



At the edge of digital innovation

eGov Conference 2024

Smart Governance with GovTech

Enhancing Citizen Experience and Engagement

08th April 2024

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Smart Governance with GovTech in Mauritius

The Mauritian Context: Overview & Challenges



Agenda



World Bank – Web Measure Model

World Bank Report 2022 – E-Government
Development Index /E-Participation Index

Insights from these indices

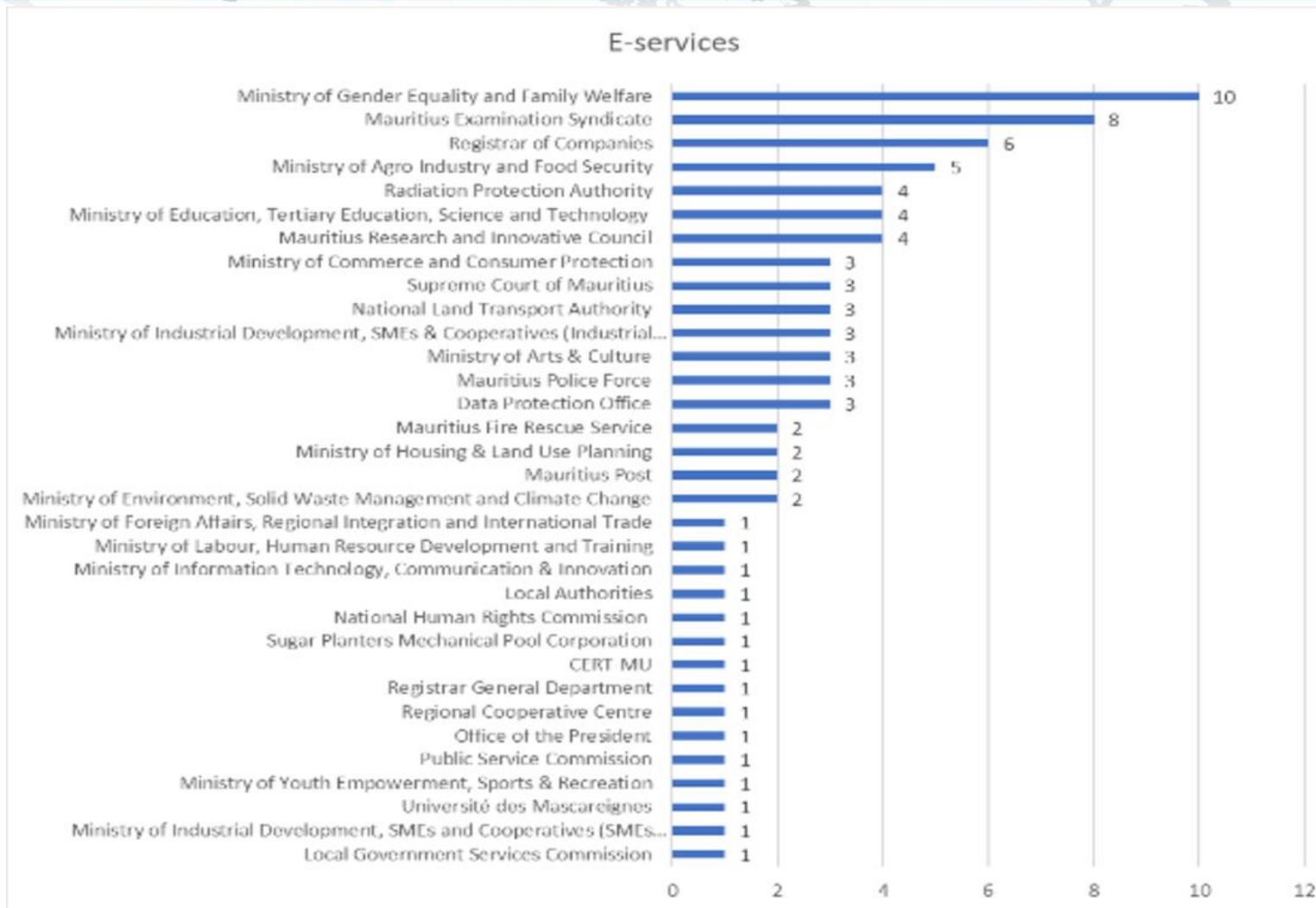
Challenges

Potential opportunities



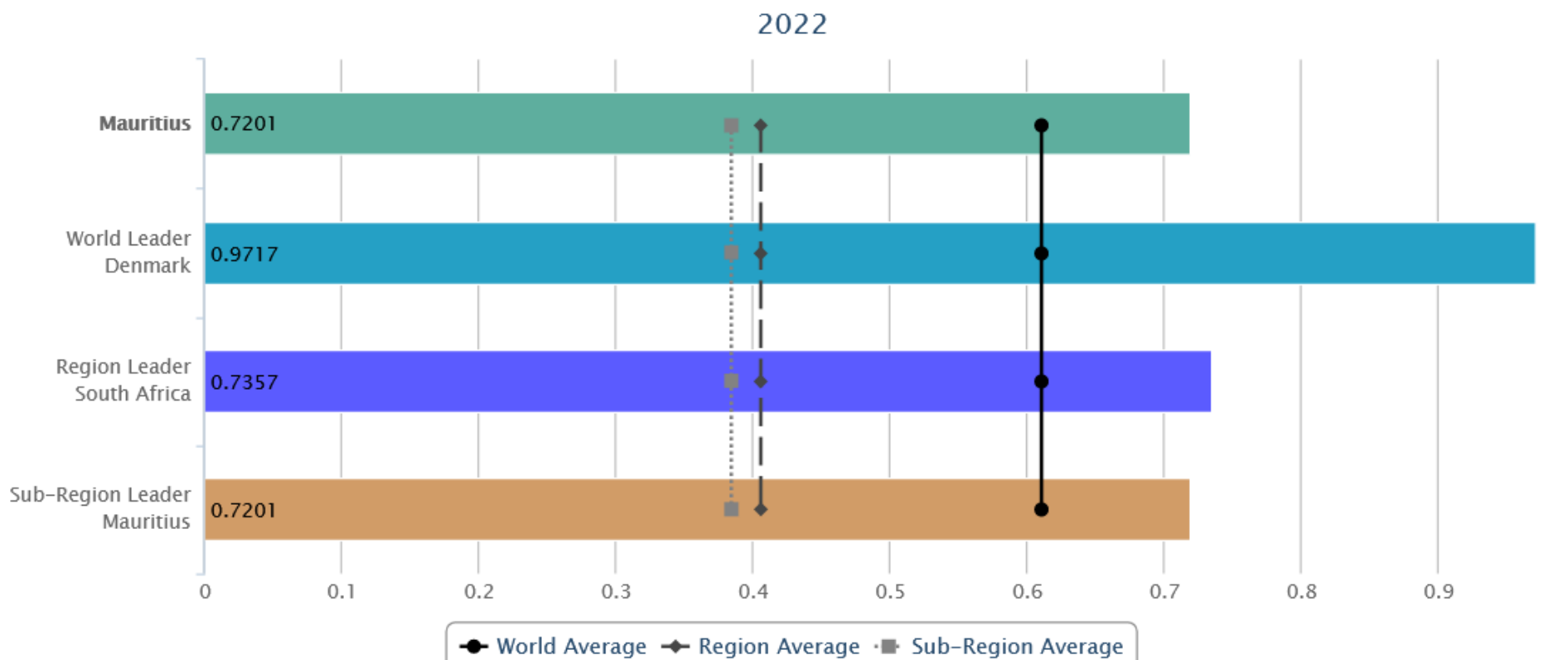
- ✦ **Emerging Presence is Stage I** representing information, which is limited and basic. The e-government online presence comprises a web page and /or an official website; links to ministries/departments of education, health, social welfare, labor and finance may/may not exist; links to regional/local government may/may not exist;
- ✦ **Enhanced presence is Stage II** in which the government provides greater public policy and governance sources of current and archived information, such as policies, laws and regulation, reports, newsletters, and downloadable databases.
- ✦ **Transactional presence is Stage III** that allows two-way interaction between the citizen and his/her government. It includes options for paying taxes; applying for ID cards, birth certificates/passports, license renewals and other similar C2G interactions by allowing him/her to submit these online 24/7.
- ✦ **Connected presence is Stage IV** which represents the most sophisticated level in the online e-government initiatives. It can be characterized by an integration of G2G, G2C and C2G (and reverse) interactions. The government encourages participatory deliberative decision-making and is willing and able to involve the society in a two-way open dialogue.

Distribution of E-services as categorised on the government online portal



(Research Paper 2022 - KMNCB Consortium)

E-Government Development Index



Highcharts.com

E-Government Development Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Mauritius (Rank)	75	63	66	58	76	93	77	63	52	51	52
Mauritius (Value)	0.72010	0.71960	0.66780	0.62306	0.53375	0.50658	0.46454	0.50860	0.53166	0.50548	0.47108

Online Services
(Online Service Index,
OSI)

Measures the scope and quality of online services provided by the government.

It evaluates the effectiveness of digital platforms in delivering essential services to citizens and businesses.

**Telecommunication
Infrastructure**
(Telecommunication
Infrastructure Index, TII):

Assesses the development status of telecommunication infrastructure within a country.

Connectivity, broadband availability, and network reliability contribute to this dimension.

Human Capital
(Human Capital Index,
HCI)

Reflects the inherent capacity of a country's population to participate in the information society.

Education levels, digital literacy, and skills play a crucial role in determining human capital.

Online Service Index – Measures Scope and Quality of Service



User Centricity – Usability, Accessibility, Response Time



Service Availability and Coverage - Are critical services (e.g., tax filing, permits, healthcare appointments) accessible digitally.

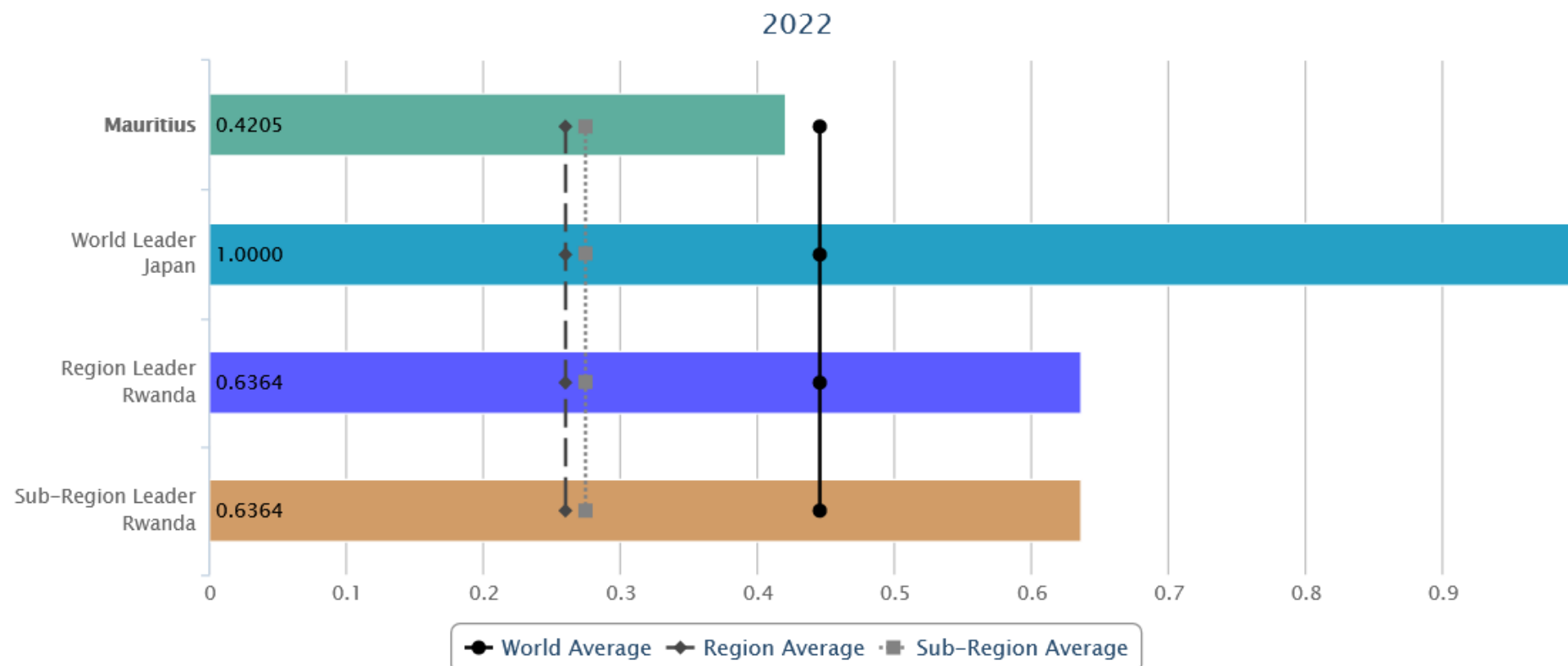


User feedback and Satisfaction



Benchmarking and Best Practices

E-Participation Index



Highcharts.com

E-Participation Index	2022	2020	2018	2016	2014	2012	2010	2008	2005	2004	2003
Mauritius (Rank)	91	80	72	50	59	109	127	87	63	53	72
	0.42050	0.64290	0.69100	0.66102	0.52941	0.07890	0.05714	0.11363	0.12698	0.14754	0.08620

E-Information:

- This component enables participation by providing citizens with public information and access to information without or upon demand.
- Governments share essential information with their constituents through digital channels.

E-Consultation:

- E-consultation involves engaging citizens in contributing to and deliberating on public policies and services.
- People are invited to give their inputs, opinions, and feedback through online platforms.

E-Decision-Making:

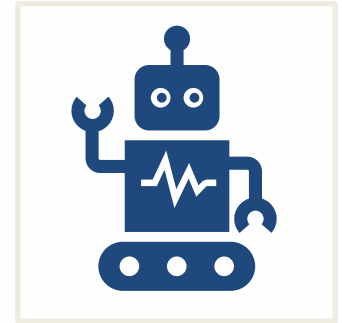
- The most empowering aspect of e-participation, e-decision-making, allows citizens to co-design policy options and participate in the co-production of service components and delivery modalities.
- Citizens become protagonists by actively influencing policy formulation.

Rwanda – Highest EPI in Africa and the sub-Region



Digital Acceleration Project (\$100M WB funded project):

- Expanding Digital Access: Supporting 250,000 households with financing to acquire smart devices.
- Digital Literacy Training: Training three million people in basic digital literacy, with a focus on girls and women.
- Enhancing Digital Services: Developing new or upgraded digital services through investments in shared standards and infrastructure.
- Supporting Digital Innovation: Strengthening the local entrepreneurship ecosystem and supporting female-owned startups



Robots in Healthcare:

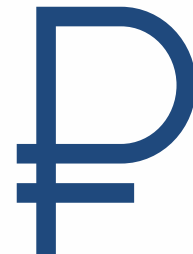
Rwanda deployed robots to combat COVID-19 as an interface between patients and medics, minimizing human-to-human contact and protecting frontline workers.

Rwanda – Highest EPI in Africa and the Region



Digital Health Strategic Plan

- Rwanda's Digital Health Strategic Plan facilitated rapid and efficient information solutions during the pandemic.
- Well-integrated health data systems enabled effective vaccine deployment and management.



E-Commerce Expansion:

- The United Nations Capital Development Fund (UNCDF) partnered with Rwanda's Ministry of ICT to expand e-commerce during lockdowns.
- This initiative supported micro, small, and medium-sized enterprises (MSMEs) in adapting to digital platforms.



Denmark

mitID is a unified Digital ID which allows citizens to access public services such as a Digital Mailbox, Tax Authorities, Healthcare records and information(both public and private) and also access online Banking services via web or mobile.



Estonia

Foundations based on Digital Identity and Signatures and Secure data exchanges between agencies. They have a digital public infrastructure which delivers automated and reusable government services in a human-centric, secure, and private manner.

Benchmarks

The UAE has a strategy called Digital UAE with the following focus areas:



Healthcare: Implement smart healthcare solutions for better patient care and health management.



Education: Enhance e-learning platforms and digital education tools.



Transportation: Develop intelligent transportation systems for efficient mobility.



Energy: Optimize energy consumption through digital solutions.



E-Government: Streamline government processes and services.



Smart Cities: Transform urban areas into smart, sustainable hubs.

Key Initiatives undertaken by Mauritius



Data Sharing (InfoHighway)

Enhancing data exchange

Open Source (Strategy and Policy)

Promoting openness

Open Data (National Open Data Portal)

Making data accessible

E-Participation (Citizen Support Portal)

Engaging citizens

Online Payment (e-Payment and SMS Gateway)

Facilitating transactions

Digital Signatures

*Ensuring secure
authentication*

Document Management System

*Efficiently managing
documents*

E-Procurement

*Streamlining
procurement processes*

Mobile Apps (Smart Mobile Apps Platform)

Enhancing accessibility

Project Framework (Project Management Manual for ICT Projects)

*Ensuring effective project
management*



Citizen centric e-Services requires reforms – administrative, legal, etc..



Modernisation and update of e-Services – Access to human and capital resources



Internal Capacity Building for DT –New Skillset e.g. Design Thinking, Lean Management, Emerging technologies



Citizen support to use DT – UX Feedback, Continual Improvement



Open source building blocks – Automation, AI, Re-usability, Platform vs Silo

Thank You

SIL

2, Saint Georges Street, Port Louis

Republic of Mauritius



207 8000



silmail@sil.mu

