



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*

Lebanon

Contact information

Your name*

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Title*

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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; OMSAR is the most suitable entity to fill this survey, however due to the dis-functioning situation in the public administration it was not possible to engage relevant government entities to officially provide the required input to the survey. Nevertheless, the answers below fairly define the DT situation in Lebanon and can be used as a reference from your side with high level of confidence.

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.dawlati.gov.lb (currently not operational due to the lack of funding for maintenance and support)

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

E-services or similar

www.dawlati.gov.lb
<https://www.moph.gov.lb/en/e-services>
<https://www.moph.gov.lb/en/Pages/6/2651/national-e-health-program>
<https://eservices.finance.gov.lb/login.aspx>
<https://www.general-security.gov.lb/en/posts/163>
<https://impact.cib.gov.lb>

E-participation or similar

Open government data

<https://impact.cib.gov.lb/home>

Public procurement

<https://www.ppa.gov.lb/>

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. *

www.omsar.gov.lb

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*

The New DT strategy stipulates the need to appoint a CIO, but not appointed yet.

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

<https://cdr.gov.lb/>

Education

<https://www.mehe.gov.lb/en>

Health

<https://www.moph.gov.lb/>

Social Welfare
(inclusion, social protection, etc.)

<https://www.socialaffairs.gov.lb/>

Employment and Labour

<https://www.moe.gov.lb/>

Environment

Not available

Justice

<https://www.economy.gov.lb/en>

Economy/finance

<http://www.industry.gov.lb/>

Industry/trade

<https://dashboards.sdindex.org/profiles/lebanon>

Sustainable Development Goals (SDGs) [NEW]

<https://climatechange.moe.gov.lb/vulnerability-and-adaptation>

Climate Change [NEW]

Others (Please specify)

https://impact.gov.lb/home#open_data_section

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?

<http://www.pcm.gov.lb/arabic/AlbumsGallery.aspx?pageid=39>

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.

[https://www.omsar.gov.lb/getattachment/Anti-corruption-\(1\)/%D8%A7%D9%84%D8%AD%D9%82-%D9%81%D9%8A-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%82-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%B1%D9%82%D9%85-28-%D8%AA%D8%A7%D8%B1%D9%8A%D8%AE-1022017.pdf?lang=ar-LB](https://www.omsar.gov.lb/getattachment/Anti-corruption-(1)/%D8%A7%D9%84%D8%AD%D9%82-%D9%81%D9%8A-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%82-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%B1%D9%82%D9%85-28-%D8%AA%D8%A7%D8%B1%D9%8A%D8%AE-1022017.pdf?lang=ar-LB)

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

Yes No

If yes, please provide link and detail.

<http://77.42.251.205/Law.aspx?lawId=278573&language=ar>
<https://smex.org/wp-content/uploads/2018/10/E-transaction-law-Lebanon-Official-Gazette-English.pdf>

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

Yes No

If yes, please provide link and detail.

[http://www.pcm.gov.lb/Library/Files/LRF/tamim/Strategie Liban Cyber EN V20 Lg.pdf](http://www.pcm.gov.lb/Library/Files/LRF/tamim/Strategie_Liban_Cyber_EN_V20_Lg.pdf)

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

Yes No

If yes, please provide link and detail.

There is a law and an implementation decree that specifies the need for a unique ID number. The Law not yet implemented.

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

Yes No

If yes, please provide link and detail.

<https://smex.org/wp-content/uploads/2018/10/E-transaction-law-Lebanon-Official-Gazette-English.pdf>

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

Yes No

If yes, please provide link and detail.

<https://lp.gov.lb/backoffice//uploads/files/Presentation%20-%20Public%20Procurement%20Law%20in%20Lebanon%20-%20Aug2021%20-%20English.pdf> . This public procurement law requires the established of an e-procurement platform for public procurement.

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.

[https://www.omsar.gov.lb/getattachment/Anti-corruption-\(1\)/%D8%A7%D9%84%D8%AD%D9%82-%D9%81%D9%8A-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%82-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%B1%D9%82%D9%85-28-%D8%AA%D8%A7%D8%B1%D9%8A%D8%AE-1022017.pdf?lang=ar-LB](https://www.omsar.gov.lb/getattachment/Anti-corruption-(1)/%D8%A7%D9%84%D8%AD%D9%82-%D9%81%D9%8A-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA/%D9%82%D8%A7%D9%86%D9%88%D9%86-%D8%AD%D9%82-%D8%A7%D9%84%D9%88%D8%B5%D9%88%D9%84-%D8%A7%D9%84%D9%89-%D8%A7%D9%84%D9%85%D8%B9%D9%84%D9%88%D9%85%D8%A7%D8%AA-%D8%B1%D9%82%D9%85-28-%D8%AA%D8%A7%D8%B1%D9%8A%D8%AE-1022017.pdf?lang=ar-LB). This law on Access to information requires from government entities to publish their expenditures and contract (but not salaries).

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.

In 2016 the council of ministers approved an interoperability framework for Lebanon (not implemented yet).

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.

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.

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86> .

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

Discussions underway with the World bank to provide initial funding for the implementation of the DT strategy.

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

The strategy itself indicates how digital tools are going to support the overall development plans in the country.

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

Yes No

The strategy stipulates the need to develop performance indicators. Moreover, the Office of the Minister of State for Administrative Reform (OMSAR) is in charge of developing performance indicators for several sectors including the SDGs indicators. Careful consideration for linking the DT strategy to the SDG is being accounted for in OMSAR. However, effective implementation and the development of a National DT action plan did not take place yet.

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

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

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

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

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

Yes No

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

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

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

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

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

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

Yes No

Not sure

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

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

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.

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

¹ To provide link or description

² To provide link or description

https://www.omsar.gov.lb/Assets/DT_EN.pdf (page 29 & 69)

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: https://www.omsar.gov.lb/Assets/DT_EN.pdf (page 29 & 69)

Robotics; link/detail: https://www.omsar.gov.lb/Assets/DT_EN.pdf (page 29 & 69)

Blockchains; link/detail: https://www.omsar.gov.lb/Assets/DT_EN.pdf (page 29 & 69)

5G; link/detail: https://www.omsar.gov.lb/Assets/DT_EN.pdf (page 50)

Internet of Things (IoT); link/detail: https://www.omsar.gov.lb/Assets/DT_EN.pdf (page 29 & 69)

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

https://www.omsar.gov.lb/Assets/DT_EN.pdf (in many sections of the Strategy)

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

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

The Strategy makes reference to OECD standards and it was reviewed by OECD.

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

It will be done once the governance structure for the DT strategy is set.

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

Yes No

Under development

³ To explain

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?*

The DT strategy focusses a lot on digital inclusion

Yes No

If yes, please provide link and detail.

<https://www.omsar.gov.lb/Digital-Transformation/Strategies/%D8%A7%D8%B3%D8%AA%D8%B1%D8%A7%D8%AA%D9%8A%D8%AC%D9%8A%D8%A9-%D8%A7%D9%84%D8%AA%D8%AD%D9%88%D9%84-%D8%A7%D9%84%D8%B1%D9%82%D9%85%D9%8A-%D9%81%D9%8A-%D9%84%D8%A8%D9%86%D8%A7%D9%86>

The DT strategy focuses on participation and inclusion.

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

Yes No

If yes, please provide link and detail.

<https://www.omsar.gov.lb/Anti-Corruption/Civil-Society-Prg/Policy-Dialog>

1. In 2012 the government issued a circular requesting government entities to conduct public consultation for new policies and regulations through dedicated websites.
2. The AFKAR program in OMSAR (support to civils societies) put procedures for public dialogue for new policies and regulations (link above).
3. Lebanon conducted an open government scan with OECD link below:
<https://www.omsar.gov.lb/getattachment/Anti-Corruption/Open-Government-Program/1-Lebanon-Open-Government-Scan-2020.pdf?lang=en-US>

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.

DT strategy pages 23 and 50

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.

<https://impact.cib.gov.lb/home>

IMPACT platform provide links to e-services offered by ministries for vulnerable groups and refugees in Lebanon.

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.

Not sure

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.

Such services are being provided by several NGOs

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

Many ministries use social media to provide information e.g. Ministry of Education, Ministry of Health...

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

There is a national program in collaboration with the OECD on public communication but still at its early stages.

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.

<https://impact.cib.gov.lb/home> this platform provide statistics on some e-services provided by government

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

Yes in the design of some-services

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

Yes No

If yes, please provide link and detail.

Not regularly. It was once done through a regional program supported by the American University of Beirut and two other universities in UK and Turkey.

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

Yes through limited initiatives

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]

1. Active participation with several OECD initiatives
2. Active collaboration with the World Bank, UNDP and ESCWA

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

There are some previous and ongoing bilateral agreements on digital tools (currently not active but will be activated once the DT program is launched).
Agreement with Malaysia
Agreement with Egypt
Agreement with UK

THANK YOU

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

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.