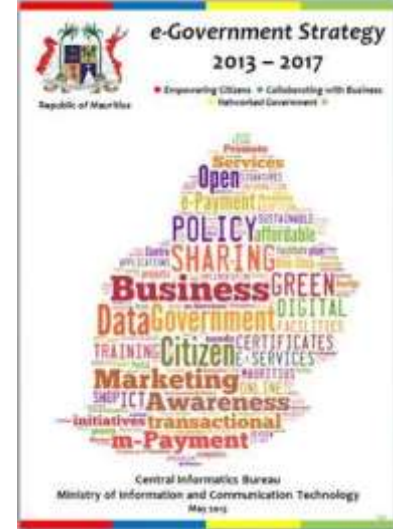


E-Government Strategy 2013-2017 Implementation

Mr Hawabhay Rajnish
Ag. Director
Central Informatics Bureau
Ministry of Information and Communication Technology
19th February 2014



E-Government Strategy 2013-2017



E-Government Strategy
2013 - 2017

- **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

E-Government Strategy 2013-2017



E-Government Strategy
2013 - 2017

- 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

E-Government Strategy 2013-2017



E-Government Strategy
2013 - 2017

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

e-Government
Strategy

2013-2017

G2B - Implementation Status



E-Government Strategy
2013 - 2017

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

Open Government Data

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

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

Business
Facilitation

G2B - Implementation Status



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

e-Procurement



- Implement Single Window for trade facilitation

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

Awareness of 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



E-Government Strategy
2013 - 2017

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

One Stop Shop Services



- 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

e-Participation

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

Mobile Services



G2G - Implementation Status



E-Government Strategy
2013 - 2017

- Implement the recommendations of existing e-Government Master plans

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

- Formulate and Implement Data Sharing Policy
- Set up Government Service Platform and sharing of citizens' data with Government Agencies

Data Sharing



- Consolidate Government Cloud initiatives
- Extend Government Cloud to parastatal bodies

Government Cloud



G2G - Implementation Status



E-Government Strategy
2013 - 2017

- Formulate and Implement Open Source Software Policy

Open Source



- Develop and implement Green ICT guidelines

Paperless Government



- Set up legal and Regulatory committee to review existing Legal and Regulatory framework to sustain various e-Government initiatives

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

Training and HR



- 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