



## DAWLATI – The Lebanese E–Government Portal

[www.dawlati.gov.lb](http://www.dawlati.gov.lb)

E–Government aims to simplify complicated bureaucratic measures as well as the traditional and extremely centralized work methods which are adopted in the administrative work that exhaust citizens and cause a delay in the completion of their paperwork and obtainment of services with the desired quality. In addition, complaints are filed but no proper or quick solutions are found.

Therefore, The Office of the Minister of State for Administrative Reform has founded a website [www.dawlati.gov.lb](http://www.dawlati.gov.lb) where citizens can log in through:

- **Dawlati website:** [www.dawlati.gov.lb](http://www.dawlati.gov.lb)
- **A phone help line 1700:** Citizens may dial this number from any fixed or mobile phone without any extra charge (cost of a normal call.)
- **E–mail address:** [dawlati@omsar.gov.lb](mailto:dawlati@omsar.gov.lb)
- **Dawlati mobile applications** (ANDROID/APPLE/BLACKBERRY)
- The first phase of the e–government portal (which will be followed by other phases soon) provides citizens with the following services:
  - **Information about more than 4500 administrative transactions** in the Lebanese administration in a simple, accurate and constantly updated method (The provided information contains: description of each transaction needed supporting documents, summary of needed steps and needed stamps)
  - Having **electronic forms for download and electronic filling and printing**
  - Dawlati concept through **Personalization**
  - **Special services according to users categories** : citizen, employee, expatriate, foreign, business, professions sector



- **Electronic storage for personal documents** that are used for transactions completion as the identity card, driving license and others.
- **Electronic services to all administrations**
  - Citizens' complaints
  - Deletion of current transaction
- **Electronic services in cooperation with the General Directorate of General Security:**
  - Write-off house server
  - Replace passport number for an entry visa
  - Certificate of departure
  - Visa renewal
  - Visa cancellation
- **Electronic services in cooperation with the Ministry of Foreign Affairs:**
  - Birth Certificate
  - Citizenship acquisition request
  - Request of waiver citizenship
  - Marriage Certificate
  - Divorce Certificate
  - death Certificate
  - Illegal births
- **Electronic service in cooperation with the Ministry of Agriculture:**
  - Request prior/permit authorization to import fruit seedlings, seeds, except for potatoes seeds
  - Request a certification of Origin
  - Request health permission prior importing poultry and poultry products
  - Request to import horses
  - Request permission to import veterinary medical preparations\Drugs



- Application for a license to practice the profession of importing agricultural medicines
- Application for a license to practice the profession of selling agricultural medicines
- Application for a license to practice the profession of filling and packing agricultural medicines
- Application for a license to practice the profession of formulating agricultural medicines
- Application for a license to practice the profession of committing the agricultural use of medicines (Sterilization using gaseous materials for wood and wood packaging materials)
- Application for a license to practice the profession of committing the agricultural use of medicines (Sterilization of soil using gaseous materials)
- Application for a license to practice the profession of committing the agricultural use of medicines (Spraying medicines on the farm fields and trees)
- Application for a license to practice the profession of manufacturing agricultural drugs
- Information and notification for non-medicated feed supplement / disinfectants or sterilizers
- Information and notification for importing powdered, concentrated and liquid milk UHT
- Information and notification for importing white cheese
- Application for health certificate for ready to export goods (Alimentary and non-alimentary animal products)
- Application for registration of an Institution to import Livestock



- Application for the health registration of factories of food products of animal origin
- Medical examinations on animals imported to Lebanon
- Permit for cutting trees
- Request a license for a hobby Snorkeling
- Request a permit to practice the profession of Agricultural Engineering
- Request a license to practice veterinary medicine

**E-government portal will put Lebanon on the map of states that have electronic administrative services through improving its global rank in addition to the possibility of the completion of a number of basic transactions related to citizens and businessmen electronically and the possibility of exchanging information between departments electronically.**