



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*

State of Qatar

Contact information

Your name*

Mrs. Noor Al-Kuwari

Title*

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Organization*

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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.

<https://hukoomi.gov.qa/en/> is the official e-government portal of the State of Qatar (Qatar). As a one-stop hub, Hukoomi is the online gateway to all government information and services (one- and two-way transactional service). It is available in Arabic and English and provides access to over 2,200 services, catering equally to citizens and residents (2,140 services), businesses (1,865), and visitors (1,055). It can be accessed via a Qatar identity document (QID). Hukoomi has 3.5+ million users (around half from non-Qatar IP addresses). There are 798,514 unique registered users (around 34% of the population), with a similar number returning monthly between 1 January and 31 May 2023 (722,852 on average). The extent of repeat visits indicates Hukoomi's added value.

While the Hukoomi portal is developed in responsive HTML, it is complimented by designated [IOS](#) and [Android](#) apps (12,000+ downloads). The apps focus on highlighting the latest services, events, and e-government news.

As the population of Qatar are avid mobile users, Qatar pursues a hybrid service delivery model online. A number of specialised service apps have therefore been developed (see #2 below for key examples).

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

E-services or similar

<https://hukoomi.gov.qa/en/service> is the link to the official and unified e-service portal of Qatar. This portal hosts e-services directly or redirects the user to specialised portals for specific services and features. As set out in #1 above, Hukoomi (portal and apps) has a comprehensive offering and following and is complemented by a number of specialised portals and apps, such as:

- The Metrash2 app ([IOS](#), [Android](#)) of the Ministry of Interior is a unified app which is available for all citizens and residents in Qatar. The app focuses on core government services, such as residence permits, driver licenses, car registration, etc. The app can only be accessed via a QID. The Ministry of Communications and Information Technology (MCIT) will be happy to arrange

a test access to the UN's assessor team when conducting the review. There were 3.8+ million Metrash2 app downloads between 1 January and 31 May 2023.

- The Oun app ([IOS](#), [Android](#)) of the Ministry of Municipality provides access to key municipality services, such as building permits, waste collection, rodent control, park and infrastructure maintenance and issues, etc. Various business e-services such as licences, company representatives, agricultural permits etc. are also included.
- The Nar'aakom app ([IOS](#), [Android](#)) of the Primary Health Care Corporation, Qatar's main primary healthcare provider, is an app where you can reserve medical appointments, access medical records, etc. This is also accessed via a QID.

E-participation or similar

<https://www.sharek.gov.qa/en/> is the link to the specialised national e-participation portal of Qatar (in Arabic and English). Launched in May 2023, Sharek consolidates all previous engagement and participation initiatives including those previously found on Hukoomi. The portal provides tools for all government entities to provide e-information on engagement activities (e.g., calendar), user satisfaction (e.g., national index), e-consultations (e.g., votes, surveys, policy consultations), and activities related to e-decision making. The focus is on all topics, including health, education, social services and social security, business and finance, environment, tourism, etc.

<https://www.mol.gov.qa/En/services/Pages/ServiceDetails.aspx?itemid=7> is the link to the Ministry of Labour's complaints and whistleblowing service for citizens, residents, employers, and employees (in Arabic and English).

<https://portal.moi.gov.qa/shura/procedures.html> is the link to parliamentary elections (in Arabic). The portal contains information on elections and voter registration for parliamentary elections and enables online voting processes as well as e-petition services. [Objectives](#), [grievances](#) and [appeals](#) to the parliament are explained on the site although they must be submitted on paper.

Open government data

<https://www.data.gov.qa/pages/home/> is the link to the official unified open government data portal (in Arabic and English). This portal provides access to a comprehensive selection of key public sector data.

<https://www.psa.gov.qa/en/statistics1/Pages/Overview.aspx> is the link to the national government statistics agency (in Arabic and English). This portal provides detailed and historical statistics on the population and all economic sectors, such as vital statistics, censuses, and nationwide surveys. It is complemented by the Qatar Statistics app ([IOS](#), [Android](#)).

Public procurement

<https://monaqasat.mof.gov.qa/?AspxAutoDetectCookieSupport=1> is the link to the official unified public procurement portal (in Arabic and English). The portal contains all key public procurement information and data. It is mandatory for government agencies to publish specific tender steps on this website, such as cancelling or awarding bids. Bidding entities can purchase tender documentation, submit proposals, and check the status of their proposals.

Others (if any)

<https://portal.moi.gov.qa/wps/portal/en> is the link to the Ministry of Interior's specialised e-service portal for people living in Qatar, including moving to and from Qatar (in Arabic and English). This is considered a key e-service due to Qatar's predominantly migrant population. UN estimates indicate that Qatar's population has the world's highest share of international migrants. There were 2,358,537 users on 31 May 2023, or over two-thirds of Qatar's population. A total of 7,539,151 service transactions and 30,992,605 queries were processed between 1 January and 31 May 2023. As set out above, this portal is complemented by the Metrash2 app (see above under "e-services or similar").

<https://www.mol.gov.qa/En/Services/Pages/default.aspx> is the link to the Ministry of Labour's website for employment-related e-services (in Arabic and English). This is also considered a key e-service due to Qatar's predominantly working population. UN estimates indicate that Qatar has the world's lowest unemployment rate. This website focuses on entitlements and requirements such as job transfers, work injuries, complaints, and whistleblowing.

<https://www.almeezan.qa/default.aspx?language=en> is the link to the national government gazette and archive (in Arabic and English). This is considered a key service because it enables e-participation through civic awareness and engagement.

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. *

e-Government in Qatar is governed through three main government agencies.

1. The MCIT is the specialised and mandated entity responsible for the development of e-government and the digital transformation of society at large. This is as part of its broader policy mandate for information communication technology and digital development.

<https://www.mcit.gov.qa/en>

2. The Communications Regulatory Authority is responsible for regulating e-government and digital transformation. This is as part of its mandate to regulate the information communication technology sector on all matters and all sectors.

<https://www.cra.gov.qa/>

3. The National Cyber Security Agency is responsible for overseeing cyber security. Its mandate is dedicated to cyber security policy and oversight.

<https://www.ncsa.gov.qa/en/>

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*	Ms. Mashael Ali Yousef Al-Hammadi
Title*	Assistant Undersecretary of Digital Government
Organization*	Ministry of Communications and Information Technology
Email*	maalhamadi@mcit.gov.qa

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.

1. Sub-National Levels: Sectoral CIOs are in place, with each government entity having a dedicated CIO. This model is established through Amiri Decree No. (34) of 2022 Regarding the Organizational Structure of Ministries in the State of Qatar (in Arabic). This Decree established dedicated functions and mandates for each ministry's information technology department. See (in Arabic): <https://www.almeezan.qa/PDF/2022/12.pdf>.
2. Mandate for Coordination/Integration: The national CIO at the MCIT leads the work to achieve integration of work activities with other ministries. This role is established through Amiri Decree No. (57) of 2021 Setting Ministries' Competencies (in Arabic). This Decree established the requirement for MCIT to coordinate work with other ministries in order to achieve alignment and integration. See (in Arabic): <https://almeezan.qa/LawView.aspx?opt&LawID=8766&language=ar>.
3. Measures for Coordination/Integration: A government committee of national and sub-national CIOs collectively oversee the coordination and integration of relevant work including the execution of the national e-government strategy. See here for the legal instrument establishing this committee (in Arabic): <https://almeezan.qa/LawView.aspx?opt&LawID=8766&language=ar>.

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

Planning and Statistics Authority
<https://www.psa.gov.qa/en/Pages/default.aspx>

Education

Ministry of Education and Higher Education
<https://www.edu.gov.qa/en/Pages/HomePage.aspx>

Health

Ministry of Public Health
<https://emsfsa.moph.gov.qa/en/Pages/default.aspx>

Social Welfare
(inclusion, social protection, etc.)

Ministry of Social Development and Family
<https://www.msdf.gov.qa/en>

General Retirement and Social Insurance Authority
<https://www.grsia.gov.qa/en/Pages/home.aspx/>

Ministry of Sports and Youth
<https://www.msy.gov.qa/>

	<p>Regulatory Authority for Charitable Activities https://www.raca.gov.qa/english/pages/default.aspx</p>
Employment and Labour	<p>Ministry of Labour https://www.mol.gov.qa/en/Pages/default.aspx</p>
Environment	<p>Ministry of Environment and Climate Change https://www.mecc.gov.qa/</p> <p>Ministry of Municipality https://www.mme.gov.qa/webcenter/portal/MM</p>
Justice	<p>Ministry of Justice https://www.moj.gov.qa/en/Pages/default.aspx</p>
Economy/finance	<p>Ministry of Finance https://www.mof.gov.qa/en/pages/default.aspx</p> <p>General Tax Authority https://gta.gov.qa/en/</p> <p>General Authority of Customs https://www.customs.gov.qa/english/pages/default.aspx</p>
Industry/trade	<p>Ministry of Commerce and Industry https://www.moci.gov.qa/en/</p> <p>Qatar Free Zones Authority https://qfz.gov.qa/</p> <p>Digital Investor E-Services https://investor.sw.gov.qa/</p> <p>Investor Opportunities https://invest.gov.qa/</p>
Sustainable Development Goals (SDGs) [NEW]	<p>Qatar Sustainable Development Goals Portal https://sdg-en-psaqatar.opendata.arcgis.com/</p> <p>This portal is a joint governmental initiative to summarise and monitor Qatar’s commitment to the UN SDGs for 2030. The portal provides key information and dashboards. For transparency and educational purposes, users can click on any SDG and view all indicators. This includes the latest indicators, historical ones, and their definitions, methodology, and</p>

Climate Change [NEW]

sources. Qatar's SDG Portal also provides other key contextual information, such as Qatar's SDG governance model, and international SDG summaries.

Others (Please specify)

Ministry of Environment and Climate Change
<https://www.mecc.gov.qa/>

Communications Regulatory Authority
<https://www.cra.gov.qa/>

The Arsel app ([IOS](#), [Android](#)) gives the user access to services provided by the Communications Regulatory Authority, such as filing a complaint over a service provider, domain registration, e-spectrum services, etc.

National Cyber Security Agency
<https://www.ncsa.gov.qa/en/>

TASMU Smart Qatar Program (see #18)
<https://tasmu.gov.qa/>

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

There is not one specific digital strategy for emergency response or business continuity as such. Digital tools are incorporated in the National Command Center (NCC), including the unified geospatial infrastructure, a web-based, bilingual geographic security system built on the ArcGIS® platform (in Arabic and English). The platform is based on a unified geodatabase containing all geographic and tabular data in a single repository. It integrates all NCC functions into a single system and seamlessly interfaces with other systems when needed to manage a coordinated response to both local and national emergencies. The NCC works with different national agencies to evaluate emergency situations and implement the appropriate response. These agencies include the country's Emergency Service Center, Ministry of Interior, Internal Security Forces, and Hamad Medical Corporation, operator of Qatar's national ambulance services.

The National Cyber Security Strategy – State of Qatar 2023-2028 is the dedicated specific digital and cyber security for crisis/emergency response and recovery. It builds on Qatar National Cyber Security Strategy which established the foundation for cyber protection between 2014 and 2018. The new strategy focuses on innovation and adaptation to stay ahead and thrive amidst constantly evolving threats and cutting-edge technology. The intermediate period between strategies focused on business continuity as a result of the COVID-19 pandemic, reorganisation and transition to a new governance model. A new agency dedicated to cyber security was established in 2021. The National Cyber Security Strategy – State of Qatar 2023-2028 will be finalised and made available online this year. See (in English) for previous strategy:

<https://services.hukoomi.gov.qa/assets/downloadables/en/national-cyber-security-strategy-en.pdf>

The Qatar Computer Emergency Response Team at MCIT provides this service to government entities and critical sectors, including small, medium, and large-sized enterprises to improve the current resiliency and preparedness of the national critical information infrastructure.

<https://hukoomi.gov.qa/en/service/business-continuity-and-disaster-recovery-consultancy>

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?

<https://portal.moi.gov.qa/NCC/> is the link to the National Command Center, Qatar's specific national portal addressing crisis/emergency (see #7 above). It unifies e-services for all types of crises and emergencies with particular emphasis on vulnerable populations such as older people and people with disabilities.

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.

Law No. (9) of 2022 on Regulating the Right to Access Information (in Arabic) provides for the entire population to access public information from any entity in accordance with relevant controls and procedures.

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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.

Data privacy and protection are governed through a national provision with subsequent national guidelines, and sectoral regulation.

1. National Provision: Law No. (13) of 2016 on Personal Data Privacy Protection (in Arabic) established the national provisions.

<https://www.almeezan.qa/lawpage.aspx?id=7121&language=ar>

2. Supplementing National Guidelines: Data Protection Regulations and Rules 2021 Guidance (in English) accompany the national provisions with detailed guidelines.

<https://www.qfc.qa/-/media/project/qfc/qfcwebsite/documentfiles/resource-center/data-protection/regulations-and-rules/qfc-data-protection-regulations-and-rules-2021-guidance.pdf>

3. For additional information, including the downloadable QFC Data Protection Office Data Subject Complaint Form (in English), see here:

<https://www.qfc.qa/en/resource-centre#doccat=1240445d1dd142aaa87dfba6e4c88aa0>

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

Yes No

If yes, please provide link and detail.

Cybersecurity is primarily governed through three key instruments. The National Cyber Security Strategy – State of Qatar 2023-2028 sets out the regulatory blueprint. This was preceded by provisions on establishing the relevant entity and governing cybercrime.

1. Regulatory Blueprint: The National Cyber Security Strategy – State of Qatar 2023-2028 sets out the regulatory blueprint (see #7).

2. Responsible Agency: Amiri Decree No. (1) of 2021 Establishing National Cyber Security Agency (in Arabic) establishes the responsible agency (Article 21).

<https://www.almeezan.qa/LawPage.aspx?id=8560&language=ar>

3. Cybercrime Provision: Law No. (14) of 2014 on Cyber Crime (in Arabic) specifies provisions around cybercrime specifically.

<https://almeezan.qa/LawPage.aspx?id=6366&language=ar>

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

Yes No

If yes, please provide link and detail.

1. Law No. (13) of 2016 on Personal Data Privacy Protection (in Arabic) covers the processing of digital identity data and authentication. Examples include digital image, fingerprints, and personal information (Chapters 2-3).

<https://www.almeezan.qa/lawpage.aspx?id=7121&language=ar>

2. Law No. (14) of 2014 on Cyber Crime (in Arabic) covers digital identity protection through secure electronic transactions (Chapters 1-3).

<https://almeezan.qa/LawPage.aspx?id=6366&language=ar>

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

Yes No

If yes, please provide link and detail.

Decree-Law No. (16) of 2010 Promulgating the Electronic Transactions and Commerce Law (in English) introduced provisions for digital signatures (currently QID). The most important provision is for electronic signatures fulfilling relevant requirements to have the same legal effect as non-digital signatures (Chapter 5).

<https://almeezan.qa/LawPage.aspx?id=2678&language=en>

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

Yes No

If yes, please provide link and detail.

1. Law No. (24) of 2015 Promulgating the Law Regulating Tenders and Auctions (in Arabic) introduced various relevant provisions such as electronically initiating bids, submitting them, assessing them, announcing the winners, and holding meetings. Updates were provisioned through the Council of Ministers Decision No. (11) of 2022 Amending Some Provisions of the Executive Regulations of the Law Regulating Tenders and Auctions (in Arabic) provides updates of e-procurement (e.g., articles 24, 25, 46, 60, 62, 64 and 107).

<https://almeezan.qa/LawPage.aspx?id=6812&language=ar>

<https://www.almeezan.qa/LawView.aspx?opt&LawID=8957&language=ar>

2. Circular No. (14) of 2020 Regarding the Obligation of Using the Unified Electronic Website for State Procurement (in Arabic) requires all government agencies to use the unified e-procurement services.

[تعميم رقم 14 بشأن الالتزام باستخدام الموقع الإلكتروني الموحد لمشتريات الدولة \(mof.gov.qa\)](https://mof.gov.qa/pdf/تعميم%20رقم%2014%20بشأن%20الالتزام%20باستخدام%20الموقع%20الإلكتروني%20الموحد%20لمشتريات%20الدولة)

3. Law No. (20) of 2019 on Combating Money Laundering and Terrorism Financing (in English) established provisions for e-purchasing (Article 11).

[https://www.qfcra.com/en-us/AML%20Law%20and%20Legislation/Law%20No.%20\(20\)%20of%202019%20on%20Combating%20Money%20Laundering%20and%20Terrorism%20Financing%20\(1\).pdf](https://www.qfcra.com/en-us/AML%20Law%20and%20Legislation/Law%20No.%20(20)%20of%202019%20on%20Combating%20Money%20Laundering%20and%20Terrorism%20Financing%20(1).pdf)

4. Additional Publications (in Arabic):

https://monagasat.mof.gov.qa/Pages/Regulations_laws.aspx

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.

Key legislation, law, or regulation:

1. Law No. (9) of 2022 on Regulating the Right to Access Information (in Arabic) provides the overarching provisions for publishing government expenditure.

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2. Amiri Decree No (34) of 2022 on the Organizational Structure of the Ministry of Finance (in Arabic) established a dedicated department which can control, monitor, and publish financial government reports (Article 11).

<https://www.almeezan.qa/LawArticles.aspx?LawTreeSectionID=20334&lawId=9014&language=ar>

3. Additional publications (in Arabic):

<https://financial.mof.gov.qa/ar/pages/default.aspx>

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.

1. Cabinet of Ministers Decision No. (18) of 2010 on Implementing the Decision Made by the Digital Government Committee (in Arabic) requires government agencies to use the government data exchange systems (Article 1).

[https://www.almeezan.qa/LawView.aspx?opt&LawID=3193&language=ar#:~:text=سياسات%20الحكومة%20الإلكترونية-,قرار%20مجلس%20الوزراء%20رقم%20\(18\)%20لسنة%202010,بشأن%20تنفيذ%20سياسات%20تنفذ%20سياسات%20الحكومة%20الإلكترونية%20التي,قطر%20على%20الإنترنت%20الحكومة%20الإلكترونية&text=سياسات%20الحكومة%20الإلكترونية%20تنفذ%20سياسات%20الحكومة%20الإلكترونية%20التي,قطر%20على%20الإنترنت%20الحكومة%20الإلكترونية](https://www.almeezan.qa/LawView.aspx?opt&LawID=3193&language=ar#:~:text=سياسات%20الحكومة%20الإلكترونية-,قرار%20مجلس%20الوزراء%20رقم%20(18)%20لسنة%202010,بشأن%20تنفيذ%20سياسات%20تنفذ%20سياسات%20الحكومة%20الإلكترونية%20التي,قطر%20على%20الإنترنت%20الحكومة%20الإلكترونية&text=سياسات%20الحكومة%20الإلكترونية%20تنفذ%20سياسات%20الحكومة%20الإلكترونية%20التي,قطر%20على%20الإنترنت%20الحكومة%20الإلكترونية)

2. Law No. (13) of 2016 on Personal Data Privacy Protection (in Arabic) specifies the rules for safely sharing information (Chapter 3).

<https://www.almeezan.qa/lawpage.aspx?id=7121&language=ar>

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

Yes No

If yes, please provide link and detail.

Law No. (9) of 2022 on Regulating the Right to Access Information (in Arabic) specifies the rules and methods for re-using open data (Chapter 3).

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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.

There are several legislative and regulatory instruments on the use of new and emerging technologies.

1. The main regulatory instruments for using new and emerging technologies have been established through the TASMU Smart Qatar Program. Through the overarching regulatory framework established by consecutive TASMU strategies, this program facilitates the adoption of smart and sustainable solutions (environmentally and socio-economically) for communities, cities, and Qatar at large. In doing so, TASMU also focuses on eliminating regulatory barriers and ensuring institutional deployment readiness. These include policies on data, electronic commerce and transaction, experience, security, and societal impact. A roadmap has been defined for further policies on AI, 5G, IoT, and other new and emerging technologies. Between 2023 and 2030, the TASMU Strategy 2.0 looks to accelerate the foundations laid by the TASMU Smart Qatar Strategy 1.0 between 2017 and 2023. The TASMU Smart Qatar Strategy 1.0 focused on setting the environment, building the technology foundation, and developing smart sector capabilities. It is currently undergoing closure and its vision, mission, targets, and roadmap are available here (in English): <https://tasmu.gov.qa/what-is-tasmu>. The TASMU Strategy 2.0 is expected to be finalised and published later this year and the Program's key policies and regulations are available here (in English): <https://tasmu.gov.qa/policy-and-regulations>
2. The National Artificial Intelligence Strategy established Qatar's regulatory AI blueprint in 2018 focusing on leveraging AI effectively. Its focus areas include tailored education, data, employment,

business, research, and ethics supported by an effective regulatory foundation. The next strategy is already under development and focuses on detailing the specific roadmap toward accelerated AI adoption and regulation. This is expected to be finalised and published later this year. See (in English):

https://www.mcit.gov.qa/sites/default/files/national_artificial_intelligence_strategy_for_qatar.pdf

3. The National Blockchain Blueprint for Qatar established the frame for blockchain focusing on key requirements. It identifies key elements, regulatory foundation, adoption foundation, and innovation and creativity. See (in English): <https://www.cra.gov.qa/en/document/national-blockchain-blueprint-for-qatar>
4. The Cloud Policy Framework identifies policy and regulatory requirements for a cloud-friendly environment specifically referencing AI, 5G and IoT. A cloud-friendly environment is a critical enabler for the use of new and emerging technologies.

<https://www.cra.gov.qa/Law-and-Regulations/Policies-and-Strategy/Cloud-Policy>

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.

1. Qatar's overall requirements and guidelines on privacy and data sharing within and across the public sector and society at large form the basis for the ethical and responsible use of data and AI in public administration. These include Law No. (13) of 2016 on Personal Data Privacy Protection (in Arabic) and the Open Data Policy (in English).

<https://www.almeezan.qa/lawpage.aspx?id=7121&language=ar>

https://www.mcit.gov.qa/sites/default/files/p002_opendata_v.1.0.2_en_v2-2_2.pdf

2. The National Artificial Intelligence Strategy established Qatar's regulatory blueprint specifically for the ethical and responsible use of AI in public administration. The strategy focuses on the wide and ethical adoption of AI, with one of its six pillars setting out regulatory tools for the ethical use of AI in public policy.

https://www.mcit.gov.qa/sites/default/files/national_artificial_intelligence_strategy_for_qatar.pdf

3. Additional provisions are being drafted as part of Qatar's Digital Agenda 2030 (DA2030) expected to be published between August and September 2023. A key project will develop the requirements around emerging technology adoption, including the ethical and responsible use of AI in public administration.

D. Strategy and Implementation

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

Yes No

If yes, please provide link and detail.

Qatar has a dedicated national e-government strategy. Qatar Digital Government NextGen Strategy (QDG Strategy) looks to accelerate digital transformation, building on the foundations set through the earlier Qatar e-Government 2020 Strategy. The Qatar e-Government 2020 Strategy focused on achieving the following between 2016 and 2020: 100% e-service availability, with 80% of services delivered online, increased re-use of data within the public sector, increased publication of open data, and increased public participation in decision making and digital engagement by respectively 10% and 20% annually. See (in English): <https://services.hukoomi.gov.qa/assets/downloadables/en/qatar-e-government-2020-strategy-en.pdf>

The QDG Strategy focuses on achieving the following between 2023 and 2025: next-gen proactive and personalised services, increased civic engagement, co-design, innovative and data-driven government, sustainable investments and solutions, consolidation and optimisation of back- and front-end service production, and delivery ecosystem on a whole-of-government principle, skills and capacity development. See (in English): <https://hukoomi.gov.qa/en/strategy>.

Note that the intermediate period between 2021 and 2022 focused on business continuity as a result of the COVID-19 pandemic, reorganisation and transition to a new governance model. The MCIT was established in 2021.

These e-government strategies are anchored in Qatar's overall digital strategic framework. The QDG Strategy is anchored in a larger digital agenda (see also #19 above). The DA2030 sets the direction for the country's overall digital transformation and is framed around six objectives: digital infrastructure, digital government, digital innovation, digital economy, digital society with governance, benefit realisation, capacity and skills development being enabling activities. Its projects for each objective are complementary and aligned with those in the QDG Strategy. The DA2030 is currently being finalised and expected to be published between August and September 2023 (see also #24).

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

The 2022 budget for the communication and transportation sector was approximately USD1.5billion (QAR5.4billion). This represents 5.0% of national government expenditure for 2022. For the full 2022 budget (in English) please see the [Public Budget Statement Report Full Report 2022.pdf \(mof.gov.qa\)](#).

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

Both the DA2030 and QDG Strategy are aligned with Qatar National Vision 2030 (Vision 2030). Published in 2008, Vision 2030 sets the overall strategic direction for Qatar by 2030. It is framed around ten strategic outcomes which envisage a vibrant and prosperous country with economic and social justice for all and where nature and humankind are in harmony, thus aligning with SDG 2030 goals of a just, equitable, prosperous, and sustainable society and economy.

The QDG Strategy directly supports the achievement of six of the Vision 2030's strategic outcomes. Specifically, through its projects on shared digital infrastructure, platforms, innovation capabilities, and digital diplomacy, the strategy supports outcomes on an educated population, a healthy population, a capable and motivated workforce, economic diversification, international cooperation, and balanced development. See (in English): <https://hukoomi.gov.qa/en/strategyn/qatar-national-vision-2030-en.pdf>

The QDG Strategy is also aligned with National Development Strategy 2023-2030 (NDS3). NDS3 is the last of three sequential implementation roadmaps to deliver Vision 2030. NDS1 focused on establishing the foundation, NDS2 focused on delivering infrastructure, and NDS3 focuses on transitioning Qatar to a knowledge-based economy. Within NDS3, e-government is an emerging theme. All QDG Strategy projects align with strategic NDS3 outcomes and directly support many of its specific projects. NDS3 is being finalised is expected to be published in August 2023.

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 Vision 2030, NDS3, DA2030, and the QDG Strategy all align with the overall objective of the SDG 2030 goal of leaving no one behind.

The QDG Strategy specifically aligns with twelve of seventeen SDGs. The overall aim of the SDG on strong and capable institutions (SDG16) is at the core of the QDG Strategy's vision of "an excellence-driven digital government, working together to place people first", but also services aligned with "beneficiary needs and engagement" including no poverty (SDG1) and achieving equality (SDG5 on gender, 10 on inequalities). This includes equitable access to services in health (SDG3) and education (SDG4) across cities and communities (SDG6, 7, 11). Sustainability is covered by the aim of "sustainable and improved ICT investments through engaging the private sector and optimising common shared

offerings” thus underpinning both financial and environmentally sustainable economic growth (SDG8, 9, 12).

Qatar and MCIT actively monitor Qatar’s contribution to the SDGs and its climate action commitments, such as the following:

- Qatar’s Sustainable Development Goals Portal (in English) (see #6)
- Volunteer National Report in 2021 (in English),
https://sustainabledevelopment.un.org/content/documents/280362021_VNR_Report_Qatar_English.pdf

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

Qatar has integrated national and local e-government strategies considering its small geographic and population size. The QDG Strategy is both the national and local e-government strategy of Qatar.

Qatar also has four specialist strategies complementing the QDG Strategy. The QDG Strategy is fully aligned with all four. The four strategies cover cyber security, artificial intelligence, digital inclusion, and a digital society.

- National Cyber Security Strategy – State of Qatar 2023-2028 (see #7)
- National Artificial Intelligence Strategy (see #18)
- Digital Inclusion Strategy (see #25, #26, #29, #30)
- TASMU Strategy 2.0 (see #18)

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

The QDG Strategy makes specific reference to e-participation, engagement, and digital inclusion. Specifically, they comprise the first of four QDG Strategy strategic aspirations. Its aspiration on digital services and beneficiary engagement is supported by three projects dedicated to enhancing the e-participation portal, expanding engagement standards, and ensuring an immersive and policy and technology experience centre. Further digital inclusion commitments for 2021-2027 are detailed in the Digital Inclusion Strategy (see also #25, #29, #30).

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

The QDG Strategy makes specific reference to a national data governance framework. This is referenced in the second of four overarching strategic aspirations and is supported by projects dedicated to enhancing data management standards, processes, legal and regulatory framework, data infrastructure (e.g., databases, registries and data distributing infrastructure), data sharing and reuse infrastructure, data governance and data capture, and maintenance and quality assurance capabilities in the public sector. The responsible use of data is anchored in the DA2030 pillar for digital innovation.

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

Yes No

One of the projects of the QDG Strategy has a dedicated initiative for the national digital identity. This project aims to enhance current digital identity capabilities for the eID and e-signature functions imbedded in the Qatar ID and Tawtheeq Public Key Infrastructure (PKI). A national Digital Pass will be device independent, digitally store expanded identity information such as personal biometric data, digital signature, and bank cards will be used as single sign-on (facilitated by Tawtheeq PKI) for all public services. It is expected to be added onto the current national authentication system, Tawtheeq, later this year. There are currently nearly 2.2million active Tawtheeq users, with 81,463 new users registered between 1 January and 31 May 2023.

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

The QDG Strategy has dedicated five projects to the digital-by-design principle. The projects commit to enhancing the way digital technologies and data are used to re-develop public processes, simplify procedures, and create new channels of engagement with the public. They build on the Government Website and e-Service Framework, the design standard first published in April 2015 (in English).

https://www.mcit.gov.qa/sites/default/files/government_website_and_e-services_framework_version_2.0.pdf

The Digital Inclusion Strategy highlights digital-by-design and digital-first principles for 2021-2027 (see also #25, #26, #30). This strategy references these principles in respect of new trends and increasing awareness and adoption among stakeholders.

The government also applies the W3C WCAG AA standard when designing digital applications and services through its partnership with Mada (see #41 below with respect to Mada). This aligns with the UN Convention on the Rights of Persons with Disabilities (CRPD) and underpins Qatar's approach for equal and equitable access to government services online, including for persons with disabilities, but also SDG4, 8, 10, 11, and 17 which this UN CRPD is interconnected with.

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 QDG Strategy makes specific reference to both the once-only principle for provision of data by citizens, residents and business, and the once-only principle for and reuse of data within the public sector, as well as single-source-of-truth principles. These principles are referenced in the projects on a Digital Identity Pass and a data-driven government, which is a key principle for data-once and avoiding data duplication. The Digital Inclusion Strategy also highlights these principles for 2021-2027 (see also #25, #26, #29). This strategy focuses on increasing awareness and adoption.

¹ To provide link or description

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

Yes No

The QDG Strategy indirectly covers the life-cycle approach. Its focus on the continuous improvement and innovation of e-services is related to the life-cycle approach of a given process and service. Similarly, the continuous focus of QDG Strategy on legal and regulatory frameworks being digital-ready, impact assessments for reducing the administrative burden for all users (citizens, residents, and businesses), and proactive and personalised next-gen services incorporates elements of life-cycle approaches. The QDG Strategy will create an Agile Project Delivery Manual and Community and an Agile Project Delivery Manual to facilitate continuous improvement, innovation and a more flexible approach to systems and service design.

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

Inclusion-by-design is featured in the ‘Digital Service Design Standards’ project of the QDG Strategy. It is one of the principles of the updated e-service design standards and guidelines being developed under this project. The government also applies the W3C WCAG AA standard when designing digital applications and services through its partnership with Mada (see #41 for Mada details).

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.

The QDG Strategy references the full automation and 100% digitisation of those public services which do not require human interaction. Predictive, proactive, and personalised next gen services are key and a number of the high-frequency, high-volume services based on objective (i.e., binary) eligibility criteria will be completely automated in this process. This is as part of the QDG Strategy’s strategic context about retaining the momentum created by the previous national e-government strategy. The Qatar e-Government 2020 Strategy had achieved its target for the 100% digitisation of all existing services.

² To provide link or description

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.;

Adequate adoption of emerging technologies is a central theme of QDG Strategy. The QDG Strategy looks to enhance the focus and approach to identifying and testing emerging technologies. Specific emerging technology areas such as AI and robotics are referenced as part of these technologies.

Adopting these technologies is also referenced in the overarching DA2030. As part of the digital innovation pillar, DA2030 is looking to establish a technology foresight center to support the experimentation and piloting of new technologies as they evolve, including the various forms of AI, robotics, distributed ledger technology, and the metaverse. Similarly, the DA2030 initiative on new regulatory and legal frameworks will look at digitisation-ready legal principles, impact assessment and regulatory sandbox concepts to facilitate risk minimising experimentation with new technologies and concepts while strengthening the public sector capacities in this area.

Finally, the four national strategies complementing the QDG Strategy also reference the use of new emerging technologies as relevant. These refer to governance, data governance, legal and regulatory framework, standards, data capture, maintenance, and quality assurance, as well as cyber security, data, and privacy protection.

■ Artificial intelligence (AI); link/detail: Facilitating and expanding the governance of AI adoption is specifically referenced under the QDG Strategy project on data management standards. The overarching DA2030 and strategy on AI reference the appropriate adoption of AI (#18-19 above for details and link). The government provides a suite of AI data and services allowing use case providers to make AI models supporting their decision-making. It provides technical capabilities for both public and private sector entities that are supported by Qatar's regulatory frameworks and policies.
<https://platform.tasmu.gov.qa/en/productsandservices/list?category=Products%20%26%20Services&searchterm=>

■ Robotics; link/detail: Robotics is referenced as part of the emerging technology theme of the QDG Strategy, overarching DA2030 (under the digital government, digital innovation, and digital economy pillars) and the strategy on AI.

■ Blockchains; link/detail: Block chain or distributed ledger technology is referenced as part of the emerging technology theme of the QDG Strategy, and the overarching DA2030 (under the digital government, digital innovation, and digital economy pillars).

■ 5G; link/detail: 5G is referenced as part of the emerging technology theme of the QDG Strategy.

■ Internet of Things (IoT); link/detail: IoT is referenced as part of the emerging technology theme of the QDG Strategy, and the overarching DA2030 (under the digital infrastructure, digital government, and digital innovation pillars).

Invisible/anticipatory/proactive/seamless services³ [NEW]: This is covered by five projects of the QDG Strategy, such as the project on the central government portal (i.e., Hukoomi) and next-gen proactive and personalised services based on persons, events and co-designed with end users.

Others; link/detail: Metaverse is referenced in DA2030 together with an emphasis on not yet known emerging technologies. Both the QDG Strategy and DA2030 adopt a comprehensive approach to emerging technologies and do not limit their scope only to the examples in this question to allow for adaptation.

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

The QDG Strategy is aligned to the UN SDGs (see #24 above).

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

Qatar's government visions the future of digital government through the continuous planning cycle of its e-government strategies, on an ex-post and ex-ante basis. The aim is to build on past strategies and experiences for each new strategy cycle. The monitoring function of QDG Strategy uses open-source foresight standards that follow foresight standards such as framing, scanning, forecasting, visioning, planning, and acting. Processes include issue and risk management. The monitoring and reporting cycles link the performance of individual initiatives to the daily operational level and key decision makers at the strategic level such as relevant steering committees and the cabinet office (depending on the initiative, the report type and issue a hand). Similarly, the monitoring is linked to the measurement of impact, outcomes, and benefit realisation of individual initiatives within the strategies (see also #38 below).

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

The government's monetary authority (Qatar Development Bank) and Qatar Science and Technology Park use the sandbox concept for FinTech, including regulations. There are various measures in place listed here (in English). The coming DA2030 also includes the regulatory sandbox concept in the digital transformation initiative on new regulatory and legal frameworks (see #34).

- <http://www.qcb.gov.qa/Arabic/strategicplan/Documents/%D8%A7%D9%86%D8%AC%D9%84%D9%8A%D8%B2%D9%8A.pdf>
- <http://www.qcb.gov.qa/English/FinancialTechnology/Documents/FinTech Sandbox application.docx>
- <http://www.qcb.gov.qa/English/FinancialTechnology/Documents/FinTech - General information form.docx>
- <https://www.qdb.qa/en>

³ To explain

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

The overarching mechanism for monitoring the progress of the implementation of the QDG Strategy is a dedicated strategy management office reflecting the government's commitment to successful delivery. Weekly tactical and operational monitoring is complemented by monthly strategic monitoring and quarterly monitoring to the country's leadership.

The monitoring and reporting cycles of the QDG Strategy and other strategies within Qatar's digital strategic framework link the performance of individual initiatives to the daily operational level and key decision makers at the strategic level such as relevant steering committees and the cabinet office (depending on the initiative, the report type and issue a hand). Similarly, the monitoring is linked to the measurement of impact, outcomes, and benefit realisation of individual initiatives within the strategies and between strategy cycles on an ex-ante and ex-post basis (see also #36).

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.

Qatar's eAccessibility Policy (in English) ensures digital inclusion and leaving no one behind in accessing the ICT ecosystem. It specifically references the entire "society", including women, youth and children with special needs, and people with disabilities. It outlines specific standards and guidelines for accessibility, including requirements for web developers and content creators to ensure that their products and digital services are inclusive and meet international accessibility standards. It also provides guidance on how to design accessible digital content, including the use of alternative text, captions, audio descriptions, and other accessibility features.

https://www.mcit.gov.qa/sites/default/files/qatar_eaccessibility_policy_en_v4.pdf

The government applies W3C WCAG AA standard when designing digital applications and services through its partnership with Mada (see #29 for UN CRPD and SDGs, #41 for Mada).

The Digital Inclusion Strategy (see also #25, #26, #29, #30) includes projects and initiatives aimed at closing the digital gap for underrepresented groups. The recent Cloud Policy Framework (in English) reinforces digital inclusion and leaving no one behind with respect to cloud computing services. It specifically references "all members of society", including older people and people with disabilities. The resulting standards (currently under development) include a specific standard on accessibility and digital inclusion which references access regardless of ability and cultural capital, including for older people, those with disabilities, etc.

<https://www.cra.gov.qa/en/document/cloud-policy-framework>

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

Yes No

If yes, please provide link and detail.

1. Qatar's e-Participation Policy (in English) is the main national policy driving e-participation. It aims to drive public and civic e-participation to increase transparency, trust, dialogue, alignment, and buy-in. It focuses on using a common approach across all aspects of e-participation and all stages of policy and service development. e-Participation aspects of focus include informing, consulting, involving, and soliciting inputs from the entire population.

https://www.mcit.gov.qa/sites/default/files/p003_eparticipation_v1.0.2_en_v3-2_2.pdf

2. The QDG Strategy is the main national strategy driving e-participation. It supports e-participation throughout government and during all stages of service or policy development (see #26 for QDG Strategy, and #2 and #45 for the Sharek e-participation portal).

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.

The Government has a strong focus on meaningful connectivity and access regardless of socio-economic background. To ease access to information and services, several additional measures are undertaken for women and other vulnerable groups. This is in addition to specific e-services for vulnerable groups (see #42 below).

Women: Hukoomi have a designated page with information and e-services for women to summarise key rights, entitlements, and services. See (in English): <https://hukoomi.gov.qa/en/women>

Older People: Hukoomi have a designated page with information and e-services for older people. The official e-government portal has a similar page for older people. See (in English): <https://hukoomi.gov.qa/en/elderly>

Youth: Hukoomi have a designated page with information and e-services for youth. See (in English): <https://hukoomi.gov.qa/en/youth>

People with Disabilities: Hukoomi have a designated with information and e-services for people with disabilities. In addition, Mada was established as a partnership between various government agencies with non-governmental ones to ensure meaningful connectivity and access for people with disabilities. Measures are structured around capacity building, assistive technology services, digital accessibility services, innovation, research, awareness building, and policy advocacy. See (in English):

<https://hukoomi.gov.qa/en/disability>
<https://mada.org.qa/services/assistive-technology-services/>

Migrants: Hukoomi have a designated portal with information and e-services for people for migrants setting out key rights, entitlements, and services. See (in English): <https://hukoomi.gov.qa/en/migrant-workers>

With respect to digital inclusion and eliminating the digital divide over time for individuals and communities often marginalised, the Digital Inclusion Strategy (see also #25, #26, #29, #30) includes projects and initiatives aimed at closing the digital gap for underrepresented groups (see #39).

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.

The government provides many specific e-services for women and other vulnerable groups, such as widowed or divorced women, older people, youth, people with disabilities, orphans, patients, and so on lower socio-economic population groups. Many are available through the official e-government portal for ease. Below are links to some e-services considered key for Qatar's society, such as applications for housing, financial help, and parking permits for people with disabilities. Examples include (in English):

- [Request Usufruct of Housing for Divorced Woman in Need | Hukoomi Qatar E-Government](#)
- [Request Housing under a Loan for a Qatari Woman Married to a Non-Qatari Man | Hukoomi Qatar E-Government](#)
- [Request Housing under a Loan for a Widowed Woman with Children | Hukoomi Qatar E-Government](#)
- [Request Demolition and Reconstruction of Council Housing for People with Limited Income | Hukoomi Qatar E-Government](#)
- [Housing Installments Exemption Request | Hukoomi Qatar E-Government](#)
- [Request Parking Permit for Persons with Disabilities](#)
- [Submit Request for Aid Applications Service \(Zakat Funds\)](#)
- [Supply Services](#)
- [General Authority for Minors' Affairs \(GAMA\)](#)
- <http://www.dreama.org.qa/En/Pages/mobHome.aspx>
- <https://hukoomi.gov.qa/en/service/abshr-service-for-external-signatures>

Through its partnership with Mada (see #41 above), the government provides assistive technology services for people with disabilities and including assessment, provision, and technical support. Individuals with disabilities undergo comprehensive evaluations to identify their specific requirements, considering various factors, such as the individual's disability type, functional limitations, personal goals, and environmental context. Personalized recommendations for assistive technologies are made that best match individual needs. See (in English):

<https://mada.org.qa/services/assistive-technology-services/>

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.

Specific e-participation measures for women and other vulnerable groups are provided for in Qatar's eParticipation Policy. This policy explicitly references women and other vulnerable population groups such as people with disabilities. See (in English):

https://www.mcit.gov.qa/sites/default/files/p003_eparticipation_v1.0.2_en_v3-2_2.pdf

Through its partnership with Mada (see #41), the government engages people with disabilities and older people in policy development through focused groups. See (in English):

<https://mada.org.qa/services/assistive-technology-services/>

Women and youth also feature heavily in research and e-surveys by Qatar's primary public institution for higher education, Qatar University. Women form part of one of five key research areas. For examples (in English) see:

<https://www.qu.edu.qa/research/research-priorities/social-sciences-and-humanities>

<https://www.qu.edu.qa/conference/empower/Application-and-Forms/school-counselors-and-educators-exit-survey>

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.

The MCIT has a rich schedule of ongoing measures to build digital literacy. Often part of wider digital inclusion measures, programmes of the Digital Inclusion Strategy (see also #25, #39) provide guidance and build awareness of transferrable digital skills. Below are a set of recent measures for women and vulnerable population groups. Further measures will be provided through DA2030. The DA2030 has programmes and targets related to digital upskilling.

Women

- Workshops for increasing digital adoption tailored to women of certain communities were delivered by women from the same communities.
- Toolkit tailored to women is made available on the official e-government portal. See (in English): <https://hukoomi.gov.qa/en/service/digital-inclusion-toolkit-for-women>.

Youth

- The Ministry of Education and Higher Education has developed a new learning management system for public schools. See (in Arabic): <https://qeducation.edu.gov.qa/>.

- Multiple award-winning digital inclusion websites have been launched in partnership with the Ministry of Education and Higher Education to ensure safe spaces for learning. See (in English): <https://safespace.qa/en>.
- Studio 5/6 drives digital education outside the classroom. It is free and open to all to participate. See (in English): [Studio 5/6 | Home \(studio56.qa\)](#).

People with Disabilities

- Through its partnership with Mada (see #41), the government supports digital literacy and inclusion through a technology-based community for people with special needs. These include the Mada platform for digital education, Tawasul app, and Clicker 5 and Clicker 7 programme. See (in English): www.mada.org.qa.
- A program was run to support individuals with special physical, mental and learning needs, and people with impaired vision.

Migrants

- Better Connections Program provided digital inclusion opportunities for expatriate workers in Qatar over five years. It reached 1.7million beneficiaries, exceeding its target (1.5million).
- Older People: WASLA promoted digital inclusion of older members by harnessing help, guidance and support from younger relatives.

All

- THEQA provides assurance of e-commerce websites in partnership with the Ministry of Commerce and Industry. By facilitating secure trade operations online, this measure encourages a diversified target audience from different age groups, genders, and other population groups. See (in English): <https://www.theqa.qa/>.

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

The government extensively uses social media for e-information and increasingly e-consultation, and e-decision-making.

The Government Communications Office coordinates communication across governmental agencies. Its primary use is for e-information but also e-consultation and e-decision-making as needed. The main social media channel is:

- Twitter: <https://twitter.com/GCOQatar/>

The official e-government portal, Hukoomi, uses a wider array of social media platforms. Its primary use is also for e-information but not exclusively so. Social media channels are:

- Twitter: <https://twitter.com/HukoomiQatar>
- Facebook: <https://www.facebook.com/HukoomiQatar>

- Instagram: <https://www.instagram.com/hukoomi.qatar/>
- LinkedIn: <https://www.linkedin.com/company/hukoomi-qatar/>

The official e-participation portal, Sharek (see #2 and #40), aims to accelerate the government's use of social media platforms for e-consultation and e-decision-making. By unifying the conversation from offline and digital sources, Sharek provides citizens, residents, businesses, and non-governmental organisations with convenient and accessible channels to provide feedback on government services and contribute to public discussions. Social media channels are:

- Twitter: <https://twitter.com/cgbqatar>
- Instagram: <https://www.instagram.com/cgbqatar/>
- LinkedIn: <https://www.linkedin.com/company/cgb-qatar/?originalSubdomain=qa>
- Snapchat: <https://www.snapchat.com/add/cgbqatar>
- YouTube: <https://www.youtube.com/@cgbqatar>

Each government agency also uses social media for e-information as well as increasingly for e-consultation and e-decision-making as needed. The MCIT recently undertook a survey to assess and encourage all types of e-participation and it found that 80% of respondents agreed that social networking sites have a greater influence on society than traditional media. Social media channels are:

- Twitter: <https://twitter.com/MCITQatar>
- Facebook: <https://www.facebook.com/MCITQatar>
- Instagram: <https://www.linkedin.com/company/mcitqatar/>
- LinkedIn: <https://www.linkedin.com/company/mcitqatar/>
- Directory of all Ministries: <https://hukoomi.gov.qa/en/ministries>
- Directory of Additional Government Agencies:
- <https://hukoomi.gov.qa/en/directory?path=government-offices>

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

Qatar's eParticipation Policy serves as the primary document for how government representatives interact with citizens, residents, businesses, and non-governmental organisations. See (in English): https://www.mcit.gov.qa/sites/default/files/p003_eparticipation_v1.0.2_en_v3-2_2.pdf

Brand identity guidelines cover social media use by government representatives. See (in English): <https://gba.gco.gov.qa/ar/guidelines/brand-identity/>

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.

The Government is increasingly publishing information on how people's voices, including those among vulnerable groups, are included in policy decision-making.

The official Sharek e-participation portal (see #2, #40, #45) publishes relevant information and reports. One key example includes a recent public consultation to develop DA2030. A broadly representative sample of the population was surveyed about areas they would like improved. All areas have been included in the DA2030. The consultation included vulnerable groups such as older people. See (in English):

<https://www.sharek.gov.qa/en/categories/policy-consultation/6400f7c9740d0f092d98b380>

Each entity often publishes relevant information. One key example for vulnerable groups is the Government's partnership with Mada (see #41) for digital inclusion for people with disabilities. One of their roles is to support Government with policy development which has included supporting the development of the afore-mentioned Qatar's eParticipation Policy. Mada's policy development process includes consulting people with disabilities and documenting and sharing with relevant stakeholders as relevant the outcomes of focus group sessions. See (in English): <https://mada.org.qa/policy-advocacy/>.

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.

The government monitors and collects usage statistics of the Hukoomi portal services to identify gaps and enhance services. Some key metrics include popular services, service usage, most used devices, popular search queries, most used sections, preferred language (Arabic or English), and countries where users are accessing the portal from. Common statistics are published online: <https://lookerstudio.google.com/reporting/78da98fe-261c-4cbd-8c26-1453f704d240>.

- Popular services and service usage: help prioritise services for optimisation.
- Most used devices: help optimise portal design, device responsiveness, and introduction of dedicated mobile applications.
- Popular search queries: help improve the search functionality and optimise content organisation.
- Most used sections: help simplify navigation and improve visibility/accessibility of services of highest user interest and need.
- Preferred language and access country: help prioritise translations and localise content for popular language and guide targeted outreach and provide multilingual support for underused areas and regions with significant user populations.

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

The government measures portal usage data disaggregated by gender. This includes popular services, popular pages, service data, and country of access. This allows the Government to understand user interests and needs. The government also tracks feedback by gender to identify gender-specific needs, address gender disparities, and tailor communications and outreach. For example, if female or male users consistently express concerns about safety while using certain e-services, these can be assessed for better user experience. If female or male users encounter more difficulties in accessing certain services, appropriate measures can be taken to rectify disparities. Similarly, if male or female users have lower awareness about certain e-services, more information can be provided, and visibility can be increased.

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

Yes No

If yes, please provide link and detail.

The government measures user satisfaction with e-government portal services through surveys, polls, and user feedback. Surveys and opinion polls are regularly published on the official e-portal or its social media platforms. These focus on e-services or the portal itself and its associated platforms. Feedback is communicated to the relevant authority or actioned internally for the portal. Common themes are identified following trend analysis, potential areas for improvement are identified, and prioritised and actioned according to impact and feasibility. For example, 90.9% of respondents between January 2022 and May 2023 found content easy to find and are satisfied. See dashboard (in English): [Analytics: Hukoomi - Qatar eGovernment Portal \(google.com\)](#).

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]

The Government has ongoing partnerships and digital cooperation initiatives focusing on e-government and digital technologies with various UN agencies, such as ITU, UNDESA, ESCWA, and UNU E-GOV. The MCIT collaborates with ITU on WSIS, UNDESA on regional e-government workshops, ESCWA on the NDDR Report and GEMS INDEX, and UNU E-GOV on capacity development within the public sector and to accelerate e-government transformation. Qatar is a member state of ESCWA, the Communications Regulatory Authority is a member state of ITU, and Mada (a government partnership; see #41) also collaborates with ITU on digital inclusion for people with special needs. In 2024, Qatar will host the Web Summit, the world's largest technology event series.

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

The Government has similar ongoing partnerships with multiple non-UN agencies.

Global

- Assistive Technology Industry Association
- Global System for Mobile Communications
- G3ICT: The Global Initiative for Inclusive ICT
- Internet Corporation for Assigned Names and Numbers
- International Association for Accessibility Professionals
- International Institute of Communications
- World Bank GTMI Index (received 16th place globally)
- W3C: World Wide Web Consortium

Regional

- Arab League (Qatar is a member state)
- Gulf Cooperation Council (Qatar is a member state)
- Réseaux IP Européens Network Coordination Centre

Multi-National

- Amazon Web Services
- Google Cloud Agreement with Qatar
- HEC Paris University
- Institute for the Study of Knowledge Management in Education
- International Institute for Management Development
- Microsoft Agreement with Qatar

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.