name\*

Dr. Ammar Alhusaini

Title\*

Acting Director General

Organization\*

Central Agency of Information Technology

Email\*

aalhusaini@cait.gov.kw

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 \_\_\_ Date: 31<sup>st</sup> May 2023 \_\_\_\_\_

## 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.

<https://e.gov.kw/sites/kgoenglish/Pages/HomePage.aspx>

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

E-services or similar

<https://www.e.gov.kw>

E-participation or similar

- "Towasal" platform is the centralized platform utilized to promote community engagement, enabling citizens to actively participate by providing suggestions, inquiries, complaints, and expressions of gratitude.

<https://towasal.cmgs.gov.kw/>

- "سأهم في إصلاح بيئتنا – Fix our environment":

<https://enterprise.emisk.org/fixoureenvironment#/ar/map>

- Eye of Kuwait: app allows citizens and residents to submit complaints to Kuwait Municipality:

<https://itunes.apple.com/kw/developer/kuwait-municipality/id627422231>

- Ministry of public works provide services for citizens, companies and organization for complains and requests:

<https://www.mpw.gov.kw/sites/en/Pages/InformationalServices/Services.aspx?ServiceType=3>

- e-Participation- e.gov.kw:  
<https://www.e.gov.kw/sites/kgoArabic/Pages/ContactUS/ContactGovernment.aspx>

<https://www.e.gov.kw/sites/kgoenglish/Pages/ContactUS/ContactGovernment.aspx>

- Municipality reporting issues:

Android:

<https://play.google.com/store/apps/details?id=kw.gov.km.km139&gl=US&pli=1>

IOS:

<https://apps.apple.com/us/app/baladia-139/id1536390640>

- National Assembly:

<https://sahem.kna.kw/Pages/SahemSearch.aspx>

## Open government data

- e-government portal:

<https://www.e.gov.kw/sites/kgoEnglish/Pages/OtherTopics/OpenData.aspx>

- Kuwait Data map KFAS

[الإصدارات \(kfas.org\)](http://www.kfas.org)

- “Beatona” map catalogue provides the environmental data developed by Kuwait Environment Public Authority (KEPA) :

<http://data.beatona.net/>

- Kuwait Stat smart devices application:

<https://www.paci.gov.kw/stat/KuwaitStatApp.aspx>

- Central bank of Kuwait (Statistics & publications):

<https://www.cbk.gov.kw/en/statistics-and-publication/nsdp>  
<https://www.cbk.gov.kw/en/statistics-and-publication/nsdp>

- Ministry of Finance : تحت بند بيانات مالية :

<https://www.mof.gov.kw>

Public procurement

- Central Agency for Public Tenders

[CAPT | Welcome to CAPT](#)

- Kuwait National Petroleum Company

[Kuwait National Petroleum Company \(knpc.com\)](#)

Others (if any)

- The Public Institutions for Social Security

<https://www.pifss.gov.kw/sites/En/pages/abouttaminat/ourpublications.aspx>

- برنامج التأمينات ذخـر

[التأمينات ذخـر - Apps on Google Play](#)

- برنامج أسهل

[الهيئة العامة للقوى العاملة - \(manpower.gov.kw\)](#)

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. \*

- Central Agency for Information technology:

<https://www.cait.gov.kw>

- Communication and Information Technology Regulatory

<https://www.citra.gov.kw/sites/En/Pages/Home.aspx>

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

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

- General Secretariat of the Supreme Council for Planning and Development  
<https://www.scpd.gov.kw/home.aspx>

Education

- Ministry of Education  
<https://www.moe.edu.kw/>

- Ministry of Higher Education  
<https://www.mohe.edu.kw/site/>
- General Secretariat of Private Universities Council  
<http://www.puc.edu.kw/>

Health

- Ministry of Health  
<https://www.moh.gov.kw/>

Social Welfare  
(inclusion, social protection, etc.)

- Ministry of Social Affairs  
<https://www.mosa.gov.kw/webcenter/portal/extranet>
- Public Authority for Disability Affairs  
<https://www.pada.gov.kw/ar/>
- The Public Institution for Social Security  
<https://www.pifss.gov.kw/sites/Ar/Pages/Home.aspx>

Employment and Labour

- Civil Service Commission  
<http://www.csc.net.kw/>
- Public Authority of Manpower  
<https://www.manpower.gov.kw/>

Environment

- Environment public authority  
<https://epa.gov.kw/>

Justice

- Ministry of justice  
<https://www.moj.gov.kw/>

Economy/finance

- Ministry of Finance  
<https://www.mof.gov.kw/>
- Kuwait Direct Investment Promotion Authority  
[Investing in Kuwait | Kuwait Direct Investment Promotion Authority \(kdipa.gov.kw\)](https://www.kdipa.gov.kw/)
- The National Fund  
[الصندوق الوطني \(nationalfund.gov.kw\)](https://www.nationalfund.gov.kw/)

Industry/trade

- Ministry of commerce and industry  
<https://moci.gov.kw/en/>
- Public Authority for Industry  
<https://www.pai.gov.kw/>

Sustainable Development Goals (SDGs) [NEW]

- General Secretariat of the Supreme Council for Planning and Development  
<https://www.scpd.gov.kw/home.aspx>

Climate Change [NEW]

- Directorate General of Civil Aviation  
<https://met.gov.kw/Forecasts/kuwait.php?lang=eng>
- Environment public authority  
<https://epa.gov.kw/>

Others (Social Security)

- بنك الائتمان الكويتي Kuwait Credit Bank:  
<https://www.kcb.gov.kw/sites/arabic/Pages/Home.aspx>
- Public Authority for Housing Welfare

## 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

[Communication & Information Technology Regulatory Authority Cybersecurity and Emergency Response \(citra.gov.kw\)](#)

- Business Continuity and Disaster Recovery Plan (BCDR)  
[New tab \(cait.gov.kw\)](#)

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?

[Communication & Information Technology Regulatory Authority Cybersecurity and Emergency Response \(citra.gov.kw\)](#)

## 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.

- Communication & Information Technology Regulatory Authority

<https://citra.gov.kw/sites/en/LegalReferences/The-users-rights-protection-and-regulation-of-the-communication-and-information-technology-services.pdf>

- قانون حق الاطلاع

<https://www.citra.gov.kw/sites/ar/LegalReferences/low57.pdf>



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

Yes  No

If yes, please provide link and detail.

Communication & Information Technology Regulatory Authority  
<https://citra.gov.kw/sites/en/LegalReferences/Resolution-No-42-On-Data-Privacy-Protection-Regulation.pdf>

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

Yes  No

If yes, please provide link and detail.

- Communication & Information Technology Regulatory Authority  
<https://citra.gov.kw/sites/en/Pages/regulations.aspx>
- Cyber Crime Law:  
<https://www.e.gov.kw/sites/kgoArabic/Forms/CAITLawNo.63of2015oncombatingInformationTechnologyCrimes.pdf>

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

Yes  No

If yes, please provide link and detail.

- The Public Authority for Civil Information  
<https://www.paci.gov.kw/PaciPages.aspx?ServiceId=1&item=5>

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

Yes  No

If yes, please provide link and detail.

- Kuwait E-Government  
<https://e.gov.kw/sites/kgoenglish/Pages/Services/KCCI/RatificationValiditySignature.aspx>

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

Yes  No

If yes, please provide link and detail.

- E-Transaction Law:

<https://www.e.gov.kw/sites/kgoArabic/Forms/CAITLawNo20of2014electronictransactions.pdf>

- قانون المناقصات

[capt.gov.kw](http://capt.gov.kw) | الجهاز المركزي للمناقصات العامة | قانون

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.

- E-Transaction Law:

<https://www.e.gov.kw/sites/KGOenglish/Forms/MagazineA.pdf>

- Ministry of Finance Budget:

<https://www.mof.gov.kw/MofBudget/PDF/BudgetPresentation24-23Eng.pdf>

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.

قانون الاتصالات (CITRA)

[citra.gov.kw](http://citra.gov.kw) | الهيئة العامة للإتصالات و تقنية المعلومات قانون الهيئة

Data Sharing Policy (CITRA)

[Communication & Information Technology Regulatory Authority Regulations and Decisions \(citra.gov.kw\)](http://citra.gov.kw)

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

Yes  No

If yes, please provide link and detail.

- قانون حق الاطلاع

<https://www.citra.gov.kw/sites/ar/LegalReferences/low57.pdf>

- Kuwait Data Map from KFAS

[Current State Assessment - Kuwait Data Map \(kfas.org\)](http://kfas.org)

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.

As of May 31, 2023, there is no specific legislation, law, or regulation in Kuwait on the ethical/responsible use of AI in public administration. However, there are a number of laws and regulations that may apply to the use of AI in public administration, including:

- The Kuwaiti Constitution, which guarantees the right to privacy and the right to freedom of expression.
- The Kuwaiti Penal Code, which prohibits the use of technology to commit crimes, such as fraud and identity theft.
- The Kuwaiti Telecommunications Law, which regulates the use of telecommunications services, including the use of AI-powered applications.
- The Kuwaiti Personal Data Protection Law, which regulates the collection, use, and disclosure of personal data.

The Kuwaiti government is currently working on developing a specific legislation, law, or regulation on the ethical/responsible use of AI in public administration. However, it is not clear when this legislation, law, or regulation will be finalized.

## D. Strategy and Implementation

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

Yes  No

If yes, please provide link and detail.

General Secretariat of the Supreme Council for Planning & Development (digital transformation is a main pillar)

<https://www.scpd.gov.kw/Default10.aspx?cate=3>

NEW KUWAIT VISION LINK

[Kuwait Vision 2035 "New Kuwait" - Ministry of Foreign Affair \(mofa.gov.kw\)](#)

**Note:**

Yes, there is a national e-government strategy in Kuwait. The Kuwait National E-Government Strategy 2025 was launched in 2015 and aims to make Kuwait a leading e-government in the region by 2025. The strategy has four main pillars:

- Efficiency: The strategy aims to improve the efficiency of government services by making them more accessible, convenient, and transparent.
- Effectiveness: The strategy aims to improve the effectiveness of government services by making them more responsive to the needs of citizens and businesses.
- Participation: The strategy aims to increase citizen and business participation in government by making it easier for them to access and use government services.

Security: The strategy aims to ensure the security of government data and systems.

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

Yes, Central Agency for Information Technology is responsible for annual planning and reviewing of dedicated IT budgeting for the whole government entities

[الصفحة الرئيسية - الجهاز المركزي \(cait.gov.kw\)](http://cait.gov.kw)

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

It is in progress and aligned with both the National Development Strategy and the SDGs

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

- Yes  No

It is in progress and aligned with both the National Development Strategy and the SDGs

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

Not applicable, as In the State of Kuwait there is no distinction between the sub-national and national e-government strategy.

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

Government has just launched "Towasal" platform for community engagement E-participation  
<https://towasal.cmgs.gov.kw/>

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

Government has just launched "Towasal" platform for community engagement E-participation  
<https://towasal.cmgs.gov.kw/>

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

Yes  No

The National digital identity is already applied in most E-services applications in new e-government

29. Does the national e-government strategy make specific reference to digital-by-design/digital-first<sup>1</sup> principle or similar? Please provide link and detail.

Yes  No

The National digital identity is already applied in most E-services applications in new e-government

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

The National digital identity is already applied in most E-services applications in new e-government

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

Yes  No

The National digital identity is already applied in most E-services applications in new e-government

<sup>1</sup> To provide link or description

32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion-by-design<sup>2</sup> or similar? Please provide link and detail. [NEW]

Yes  No

Inclusions by default is already implemented and designed in all e-government applications & websites

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.

In accordance with the law, the Kuwaiti government is required to submit a work program to the Kuwaiti National Assembly, as indicated in the provided link. The current program includes a project known as "Digitalization of Government Services." This project incorporates Key Performance Indicators (KPIs).

General Secretariat of the Supreme Council for Planning & Development برنامج عمل حكومة  
[2026-2022 \(scpd.gov.kw\) برنامج عمل حكومة دولة الكويت](http://scpd.gov.kw)

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: [The new e-government strategy includes all references and strategies](#)

Robotics; link/detail: [The new e-government strategy includes all references.](#)

Blockchains; link/detail: [The new e-government strategy includes all references.](#)

5G; link/detail: [The new e-government strategy includes all references.](#)

Internet of Things (IoT); link/detail: [The new e-government strategy includes all references.](#)

Invisible/anticipatory/proactive/seamless services<sup>3</sup> [NEW]: [The new e-government strategy includes all references](#)

Others; link/detail:

**Note:** [The new e-government strategy includes all references.](#)

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

<sup>2</sup> To provide link or description

<sup>3</sup> To explain

Having close ties with numerous international and regional organizations ensures that various aspects are aligned with their strategies.

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

Yes, CBK sandbox

[Central Bank of Kuwait: Overview \(cbk.gov.kw\)](http://cbk.gov.kw)

38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]

Yes  No

Both organizations SCPD utilize dedicated portals designed for monitoring progress.

[الأمانة العامة للمجلس الأعلى للتخطيط والتنمية \(scpd.gov.kw\)](http://scpd.gov.kw)

## 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.

Additionally, Kuwait demonstrates a substantial digital literacy rate, resulting in widespread utilization of government platforms by its population.

<https://kppc.scpd.gov.kw/about-us/vision-missions-and-values>

"Towasal" platform for community engagement as E-Participation

<https://towasal.cmgs.gov.kw/>

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

Yes  No

If yes, please provide link and detail.

Yes, there is a reference in Kuwait Development Plan to community participation in decision-making and formulating decisions. Based on that, Kuwait as established a Kuwait Public Policy Center for ensuring the participation of all active community and political entities in all aspects of the policy cycle.

<https://kppc.scpd.gov.kw/about-us/vision-missions-and-values>

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.

To ensure compliance with the Public Authority for Disability Affairs policy, the Kuwait Government Online portal offers the web reader feature on every page, making it more accessible for users with special needs.

(Arabic portal)

<https://www.e.gov.kw/sites/KGOArabic/Pages/HomePage.aspx>

(English Portal)

<https://www.e.gov.kw/sites/kgoenglish/Pages/HomePage.aspx>

Additionally, Kuwait demonstrates a substantial digital literacy rate, resulting in widespread utilization of government platforms by its population.

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.

Special needs E-services page on Kuwait Government Online (English / Arabic)

<https://www.e.gov.kw/sites/kgoArabic/Pages/CitizensResidents/InfoSubPages/SpecialNeeds.aspx>

<https://www.e.gov.kw/sites/kgoenglish/Pages/CitizensResidents/InfoSubPages/SpecialNeeds.aspx>

Public Authority of The Disability Affairs

<https://www.pada.gov.kw/>



Government loan for women

<https://www.kcb.gov.kw/sites/arabic/Pages/New/WomenLoansN.aspx>

Ministry for Social Affairs offers e-services for women and elderly individuals

<https://www.mosa.gov.kw/webcenter/portal/extranet>

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.

Refer to the answer of Q: A-2

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.

- **Digital Skills Training in Schools:** The government integrates digital skills training into the school curriculum to ensure that young girls and vulnerable students have access to digital education. This includes teaching basic computer skills, coding, digital literacy, and online safety to equip students with essential digital competencies.
- **CAIT offers Online Resources and Platforms:** The government through <https://elearning.cait.gov.kw/> provides online resources and platforms that offer digital literacy materials and training courses for all government employees including women and special needs groups. These resources are accessible to women and vulnerable groups, enabling them to learn at their own pace and develop digital skills through self-study. CAIT organized summer camp for girls in 2022 in cooperation with DELL for **Artificial Intelligence Projects**
- **Entrepreneurship Support:** Kuwaiti government entities, such as the Public Authority for Applied Education and Training ( **PAAET** ) ([www.PAAET.edu.kw](http://www.PAAET.edu.kw) ) and the Kuwait National Fund for Small and Medium Enterprise Development (SME Fund), <https://www.nationalfund.gov.kw/en/> provide support and training programs for women entrepreneurs. These initiatives focus on digital entrepreneurship and equip women with the necessary skills to start and manage digital businesses.
- **Partnerships with NGOs and Private Sector:** The government collaborates with non-governmental organizations (NGOs) such as Kuwait Information Technology Society KITS ( [www.kits.org.kw](http://www.kits.org.kw) ) and the private sector to implement digital literacy programs supported by KFAS (<https://www.kfas.org>) . These partnerships involve leveraging the expertise and resources of NGOs and private companies to provide training, mentorship, and support for women and vulnerable groups.

- Digital Inclusion Initiatives: Kuwait has launched digital inclusion initiatives that focus on bridging the digital divide for vulnerable groups. These initiatives provide access to technology, internet connectivity, and training opportunities for women, youth, people with disabilities, and other marginalized communities. Individuals using the Internet (% of population) in Kuwait was reported at 99.7 % in 2021, according to the World Bank collection of development indicators, compiled from officially recognized sources, as well as from ITU.

International telecommunication union ( itu )

<https://www.itu.int/en/ITU-D/Statistics/Documents/facts/FactsFigures2021.pdf>

World Bank

[https://ieg.worldbankgroup.org/sites/default/files/Data/reports/ap\\_universaldigitalinclusion.pdf](https://ieg.worldbankgroup.org/sites/default/files/Data/reports/ap_universaldigitalinclusion.pdf)

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

- Ministry of Health

[https://twitter.com/KUWAIT\\_MOH](https://twitter.com/KUWAIT_MOH)

[https://www.instagram.com/kuwait\\_moh/](https://www.instagram.com/kuwait_moh/)

- Ministry of Education

<https://twitter.com/MOEKUWAIT>

<https://www.instagram.com/Moekwt/>

- Ministry of Commerce and Industry

<https://twitter.com/mociq8>

<https://www.instagram.com/mociq8/>

- The Public Institution for Social Security

<https://twitter.com/TaminatKw>

<https://www.instagram.com/taminatkw/>

- Public Authority for Housing Welfare

<https://twitter.com/pahwgovkw>

<https://www.instagram.com/pahwgovkw/>

- Communication and Information Technology Regulatory Authority

<https://twitter.com/CitraKuwait>

<https://www.instagram.com/citrakuwait/>

- Central Agency for Information Technology

[https://twitter.com/CAIT\\_KW](https://twitter.com/CAIT_KW)

[https://www.instagram.com/CAIT\\_KW/](https://www.instagram.com/CAIT_KW/)

- Ministry of Interior

[https://twitter.com/Moi\\_kuw](https://twitter.com/Moi_kuw)

[https://www.instagram.com/moi\\_kuw/](https://www.instagram.com/moi_kuw/)

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

- The Government Communication Center manages the government media messaging under a joint work umbrella between all ministries and authorities to create a unified media interface aimed at direct and effective communication with citizens on social media networks.

<https://www.cmgs.gov.kw/CGC>

- The General Secretariat of the Council of Ministers in Kuwait provides occasional social media guidelines on various topics.

<https://www.instagram.com/kuwaiticm/>

<https://twitter.com/KuwaitiCM>

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.

- National Assembly

<https://sahem.kna.kw/Pages/SahemSearch.aspx>

- The Kuwaiti government continues to work towards strengthening participation and ensuring the inclusion of diverse voices, including those of women and vulnerable groups, in policy decision-making processes.
- Open Data and Transparency: The government emphasizes transparency by providing access to information and data related to policy-making processes. This allows individuals and organizations, including women and vulnerable groups, to access relevant information and engage in informed discussions.
- Women's Empowerment Programs: The government promotes women's empowerment programs that include initiatives aimed at enhancing their participation in policy decision-making. These programs may provide capacity-building opportunities, leadership training, and mentorship to empower women to engage in policy discussions and hold decision-making positions.
- Civil Society Engagement: The Kuwaiti government recognizes the role of civil society organizations in policy discussions. It encourages their active involvement through dialogues, consultations, and partnerships. These organizations represent the interests of vulnerable groups and provide a platform for their voices to be heard. Just recently the society of parents of the disabled (NGO) organized a meeting with some stakeholders persons such as an ex-MP Miss Alya Alkhalid and Miss Farah Alroumi, Dr Hasan Kamal both members of Municipality Council and representative from Public Authority for the disabled and Ministry of Public works to discuss the needs of special need, Mr anwar Alharbi was presented in the meeting representing CAIT.
- Stakeholder Engagement: The government engages with various stakeholders, including women's organizations, civil society groups, and advocacy organizations representing vulnerable groups. This engagement enables the government to understand their perspectives, concerns, and recommendations, and to consider them in policy decision-making.

## 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.

Kuwait E-Government

<https://www.e.gov.kw/sites/kgoarabic/Pages/InfoPages/Statistics/Statistics.aspx#>

<https://www.e.gov.kw/sites/kgoenGLISH/Pages/InfoPages/Statistics/Statistics.aspx>

"Towasal" platform for community engagement as E-Participation

<https://towasal.cmg.gov.kw/>

Kuwait App (Sahel):

Android

<https://play.google.com/store/apps/details?id=kw.gov.sahel&hl=en&gl=US>

IOS

<https://apps.apple.com/kw/app/sahel-%D8%B3%D9%87%D9%84/id1581727068>

The central platform for managing Government Appointments (Meta Platform)

<https://meta.e.gov.kw/>

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

yes

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

Yes  No

If yes, please provide link and detail.

Kuwait E-Government

<https://www.e.gov.kw/sites/kgoArabic/Pages/InfoPages/Statistics/Statistics.aspx#>

<https://www.e.gov.kw/sites/kgoenglish/Pages/InfoPages/Statistics/Statistics.aspx>

Kuwait App (Sahel): After each service is provided, a prompt appears to assess the level of satisfaction.

Android

<https://play.google.com/store/apps/details?id=kw.gov.sahel&hl=en&gl=US>

IOS

<https://apps.apple.com/kw/app/sahel-%D8%B3%D9%87%D9%84/id1581727068>

The central platform for managing Government Appointments (Meta Platform): After each service is provided, an SMS message sent to assess the level of satisfaction.

<https://meta.e.gov.kw/>

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

yes

## 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]

- There are several collaborations such as with a non-profit organization from Estonia eGA, facilitated by UNDP, to conduct Digital Maturity Assessment (DMA).
- Here are some examples of Kuwait's ongoing global/regional partnership and/or digital cooperation with United Nations:
  1. United Nations Development Program (UNDP)
    - Kuwait is a founding member of the UNDP and has been a strong supporter of the organization's work in the field of e-government. In 2015, Kuwait signed a Memorandum of Understanding (MoU) with UNDP to cooperate on a number of projects related to e-government development. As part of this MoU, UNDP has provided technical assistance to Kuwait on a number of projects, including:
      - The development of a national e-government strategy.
      - The implementation of a number of e-government initiatives, such as the e-ID system and the e-procurement system.
      - The training of government officials on the use of ICT.
    - Kuwait is also a member of the UNDP's Global Centre for Public Service Excellence, which is a network of countries that are working together to improve the quality of public services.
  2. United Nations Children's Fund (UNICEF)
    - UNICEF and Kuwait have a long-standing partnership in the field of e-government. In 2016, UNICEF and Kuwait signed a Memorandum of Understanding (MoU) to cooperate on a number of projects related to e-government for children. As part of this MoU, UNICEF has provided technical assistance to Kuwait on a number of projects, including:
      - The development of a national e-government strategy for children.

- The implementation of a number of e-government initiatives for children, such as the e-learning portal and the e-health system.
- The training of government officials on the use of ICT for children.
- UNICEF and Kuwait are also working together to promote the use of ICT for children's rights. In 2017, UNICEF and Kuwait launched the "e-Government for Children" initiative, which aims to use ICT to improve the lives of children in Kuwait.

These are just a few examples of Kuwait's 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. Kuwait is committed to working with the United Nations and other partners to promote the use of ICT for development.

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

Kuwait is a member of several regional organizations and initiatives that promote digital cooperation and collaboration. For example, Kuwait is a member of the Gulf Cooperation Council (GCC), which aims to enhance cooperation among member states in various areas, including technology and digital development. Through the GCC, Kuwait collaborates with other Gulf countries on initiatives related to e-government, digital transformation, and cybersecurity.

Kuwait also participates in regional forums and events that focus on digital cooperation and technology advancement. These platforms provide opportunities for networking, knowledge sharing, and partnerships with non-UN entities such as technology companies, industry associations, and research institutions.

Furthermore, Kuwaiti government entities and organizations may enter into bilateral partnerships or agreements with non-UN bodies to foster digital cooperation. These partnerships can include areas such as capacity building, technology transfer, research collaboration, and investment promotion.

- In 2018, Kuwait signed a Memorandum of Understanding (MoU) with the World Bank to develop a national digital strategy. The MoU aims to help Kuwait improve its digital infrastructure and services, and to promote the use of ICT in the public sector.
- In 2019, Kuwait signed a MoU with the International Telecommunication Union (ITU) to cooperate on a number of projects related to e-government, cybersecurity, and the digital economy.
- In 2020, Kuwait joined the Digital Cooperation Organization (DCO), a global alliance of countries that are committed to promoting digital cooperation. The DCO aims to help countries share knowledge and best practices on digital issues, and to develop common standards and regulations for the digital economy.

In addition to these formal partnerships, Kuwait also cooperates with a number of other non-UN bodies on a variety of digital issues. For example, Kuwait is a member of the Global Digital Economy Partnership (GDEP), a group of countries that are working together to promote the digital economy.

Kuwait is also a member of the World Economic Forum's Centre for the Fourth Industrial Revolution, which is a platform for governments, businesses, and civil society to collaborate on the challenges and opportunities of the Fourth Industrial Revolution.

Kuwait's commitment to digital cooperation is evident in its participation in a number of international organizations and initiatives. These partnerships and collaborations help Kuwait to stay up-to-date on the latest trends in digital technology, and to develop its own digital infrastructure and services

## THANK YOU

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

- The Kuwaiti government has been investing heavily in e-government development in recent years. In 2015, the government launched the Kuwait e-Government Master Plan, which aims to make Kuwait a leading e-government in the region by 2025.
- As part of the master plan, the government has implemented a number of initiatives, including:
  - The development of a single government portal that provides access to all government services online.
  - The introduction of electronic payments for government services.
  - The creation of a national e-ID system.
- The government has also been working to improve the skills of its employees in the use of ICT. In 2023, the government, through CAIT launched the Kuwait Digital Academy, which provides training on a variety of e-government topics.
- Also, there are some distinguished achievements such as:

- **Online Service Delivery:**

Kuwait has made significant progress in digitizing government services, making them accessible online. Various services such as visa applications, license renewals, utility bill payments, and Applying for commercial licenses , can be conveniently accessed and processed through digital channels.

- **Mobile Applications:**

The Kuwaiti government has developed mobile applications to provide citizens with easy access to government services. These mobile apps, such as the SAHEL App, offer features like service requests, information updates, and notifications from government entities.

- **e-Participation and Engagement:**



Kuwait has implemented initiatives to enhance citizen engagement in policy-making processes through e-participation. This includes online platforms, social media channels, and public consultations that allow citizens to provide feedback, express opinions, and participate in decision-making.

- **Cybersecurity Measures:**

As part of e-government development, Kuwait has also focused on strengthening cybersecurity measures to safeguard government systems, data, and citizen information. Robust security protocols and frameworks are in place to protect against cyber threats and ensure the privacy and integrity of online transactions. In 2022 the National Center for Cyber Security was established.

- **Capacity Building and Training:**

Kuwait emphasizes capacity building and training programs to enhance the digital skills of government employees involved in e-government initiatives. These programs aim to equip personnel with the necessary knowledge and competencies to effectively implement and manage digital services.

- **Collaboration with International Organizations:**

Kuwait actively collaborates with international organizations and participates in regional and global forums related to e-government development. This collaboration facilitates knowledge exchange, best practice sharing, and international partnerships for digital transformation.

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