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E-Government Strategy 2013-2017 aims at increasing:

- the participation of citizens in decision making processes,
- the convenience of citizens and businesses in their interactions with the authorities
- transparency and accountability in Government operations.

E-Government needs surveys were carried out for citizens; government officials and businesses

- With the collaboration of Statistics Mauritius, an e-Government needs survey for citizens was also carried out with a sample size of 880 households around the island.

- **OBJECTIVE**: To be in top 50 in UN e-Gov Index.

**G2B**
- Awareness of Government Services targeted to Business
- Open Government Data
- e-Payment facility
- Electronic Authentication & Digital Signature
- Business Facilitation
- e-Procurement
- Single Window

**G2C**
- Awareness of Services
- New e-Services as per Citizens’ Needs
- OneStopShop Services
- Mobile Services
- e-Participation

**G2G**
- E-Health/e-Education/e-Work-permit plans
- Data Sharing
- Government Cloud
- Open Source
- BCM
- Paperless Government
- Legal and Regulatory
- Training and HR
- Organisational Structure and Funding
- Monitoring & evaluation

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G2B - Implementation Status

- Formulate and Implement an Open Government Data Policy
  - Statistics Mauritius has come up with an Open Data portal under Prognoz platform
  - Implementation of an open Government Data Portal with assistance of a Donor Partner

- Integrate e-Payment and m-payment facilities in the existing e-Government applications

Open Government Data

e-Payment Facility
**G2B - Implementation Status**

- Promote the use of the Card Validation service and fingerprint readers by businesses to validate the identity of citizens
- Implement measures to make digital certificates affordable

**Electronic Authentication & Digital Signature**

- Assess the current state and re-engineer e-Services to a highly transactional mode
- Promote the use of online Building and Land Permit with e-payment facility

**Business Facilitation**

- Accelerate the implementation of the eWork permit plan
  - Project has been awarded and implementation is in progress—by October 2014
  - Assess the effectiveness of the LMIS and chart the way forward to further improve the system
  - Implement online submission of company data to Statistics Mauritius
G2B - Implementation Status

- Implement e-Procurement so as to enable sustainable procurement in Government
  - Contract has been awarded--by mid 2015

- Implement Single Window for trade facilitation

**e-Procurement**

**Single Window**
G2C - Implementation Status

- Market and create awareness of Government Portal and e-Services
- Set up a Help Desk to help citizens facing problems in the use of the Government Portal, e-Services and m-Services

Facility to implement electronic payment for Government services

- E-Payment services already operational:
  - Police – Driving license
  - Police – Fees for Police duties
  - Housing – Lease of state land
  - Incorporation of a business
  - Company registration fees
  - Search fees - ROC
  - Parking fines - NTA

New e-Services as per Citizens’ Needs
G2C - Implementation Status

- Design services that are usable on mobile devices as well as desktop and laptop computers
- Implement SMS-based Disaster Alerting System
- Formulate and implement a Social Media Policy
- Promote e-Participation initiatives such as online consultation on draft bills, regulations, etc.
- Democratise access to Government information

Mobile Services

- Design services that are usable on mobile devices as well as desktop and laptop computers
- Implement SMS-based Disaster Alerting System

One Stop Shop Services

- Operate an One-Stop Shop for Government Services using network of Mauritius Post
G2G - Implementation Status

- Implement the recommendations of existing e-Government Master plans
- Formulate and Implement Data Sharing Policy
- Set up Government Service Platform and sharing of citizens’ data with Government Agencies
- Consolidate Government Cloud initiatives
- Extend Government Cloud to parastatal bodies

E-Health/SkyGovNet/e-Education/e-Work-permit plans

Data Sharing

Government Cloud
G2G - Implementation Status

- Formulate and Implement Open Source Software Policy
- Develop and implement Green ICT guidelines
- Set up legal and Regulatory committee to review existing Legal and Regulatory framework to sustain various e-Government initiatives

Open Source

Paperless Government

Legal and Regulatory
G2G - Implementation Status

- Leverage ICT adoption: ICT training to drive e-Government Projects to be delivered by the Civil Service College, Mauritius
- Leverage ICT adoption: Provision of Incentives
- Leverage ICT adoption: Ministries/Departments to procure notebooks instead of Personal Computers for Senior Officers

- Carry out in-depth study for the creation of an ICT directorate with new specialised posts in ICT for successful implementation of e-Government initiatives
- Reforms Steering Council to facilitate approval and funding of e-Government Projects

Organisational Structure and Funding
THANK YOU

E-Government Strategy
2013-2017