



At the edge of digital innovation

eGov Conference **2024**

Smart Governance with GovTech

Enhancing Citizen Experience and Engagement

08th April 2024

www.sil.mu



Promote Social Inclusion and Empowerment in delivery of social benefits to citizens



Agenda



Why the Needs

What are the Challenges

Roles of Digital Transformation

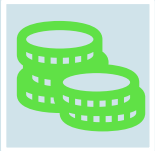
Critical Success Factors



Why the Needs



Human Rights to create an equitable society



Economic costs



Building strong societies to address challenges

Challenges



Video

➤ <https://www.youtube.com/watch?v=BM0ikSZZnJE>



Challenge
1

Health and long-term care

- ❖ New health challenges
- ❖ Pandemics
- ❖ Health care cost



Source: International Social Security Associations

Challenge
2

Closing the coverage gap

- Basic social security protection to all

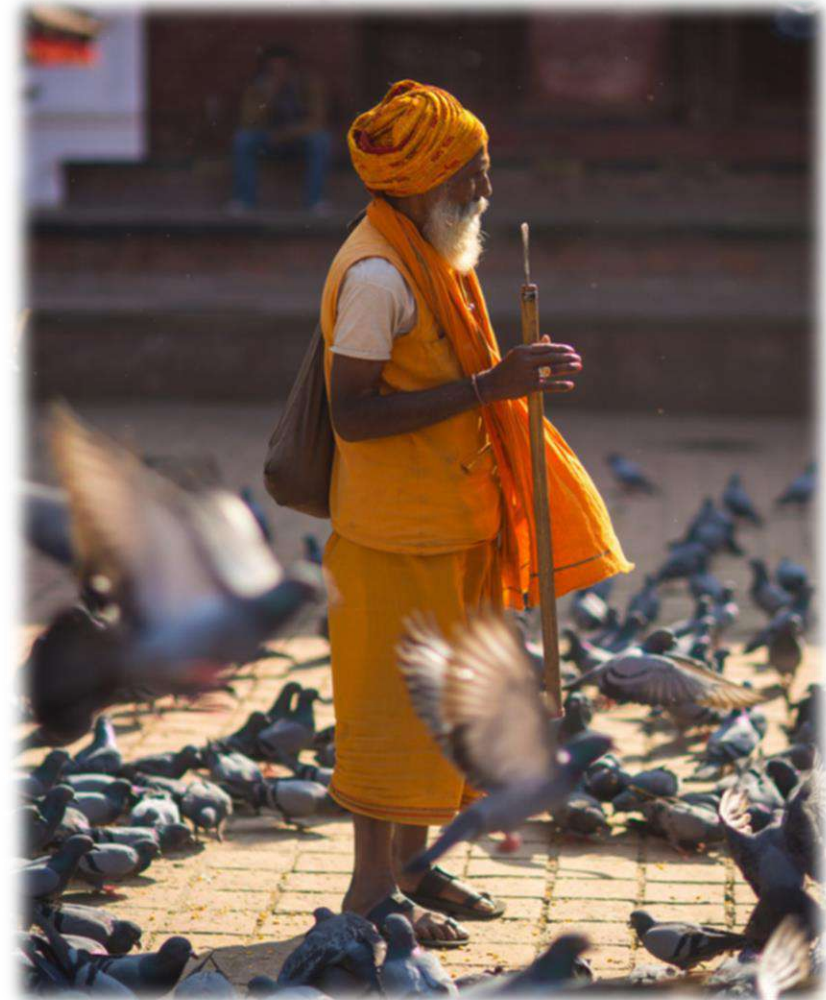


Source: International Social Security Association

Challenge
3

Population Ageing

- Basic social security protection



Source: International Social Security Association

Challenge
4

Higher Public Expectations

- ❖ Modernize social security administration
- ❖ Improve service delivery



Source: International Social Security Association

Challenge
5

Unemployment of workers

- ✦ Unemployment programmes



Source: International Social Security Association

Challenge
6

Labour Markets and Digital Economy

- Adaptation of Social Security Systems
- Skills Development and Training



Source: International Social Security Association

Challenge
7

Inequalities across the life course

- Promotes social inclusion
- Ensures equitable access to opportunities and resources



Source: International Social Security Association

Challenge
8

New Risks, Shocks and Extreme Events

- ❖ Climate change
- ❖ Natural disasters
- ❖ Pandemics

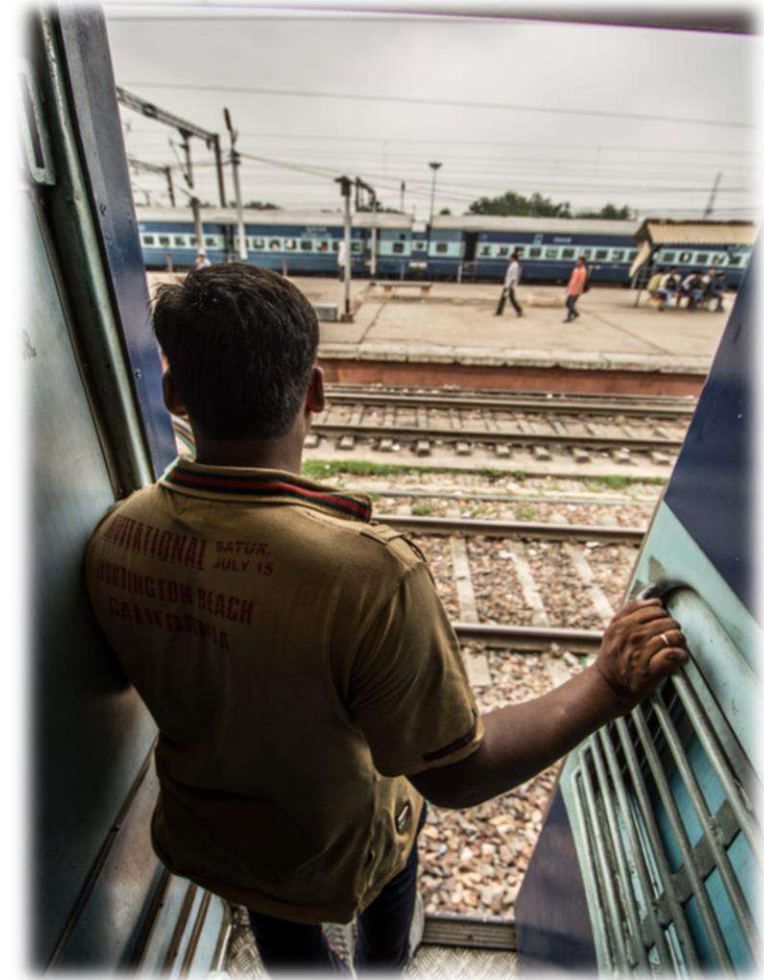


Source: International Social Security Association

Challenge
9

Protection of Migrant Workers

- ✦ Access to Social Security
- ✦ Non-Discrimination

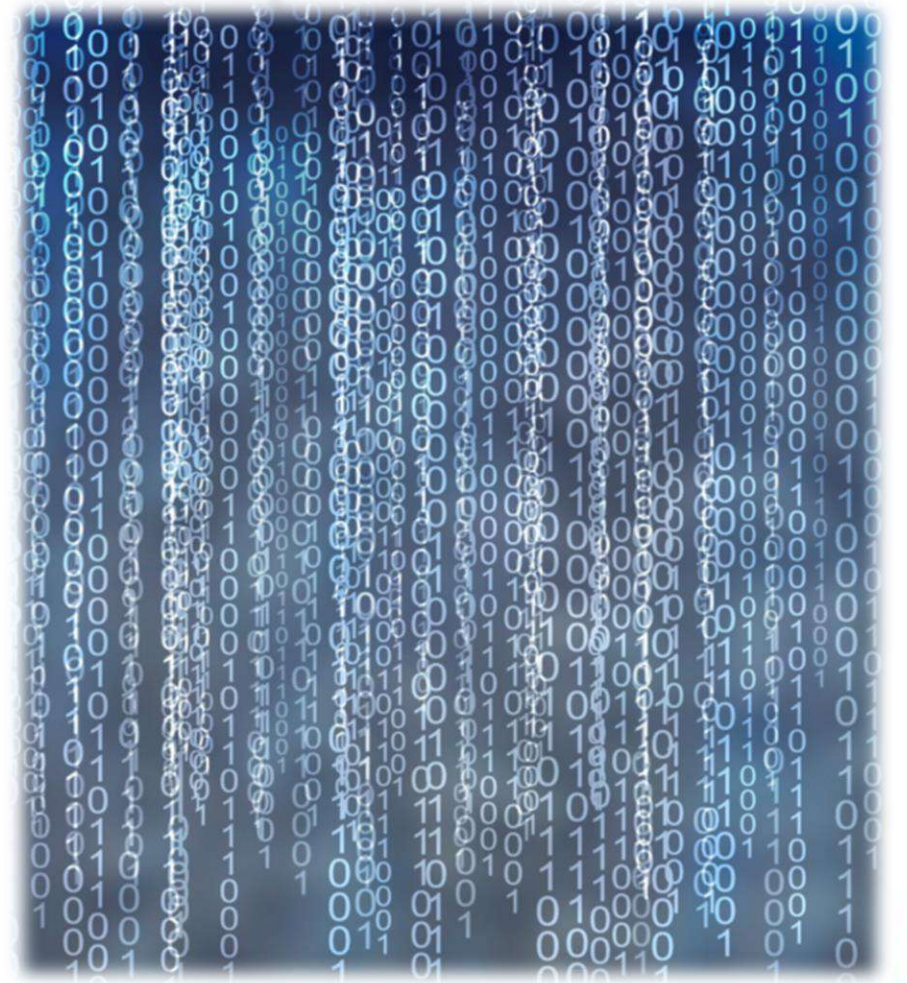


Source: International Social Security Association

Challenge
10

The Technological Transition

- Modernize social security administration
- Improve service delivery



Drivers of Digital Transformation in Social Security

1. Digital Platform

- Round-the-clock access
- Seamless communication social security agencies and other stakeholders
- Civil Status Division, Mauritius Revenue Authority, Passport and Immigration, Business Registration Authority, Health sectors, Education sectors, Banks, Non Government Organizations
- Integrated approach



2. eServices

- Accessible anytime and anywhere
- Reduce administrative burdens
- Reduce costs
- Streamline processes
- Minimize paperwork
- Freeing up resources



3. Biometric authentication and verification

- ✦ Fingerprints, Facial features, Iris patterns
- ✦ Access to authorized individuals only
- ✦ Reducing the risk of fraud and identity theft



4. eWallet / Digital Wallet

- Access your money anytime, anywhere
- Eliminates delays associated with traditional payment methods



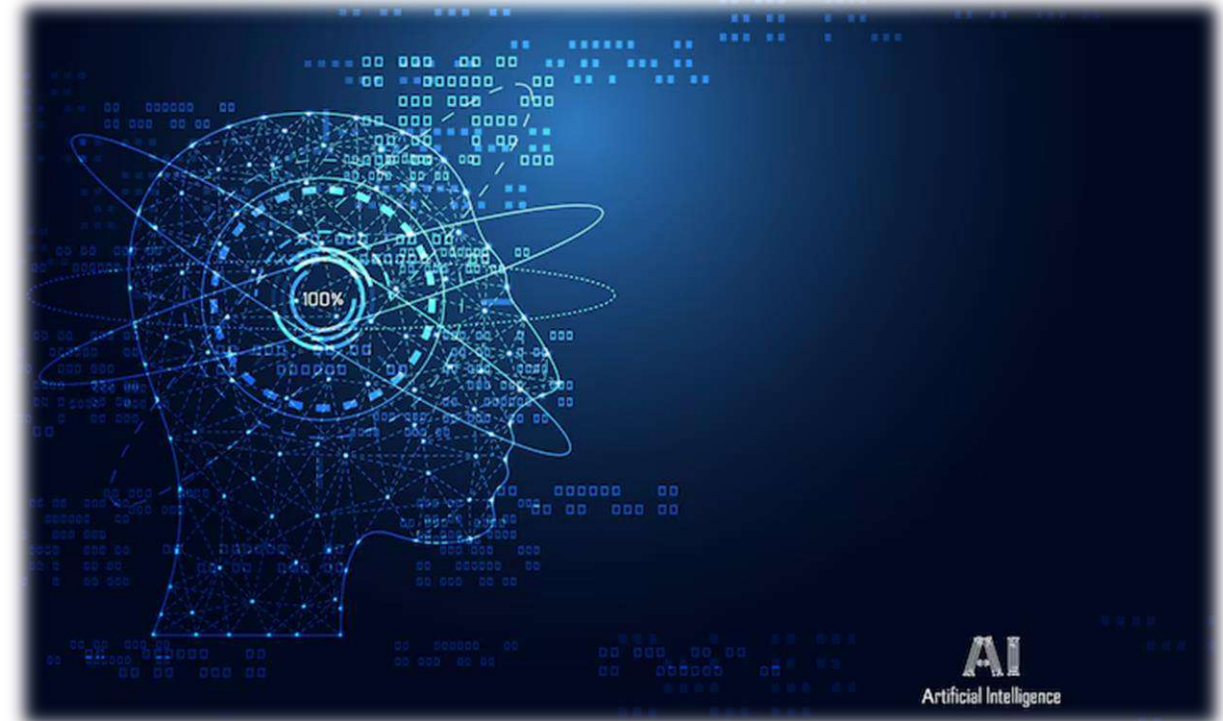
5. Data Analytics

- Identifying trends and patterns
- Identifying vulnerable citizen
- Detecting instances of fraud
- Forecasting trends and anticipate changes



6. Artificial Intelligence

- Access to immediate assistance and information
- Efficient and effective customer service



7. Internet of Things - eBracelet

- ✦ Ensuring Safety of vulnerable citizens
- ✦ Enhancing Caregiver Support



Critical Success Factors

- ❖ Social Inclusion
- ❖ Empowering Citizens
- ❖ Accessibility
- ❖ Equity and Fairness



Thank You

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