



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2020

The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA<sup>1</sup> assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact [dpidg@un.org](mailto:dpidg@un.org).

**MAURITIUS** 

**25/03/2019**

I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

### I. Institutional Framework

1. What is the official **e-government<sup>2</sup> portal** at the national level? If more than one, please list all.

The **National Portal** ([www.govmu.org](http://www.govmu.org)) of the Government of Mauritius is a **one-stop-shop for e-Services** offered by Government agencies, i.e. the online services are published in a centralized repository that is easily accessible from main page of the portal. Moreover, the portal allows **single-click access** to all websites of Government agencies, provides **up-to-date information** on Government-related news, forthcoming events, communiqués, among many others. It also categorises content under four easily accessible categories – **Citizens, Businesses, Government as well as Non-Citizen**.

Content of websites are available in English, French and some in Creole. Moreover, the Government Portal has been designed for **multi-language support**. It provides numerous **accessibility features** to cater for people with disabilities. The Government Online Centre, which operates the portal, provides a **helpdesk** to answer queries regarding the portal. The portal provides for **RSS feeds, community features** where registered users can like and share content as well as **discussion forums and chat functionalities**.

**English Version of the National e-Government Portal:**

<http://www.govmu.org/English/Pages/default.aspx>

<https://www.govmu.org/english/E-Services/Pages/default.aspx>

**French Version**

<http://www.govmu.org/French/Pages/default.aspx>

<http://www.govmu.org/English/Accessibility/Pages/default.aspx>

**The e-Government Portal is also available in a mobile friendly format:**

<http://m.govmu.org>

**Up-to-date information on the portal (News, Events, Newsletter)**

<sup>1</sup> This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.

<sup>2</sup> **E-government or digital government** will be used interchangeably in this survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs)

<http://www.govmu.org/English/News/Pages/default.aspx>

<http://www.govmu.org/English/Events/Pages/default.aspx>

<http://www.govmu.org/English/Pages/NewsLetterSubscription.aspx>

**Latest Communiqués, Highlights, News, Events, Weather forecasts, Exchange rates and RSS feeds** are all accessible through the main page of the portal (<http://www.govmu.org/English/Pages/default.aspx> )

#### **Accessibility Features**

**Existence of features to configure font size, type, colour and background colour**

<http://www.govmu.org/English/Accessibility/Pages/default.aspx>

#### **Live Chat, Discussion Forums among others**

<http://www.govmu.org/English/Pages/Media.aspx>

<http://www.govmu.org/English/Chat-Rooms/Pages/default.aspx>

**Basic Search** is available on topmost part of the portal. **Advanced search** is possible through the link below which is accessible in the Search page

<http://www.govmu.org/English/Searchcenter/Pages/advanced.aspx>

Mobile-friendly **Sitemap** for Government portal

<http://m.govmu.org/English/Pages/sitemap.aspx>

#### **Help & FAQs**

<http://www.govmu.org/English/FAQs/Pages/default.aspx>

#### **Contact Us & Feedback form**

<http://www.govmu.org/English/Pages/Contact-Us.aspx>

<http://www.govmu.org/English/Feedback/Pages/default.aspx>

#### **Privacy Statement**

<http://www.govmu.org/English/Pages/PrivacyPolicy.aspx>

#### **Support for authentication or digital ID**

The portal allows registration and single-sign for accessible e-Services on the Government portal.

<https://www.govmu.org/English/Pages/SignUp.aspx>

<https://www.govmu.org/English/Pages/SignIn.aspx?Source=%2fEnglish%2fPages%2fDisclaimer.aspx>

#### **Social networking features**

Send to Friend – Users are able to share links with friends e.g (Right hand side of page)

<http://www.govmu.org/english/news/Pages/default.aspx>

Registered users can leave comments, use chatrooms, discussion forums among others

<http://www.govmu.org/English/Pages/Media.aspx>

#### **Security Features**

The portal is hosted on the secure infrastructure of the Government data centre (Government Online Centre)

<http://www.ncb.mu/English/EPowering%20Public/Pages/Government-Online-Centre.aspx>

Upon logging, websites of the portal use SSL certificates (<https://>)

CAPTCHA features are enabled.

For Mauritian citizens, ID number is validated upon registration.

Hint Question is used upon registration

User email address is validated upon registration

<https://www.govmu.org/English/Pages/SignIn.aspx?Source=%2fEnglish%2fPages%2fdefault.aspx>

Online Payment services are possible through secure payment gateways

#### **Help for using the Portal**

Support Live chat is available

<http://www.govmu.org/English/Chat-Rooms/Pages/default.aspx>

Users can provide feedback on portal

<http://www.govmu.org/English/Feedback/Pages/default.aspx>

A phone-in/operation support helpdesk is available for additional support.

2. Please also provide **URLs** for below **specific portals**, if exists:
- E-services<sup>3</sup>:

**e-Government Portal for e-Services**

<https://www.govmu.org/English/E-Services/Pages/default.aspx>

**Mauritius Business Licensing Platform:** <https://business.edbmauritius.org>

**Payments for government services through different channels and pay for any government related fees**

E-Payment (Credit Card):

<https://www.govmu.org/English/E-Services/Pages/PaymentServices.aspx>

Internet Banking:

<http://www.mra.mu/index.php/internet-banking>

Direct Debit, SMS, etc:

<https://eservices.mra.mu/#payment>

Cash Offices:

<http://treasury.mof.govmu.org/English/Contacts/Pages/District-Cash-Offices.aspx>

**File complaint for public services**

All citizens can file complaint for public services (any Government service whether offline or online) through the national engagement platform – **Citizen Support Portal** which handle Citizen complaints, and allow monitoring of complaints until completion. **The CSU portal is the main and centralised platform for communication between all Government agencies and the Public.** More than just a platform to address individual requests of citizens, the Citizen Support Portal provides the Citizen Support Unit **a broader picture of the needs of the population.** It therefore enables the Government to allocate resources more efficiently based on the different categories of complaints received in the different regions.

<https://www.csu.mu/>

<https://www.csu.mu/about-csp/>

**Mobile services in education, employment, environment, health, social protection**

The e-Government Portal is also available in a mobile friendly format:

<http://m.govmu.org>

The e-Government Portal and its services are also available in mobile app format:

<https://play.google.com/store/apps/details?id=com.linkdev.mauritius.app&hl=en>

<https://itunes.apple.com/mu/app/mauritius-gov/id564251719?mt=8>

The **mobile apps** for Citizens in different sectors (Education, Transport, Environment, Energy, Social Protection, etc) is available at the following dedicated portal:

<http://mauritusapps.govmu.org/>

**Information about services in partnership with third parties**

<sup>3</sup> A specific portal where you can see the list of all online services available for the public

Government has partnered with **Mauritius Post** to use the **network of post offices** throughout the island for the **delivery of e-Services** to the Public. Citizens can avail of free PCs connected to the Internet for availing of Government e-Services.

<http://www.mauritiuspost.mu/products-and-services>

<http://www.mauritiuspost.mu/products-and-services/e-services>

Government has implemented its **Digital Signature infrastructure** using third-party **e-Mudhra**. The **Mauritius Post** acts as the Registration Authority i.e. Mauritius Post. for accepting registrations from the Public.

<https://www.emudhra.mu/>

b. E-participation<sup>4</sup>:

**Online participation in public issues related to education, employment, environment, health and social protection**

The **Citizen Support Portal** is the **main e-Participation and e-Decision Making platform** to engage with users, handle Citizen complaints, allow monitoring of complaints and inform Citizens on Government policies, communiqués among others. **The CSU portal is the main and centralised platform for communication between all Government agencies and the Public.** More than just a platform to address individual requests of citizens, the Citizen Support Portal provides the Citizen Support Unit a **broader picture of the needs of the population.** It therefore enables the Government to allocate resources more efficiently based on the different categories of complaints received in the different regions.

URL:

<https://www.csu.mu/>

<https://www.csu.mu/about-csp/>

**Tools to obtain inputs for policy deliberation**

Moreover, **online contribution on national strategies** such as **Vision 2030 Blueprint** and **National Budget** have been conducted with Citizens and Businesses to capture their feedback.

<http://vision2030.govmu.org/English/Pages/index.aspx>

The Ministry of Finance and Economic Development has implemented the e-Participation platform **mauritiusbudget.com** where **citizens are engaged** to participate in the upcoming budget.

<http://mauritiusbudget.com/>

**Existence of an e-participation policy/mission statement**

The Digital Government Transformation Strategy 2018 – 2022 makes policy recommendation on e-Participation as follows (Page 41, Section 6.2):

*“Implement mechanisms to support the integration of citizens and other stakeholders’ views in decision-making processes, design and improvement of digital services, data to be released in open formats, among others”*

[http://mtci.govmu.org/English/Documents/2017/Policies%20and%20Strategies/\[MTCI\]%20Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf](http://mtci.govmu.org/English/Documents/2017/Policies%20and%20Strategies/[MTCI]%20Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf)

<http://www.ncb.mu/English/Documents/Downloads/Reports%20and%20Guidelines/Guideline%20on%20Social%20Networks.pdf>

[http://www.ncb.mu/English/Documents/Brochures/Flyer\\_social.pdf](http://www.ncb.mu/English/Documents/Brochures/Flyer_social.pdf)

<http://cybersecurity.ncb.mu/English/Documents/Knowledge%20Bank/Guidelines/Guideline%20on%20Social%20Networks.pdf>

c. Open government data:

**National Open Data Portal:** <https://data.govmu.org/dkan/>

**Open government data policy:**

<http://mtci.govmu.org/English/Documents/2017/Communique/Press%20Communique/Mauritius%20Open%20Data%20Policy%20May%202017.pdf>

**Datasets per Category can be found here:** <https://data.govmu.org/dkan/?q=search/type/dataset>

**Ability to request new open data sets:**

<https://data.govmu.org/dkan/?q=contact-us>

<https://eform.govmu.org/forms/OD/suggest.php>

**Open government data on Education:**

[https://data.govmu.org/dkan/?q=search/field\\_topics/field\\_topic/education-2&sort\\_by=changed](https://data.govmu.org/dkan/?q=search/field_topics/field_topic/education-2&sort_by=changed)

**Open government data on Employment:**

<sup>4</sup> **E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

[https://data.govmu.org/dkan/?q=search/field\\_topic/labour-46](https://data.govmu.org/dkan/?q=search/field_topic/labour-46)

**Open government data on Environment:**

[https://data.govmu.org/dkan/?q=search/field\\_topic/environment-47](https://data.govmu.org/dkan/?q=search/field_topic/environment-47)

**Open government data on Health:**

[https://data.govmu.org/dkan/?q=search/field\\_topic/health-and-sports-data-4](https://data.govmu.org/dkan/?q=search/field_topic/health-and-sports-data-4)

**Open government data on Social protection:**

[https://data.govmu.org/dkan/?q=search/field\\_topic/social-45](https://data.govmu.org/dkan/?q=search/field_topic/social-45)

**Data Dictionary and Meta Data:**

<https://data.govmu.org/dkan/?q=documentation>

d. Public procurement:

**e-Procurement Portal and notice of procurements**

<https://eproc.publicprocurement.govmu.org>

<http://publicprocurement.govmu.org/pages/procurementlist.aspx>

**Results of any government procurement/bidding process (Notice of Awards, Evaluation Results, etc)**

<http://publicprocurement.govmu.org/pages/evaluationreports.aspx>

<http://publicprocurement.govmu.org/pages/awards.aspx>

**Ability to monitor and evaluate existing government procurement contracts**

<https://eproc.publicprocurement.govmu.org>

e. Other major portals at the national level:

The **mobile apps** for Citizens (e.g. Emergency Alert System, Government Information & Services - SearchGov) is available at the following dedicated portal:

<http://mauritiushapps.govmu.org/>

The **InfoHighway** provides for sharing of data amongst Government Agencies and is designed as the service platform, which allows multiple Government agencies to share data via E-Services to other agencies.

<http://ih.govmu.org/>

Information about the **350+ FREE WIFI hotspots** provided by Government is available on this dedicated portal:

<http://www.wifimauritius.mu/>

The **Taxpayer Portal** from Mauritius Revenue Authority allows citizens and businesses to file their tax returns online.

<https://eservices9.mra.mu/taxportal/taxpayerlogin.jsp>

<http://www.mra.mu/>

The **local government** has a consolidated **one-stop-shop portal** for accessing services of local authorities, i.e. all 5 Municipalities and 7 District Councils.

<http://la.govmu.org/>

The portal of **Economic Development Board** provides potential investors with online services for applying of permits such as occupation permits as well as information on investment schemes (e.g Smart City, Integrated Resort Scheme)

<http://www.edbmauritius.org/online-systems/>

**Online skills training for Youth and Adults**

Universal ICT Education Programme – IC3 and others

<http://uiep.govmu.org/English/Pages/default.aspx>

<http://www.ncb.mu/English/EPowering-People/Pages/default.aspx>

Civil Service College e-Learning system  
<http://training.civilservice.govmu.org/>

National Skills Development Programme  
<https://nsdp.hrdc.mu/>

**Mauritius Trade Easy**, a state-of-the-art trade portal was launched recently to provide maximum information to the business community and to the public at large relating to import and export procedures in Mauritius.  
<http://www.mauritiustrade.mu/en>

**National Single Window (Mauritius Trade link)** is a major e-Government project, which brings various enhancements to trade Facilitation – reduction of time and cost of doing business in Mauritius. This will improve transparency at both agencies and Customs Department. The portal acts as a single web-based online portal for the submission and processing of import/export permits and clearance from Government agencies. Various benefits are derived from the National Single Window project by the business community namely a reduction in the dwell time for import/export permits processing and clearance; reduced cost of doing business; 24/7 access to the portal via internet; and facilities for traders to track the progress of their applications/declarations in real time among others.

<https://mns.mu/tradelink-single-window/>

[http://servicesmns.mu/forms/SW/TradeLink%20\(MICCP%20Exports\)%20SOP%20for%20Applicant%20ver%201.0.pdf](http://servicesmns.mu/forms/SW/TradeLink%20(MICCP%20Exports)%20SOP%20for%20Applicant%20ver%201.0.pdf)

<http://www.govmu.org/English/News/Pages/International-Customs-Day-2016-MRA-launches-National-Single-Window-and-Taxpayers%E2%80%99-portal.aspx>

<https://www.mcci.org/en/media-news-events/business-updates/launch-of-the-single-window-platform/>

3. Please provide **name(s) and URL(s)** of the government agency/department/ministry at the national level in charge of e-government.

The **Ministry of Technology, Communication and Innovation (MTCI)** is the Ministry responsible for the formulation and implementation of Government policies in the e-Government and ICT sector.

<http://mtci.govmu.org/English/Pages/default.aspx>

**Central Informatics Bureau – e-Government**

The Central Informatics Bureau which operates under the aegis of the Ministry of TCI, provides project management, consultancy and advisory services to Ministries and Departments on ICT matters and for the successful implementation of **e-Government projects**. It has a pool of Lead Programme Managers and Programme Managers who work in collaboration with officers dedicated to projects at the user-side at Ministries/Departments for the implementation of **e-Government projects**.

<http://cib.govmu.org/English/Pages/default.aspx>

4. Does your country have a **Chief Information Officer (CIO)**<sup>5</sup> to manage national cross-agency e-government programs/strategies?

Name:	Mr. Rajnish HAWABHAY
Title:	Chief Technical Officer (CTO)

<sup>5</sup> CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)

Organization:	<p>Ministry of Technology, Communication and Innovation</p> <p><b>Website of MTCI</b>  <a href="http://mtci.govmu.org/English/Pages/default.aspx">http://mtci.govmu.org/English/Pages/default.aspx</a></p> <p><b>Information on CTO</b>  <a href="http://mtci.govmu.org/English/AboutUs/Pages/Senior-Staff-Organization.aspx">http://mtci.govmu.org/English/AboutUs/Pages/Senior-Staff-Organization.aspx</a></p> <p><a href="http://civilservice.govmu.org/English/Documents/Scheme%20of%20Service/Scheme%20of%20Service%20-%20All%20Folders/Technology,%20Communication%20and%20Innovation/Information%20Technology%20and%20Telecommunications/Chief%20Technical%20Officer,%20ICT.pdf">http://civilservice.govmu.org/English/Documents/Scheme%20of%20Service/Scheme%20of%20Service%20-%20All%20Folders/Technology,%20Communication%20and%20Innovation/Information%20Technology%20and%20Telecommunications/Chief%20Technical%20Officer,%20ICT.pdf</a></p>
E-mail:	rhawabhay@govmu.org
Phone:	(230) 401 35 25

5. Please provide **names and URLs** of the government agencies/ministries/departments at the national level in charge of the following:

<p><b>Organisational Structure of Government</b>  <a href="http://pmo.govmu.org/English/Documents/list%20of%20Ministers/LIST%20OF%20MINISTERS%20as%20at%2027%20July%202018.pdf">http://pmo.govmu.org/English/Documents/list%20of%20Ministers/LIST%20OF%20MINISTERS%20as%20at%2027%20July%202018.pdf</a>  <a href="http://www.govmu.org/English/GovernmentBodies/Pages/default.aspx">http://www.govmu.org/English/GovernmentBodies/Pages/default.aspx</a></p> <p><b>Websites of all Ministries and Departments are easily accessible on the National Portal:</b>  <a href="http://www.govmu.org/English/GovernmentBodies/Pages/Ministries.aspx">http://www.govmu.org/English/GovernmentBodies/Pages/Ministries.aspx</a></p> <p><b>Local/regional government agencies</b>                  The <b>local government</b> has a consolidated <b>one-stop-shop portal</b> for accessing services of local authorities, i.e. all 5 Municipalities and 7 District Councils.  <a href="http://la.govmu.org/">http://la.govmu.org/</a></p> <p>The <b>mobile apps</b> for Citizens is available at the following dedicated portal:  <a href="http://mauritiusapps.govmu.org/">http://mauritiusapps.govmu.org/</a></p> <p><b>Open Datasets</b> categorised under different domains (Health, Finance, Social, etc) are readily available at:  <a href="https://data.govmu.org/dkan/?q=search/type/dataset">https://data.govmu.org/dkan/?q=search/type/dataset</a></p>
--

- a. Planning and Development

<p><b>Ministry of Finance and Economic Development</b>  <a href="http://mof.govmu.org/English/Pages/default.aspx">http://mof.govmu.org/English/Pages/default.aspx</a></p>
---

- b. Education

<p><b>Ministry of Education and Human Resources, Tertiary Education and Scientific Research</b>  <a href="http://ministry-education.govmu.org/English/Pages/default.aspx">http://ministry-education.govmu.org/English/Pages/default.aspx</a></p> <p><b>Technical and Vocational Training Skills:</b>  <a href="http://ministry-education.govmu.org/English/educationsector/Pages/TVET.aspx">http://ministry-education.govmu.org/English/educationsector/Pages/TVET.aspx</a>  <a href="http://www.mitd.mu/">http://www.mitd.mu/</a></p> <p><b>Online skills training for Youth and Adults</b></p>
--



Universal ICT Education Programme – IC3 and others

<http://uiep.govmu.org/English/Pages/default.aspx>

<http://www.ncb.mu/English/EPowering-People/Pages/default.aspx>

Civil Service College e-Learning system

<http://training.civilservice.govmu.org/>

National Skills Development Programme

<https://nsdp.hrdc.mu/>

**Information about schools with accessible facilities**

<http://ministry-education.govmu.org/English/AboutUs/directory/Pages/Schools.aspx>

**Education for persons with disabilities & children in vulnerable situations**

<http://ministry-education.govmu.org/English/educationsector/Pages/Special-Education-Needs.aspx>

**List of Zone Education Prioritaire for children in vulnerable situations:**

<http://ministry-education.govmu.org/English/Pages/Primary%20Education/List-of-ZEP-Schools.aspx>

**Online tools helping children with disabilities to participate at all levels of education**

<http://disability.govmu.org/portal/sites/disability/education.htm>

<http://ministry-education.govmu.org/English/Accessibility/Pages/default.aspx>

**Early childhood development, care and pre-primary education**

<http://ministry-education.govmu.org/English/educationsector/Pages/Pre-Primary-Education.aspx>

<http://www.tipti.org/>

**Mobile App on Education**

<http://mauritiusapps.govmu.org/apps?17>

**Education Policies**

<http://ministry-education.govmu.org/English/downloads/Pages/Publications--Reports.aspx>

<http://ministry-education.govmu.org/English/Documents/Publications/EHRSP%202008-2020.pdf>

**Education Budget & Dataset**

[http://budget.mof.govmu.org/budget2018-19/V\\_09\\_012018\\_19Edu.pdf](http://budget.mof.govmu.org/budget2018-19/V_09_012018_19Edu.pdf)

<https://data.govmu.org/dkan/?q=dataset/ministry-education-and-human-resources-tertiary-and-scientific-research-budet-data-2017-2018>

**Education Open Datasets (e.g list of schools, etc)**

[https://data.govmu.org/dkan/?q=search/field\\_topic/education-2](https://data.govmu.org/dkan/?q=search/field_topic/education-2)

**List of Scholarships and Apply for Scholarships**

<http://ministry-education.govmu.org/English/scholarships/Pages/default.aspx>

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=6>

**Ability to enroll online for primary or secondary education**

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=6>

c. Health

**Ministry of Health and Quality of Life**

<http://health.govmu.org/English/Pages/default.aspx>

**Health Policy & Strategy**

<http://health.govmu.org/English/the-ministry/Pages/default.aspx>  
<http://health.govmu.org/English/Documents/2018/1360-Customer%20Charter%20mail.pdf>  
[http://www.nationalplanningcycles.org/sites/default/files/planning\\_cycle\\_repository/mauritius/draft\\_health\\_sector\\_strategy\\_2021.pdf](http://www.nationalplanningcycles.org/sites/default/files/planning_cycle_repository/mauritius/draft_health_sector_strategy_2021.pdf)

#### **Health Budget**

[http://budget.mof.govmu.org/budget2018-19/V\\_11\\_012018\\_19Health.pdf](http://budget.mof.govmu.org/budget2018-19/V_11_012018_19Health.pdf)  
<https://data.govmu.org/dkan/?q=dataset/budget-data-2016-2017-ministry-health-and-quality-life-0>

#### **The National Sexual & Reproductive Health Policy**

<http://health.govmu.org/English/Documents/healthpol07.pdf>

#### **The National Sexual & Reproductive Health Strategy And Plan Of Action**

<http://health.govmu.org/English/Documents/actplan0915.pdf>

#### **Information about health-emergency preparedness**

Emergency information (e.g. on Dengue, Yellow Fever, etc) is available under “New” and “Communique” sections on the Ministry website

<http://health.govmu.org/English/Pages/default.aspx>

#### **d. Social Protection and Welfare**

##### **Ministry of Social Security, National Solidarity and Reform Institutions – Welfare, Social benefits and pensions among others**

<http://socialsecurity.govmu.org/English/Pages/default.aspx>

##### **Ministry of Social Integration and Economic Empowerment – Eradication of extreme and chronic poverty and creation of an inclusive and more equitable society**

<http://socialintegration.govmu.org/English/Pages/default.aspx>

##### **Social Protection Policy**

<http://socialsecurity.govmu.org/English/AboutUs/Pages/Objectives-of-the-Ministry.aspx>  
<http://socialsecurity.govmu.org/English/Documents/Publications/Customer%20Charter%20Website.pdf>  
<http://socialsecurity.govmu.org/English/Department/National%20Pensions%20Scheme/Pages/National-Pensions-Scheme.aspx>

##### **Social Protection Budget is available in the National Budget every year:**

<http://budget.mof.govmu.org/budgetministries2018-19.html>  
[http://budget.mof.govmu.org/budget2018-19/V\\_13\\_012018\\_19SocSec.pdf](http://budget.mof.govmu.org/budget2018-19/V_13_012018_19SocSec.pdf)

##### **Mobile App on Family Welfare**

<http://mauritiusapps.govmu.org/apps?14>

##### **Mobile App on Police**

<http://mauritiusapps.govmu.org/apps?8>

##### **Information about accessible public transportation and traffic**

<http://nta.govmu.org/English/Procedures/Pages/Hidden/Bus-Timetable.aspx>

**Smart Traffic Mobile App:** <http://mauritiusapps.govmu.org/apps?9>

**Traffic Watch Mobile App:** <https://www.myt.mu/events/trafficwatch/>

##### **Road Safety**

Road Safety Campaign on main page: <http://publicinfrastructure.govmu.org/English/Pages/default.aspx>  
[http://publicinfrastructure.govmu.org/English/Documents/Flyer/18563-MoPI-ROAD%20SAFETY%20FLYER%20A5%20amendment%20\(3\).pdf](http://publicinfrastructure.govmu.org/English/Documents/Flyer/18563-MoPI-ROAD%20SAFETY%20FLYER%20A5%20amendment%20(3).pdf)

**Road Traffic Accidents Statistics**

<http://statsmauritius.govmu.org/English/StatsbySubj/Pages/Transport.aspx>

[http://statsmauritius.govmu.org/English/Publications/Pages/RTA\\_Jan-Jun18.aspx](http://statsmauritius.govmu.org/English/Publications/Pages/RTA_Jan-Jun18.aspx)

**Open Datasets on Social**

[https://data.govmu.org/dkan/?q=search/field\\_topic/social-45](https://data.govmu.org/dkan/?q=search/field_topic/social-45)

**Information about programs/initiatives benefiting the poor or vulnerable groups**

<http://socialsecurity.govmu.org/English/Department/Social%20Aid/Pages/default.aspx>

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/Social-Aid--Unemployment-Hardhip-relief.aspx>

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/Benefits-Section.aspx>

[http://socialintegration.govmu.org/English/Documents/customer\\_charter%20.pdf](http://socialintegration.govmu.org/English/Documents/customer_charter%20.pdf)

National Empowerment Foundation: [http://www.nef.mu/documents/NEF\\_Services.pdf](http://www.nef.mu/documents/NEF_Services.pdf)

**Information about housing support for older persons**

<http://socialsecurity.govmu.org/English/Department/Senior%20Citizens/Pages/Policy.aspx>

<http://socialsecurity.govmu.org/English/Department/Senior%20Citizens/Pages/default.aspx>

<http://socialsecurity.govmu.org/English/Department/Pages/Recreation-Centres.aspx>

<http://socialsecurity.govmu.org/English/Department/Pages/Foyer-Trochetia.aspx>

<http://housing.govmu.org/English/DeptOrg/Divisions/Pages/Housing-Division.aspx>

**Information about diseases affecting older persons**

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/Medical-Unit.aspx>

<http://socialsecurity.govmu.org/English/Department/Pages/National-Solidarity-Fund.aspx>

**Information about affordable public housing**

<http://housing.govmu.org/English/DeptOrg/Divisions/Pages/Housing-Division.aspx>

<https://nhdcmauritius.com/>

<http://socialsecurity.govmu.org/English/Department/Pages/Recreation-Centres.aspx>

<http://socialsecurity.govmu.org/English/Department/Pages/Foyer-Trochetia.aspx>

**Existence of online service for female-headed households, immigrants, migrant workers, refugees and/or internally displaced persons, older persons, persons with women, youth disabilities, the poor (below poverty line),**

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/Medical-Unit.aspx>

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/Benefits-Section.aspx>

<http://disability.govmu.org/portal/sites/disability/index.html>

<http://socialsecurity.govmu.org/English/Department/Pages/National-Solidarity-Fund.aspx>

<http://socialsecurity.govmu.org/English/FAQs/Pages/default.aspx>

<http://gender.govmu.org/English/Pages/Units/Family-Welfare-and-Protection-Unit.aspx>

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=67>

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=2>

**Ability to apply online for social protection**

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/Benefits-Section.aspx>

<http://socialsecurity.govmu.org/English/ServicesMenu/Pages/default.aspx>

**Ability to apply for personal ID cards online**

<http://mnis.govmu.org/English/Pages/default.aspx>

<http://mnis.govmu.org/English/Registration/Pages/Documents-required.aspx>

**Ability to apply for marriage certificates online**

<http://csd.pmo.govmu.org/English/registration/Pages/Marriage.aspx>

<http://csd.pmo.govmu.org/English/registration/Pages/Religious-Marriage-having-civil-effect.aspx>

<http://csd.pmo.govmu.org/English/registration/Pages/Marriage%20between%20Mauritian%20Citizen%20and%20Non-Citizen.aspx>

<http://csd.pmo.govmu.org/English/registration/Pages/Residence-Permit-Marriage.aspx>  
<http://csd.pmo.govmu.org/English/registration/Pages/Marriage-of-two-non-citizens.aspx>

**Ability to apply for death certificates online**

<http://csd.pmo.govmu.org/English/registration/Pages/death.aspx>

**Ability to apply for birth certificates online**

<http://csd.pmo.govmu.org/English/registration/Pages/birth.aspx>

**Ability to report online about trafficking, sexual abuse or other form of exploitation**

Reporting Cases of Alleged Domestic Violence

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=67>

Application for Reporting Children Issues

Contact/Query Form - Child Development Unit

Contact/Query Form- Family Welfare and Protection Unit

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=2>

Complaints to Human Rights Commission

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=78>

**Information about citizenship application**

<http://dha.pmo.govmu.org/English/Mandate/Pages/CITIZENSHIP.aspx>

<http://dha.pmo.govmu.org/English/Mandate/Pages/default.aspx>

e. Employment and Decent Work

**Ministry of Labour, Industrial Relations, Employment and Training**

<http://labour.govmu.org/English/Pages/default.aspx>

<http://empment.labour.govmu.org/English/Pages/default.aspx>

**Latest Jobs**

<https://www.mauritiusjobs.mu/>

**Public Service Commission & Disciplined Forces Service Commission – recruitment of job positions in the Public sector, job vacancies, advertisement status**

<http://psc.govmu.org/English/Pages/default.aspx>

**Apply for government jobs online (e-Recruitment Portal)**

Prospective applicants can apply directly from job advertisements from the website of the Public Service Commission:

<http://psc.govmu.org/English/Pages/PscHomepage.aspx>

<http://psc.govmu.org/English//INSTRUCTIONS/USER%20GUIDE%20TO%20APPLY%20ONLINE.PDF>

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=83>

**Portal to apply for Work Permits (International workers)**

[https://www.workpermit.mu/eworkpermit\\_wkp/web/](https://www.workpermit.mu/eworkpermit_wkp/web/)

**Ability to apply for any visa to enter or transit through this country**

<http://passport.govmu.org/English/Passport%20and%20Visa%20Requirement%20in%20Mauritius/Pages/default.aspx>

<http://passport.govmu.org/English/Passport%20and%20Visa%20Requirement%20in%20Mauritius/Pages/Where-to-apply-for-Visa.aspx>

<http://dha.pmo.govmu.org/English/Mandate/Pages/Resident-Permit-and-Visa.aspx>

**Labour/Employment Policy**

<http://labour.govmu.org/English/AboutUs/Pages/The-Ministry.aspx>

<http://labour.govmu.org/English/Documents/customer%20charter%20labour%20division.pdf>

<http://labour.govmu.org/English/Publications/Pages/Code-of-practice-and-guidelines.aspx>  
<http://labour.govmu.org/English/Legislations/Pages/default.aspx>  
<http://labour.govmu.org/English/Publications/Pages/Labour-Standards.aspx>

**Labour/Employment Budget**

[http://budget.mof.govmu.org/budget2018-19/V\\_21\\_012018\\_19Labour.pdf](http://budget.mof.govmu.org/budget2018-19/V_21_012018_19Labour.pdf)

**Labour laws and Regulation**

<http://labour.govmu.org/English/Legislations/Pages/default.aspx>

**Public sector work force distribution by gender**

**Refer to Table 3**

[http://statsmauritius.govmu.org/English/Publications/Documents/2018/EI1411/SEE\\_Mar18.xls](http://statsmauritius.govmu.org/English/Publications/Documents/2018/EI1411/SEE_Mar18.xls)

**Mobile App for Innovators, Entrepreneurs and Small & Medium Enterprises**

<http://mauritiusapps.govmu.org/apps?13>

**Information about laws and regulations against discrimination**

The Constitution of Mauritius is regarded as being the supreme Law which clearly protects this philosophy of equality at Chapter 2 Section (3) and (16)

<http://mauritiusassembly.govmu.org/English/constitution/Pages/default.aspx>

Equal Opportunities Act - <http://eoc.govmu.org/English/Documents/equal%20opportunities%20act%202008.pdf>

Employment Rights - <http://labour.govmu.org/English/Legislations/Pages/Employment-Rights-Act-2008-and-Regulations.aspx>

**Information about gender equality (policy/legislation)**

The Constitution of Mauritius is regarded as being the supreme Law which clearly protects this philosophy of equality at Chapter 2 Section (3) and (16)

<http://mauritiusassembly.govmu.org/English/constitution/Pages/default.aspx>

<http://gender.govmu.org/English/Legislations/Pages/default.aspx>

<http://gender.govmu.org/English/Documents/2017/Gender%20Mainstreaming.pdf>

<http://gender.govmu.org/English/Pages/default.aspx>

<http://gender.govmu.org/English/Pages/Units/The-Gender-Unit.aspx>

**Ability to report online any form of discrimination**

<http://eoc.govmu.org/English/Pages/OnlineComplaint.aspx>

Existence of help links and references for youth employment

Youth Employment Programme: <http://www.yep.mu/index.php>

**Ability to report a violation of labour law**

All Citizens complaints can be Citizen Support Portal: [www.csu.mu](http://www.csu.mu)

**Ability to report and track unethical behaviour of public servants/institutions**

<https://www.icac.mu/report-a-case-of-corruption/>

f. Environment

**Ministry of Social Security, National Solidarity, and Environment and Sustainable Development (Environment and Sustainable Development Division)**

<http://environment.govmu.org/English/Pages/default.aspx>

**Environment Policy**

<http://environment.govmu.org/English/AboutUs/Pages/Mission-and-Vision-Statement.aspx>

National Environment Policy - <http://wedocs.unep.org/bitstream/handle/20.500.11822/8990/-National%20Environment%20Policy%20-%20Mauritius-2007NEP2007FINAL.pdf?sequence=3&isAllowed=y>

**Environment Budget**

[http://budget.mof.govmu.org/budget2018-19/V\\_13\\_022018\\_19Environment.pdf](http://budget.mof.govmu.org/budget2018-19/V_13_022018_19Environment.pdf)

**Receive updates or alerts on environment-related issues through mobile App on Emergency Alert System**

<http://mauritiusapps.govmu.org/apps?12>

**Information about reduction, recycling and reuse of waste**

<http://environment.govmu.org/English/Pages/swmd/Solid-Waste-Management-Division.aspx>

<http://environment.govmu.org/English/Pages/swmd/SWMD-Legislation.aspx>

<http://mof.govmu.org/English/Documents/financial%20management%20kit/circular17of2012FI.pdf>

**E-Waste management**

<http://environment.govmu.org/English/Pages/swmd/SWMD-E-Wastes.aspx>

**List of Recyclers**

<http://environment.govmu.org/English/Documents/SWMD/list%20of%20recyclers.pdf>

**Information about pollution and precautionary measures**

<http://environment.govmu.org/English/Pages/default.aspx>

<http://environment.govmu.org/English/Pages/Communique%20C3%A9.aspx>

E.g. <http://environment.govmu.org/English//DOCUMENTS/FINAL%20DENTISTRY%20POSTER.PDF>

**Ability to apply for environment-related permits online**

<http://environment.govmu.org/English/eia/Pages/Environmental-Impact-Assessment.aspx>

g. Energy/Water

**Ministry of Energy and Public Utilities**

<http://publicutilities.govmu.org/English/Pages/default.aspx>

**Energy Efficiency Management Office (EEMO)**

<http://eemo.govmu.org/English/Pages/default.aspx>

**Central Electricity Board (Government)**

<http://ceb.intnet.mu/>

**Central Water Authority (Government)**

<http://cwa.govmu.org/Pages/default.aspx>

**Waste Water Management Authority (Government)**

<https://www.wmamauritius.mu/>

**Pay for water, energy bills online**

Bills can be paid via various channels (mobile banking – SMS, Internet Banking, Direct Debit, etc)

Water:

<http://cwa.govmu.org/Pages/Services/payment%20facilities/howtopaythebill.aspx>

Electricity:

<http://ceb.intnet.mu/customer/Billpayments.asp>

Telephone:

<https://home.myt.mu/help/pay-my-myt-bill/>

**Mobile App on Energy**

<http://mauritiusapps.govmu.org/apps?16>

**Information about electricity or power outage**

Central Electricity Board under News and Communique on main page: <http://ceb.intnet.mu/>

h. Finance/Taxation

**Mauritius Revenue Authority – Taxation and Revenue Collection**

<http://www.mra.mu/>

<https://eservices9.mra.mu/taxportal/taxpayerlogin.jsp>

**Ministry of Financial Services and Good Governance**

<http://financialservices.govmu.org/English/Pages/default.aspx>

**Ministry of Finance and Economic Development**

<http://mof.govmu.org/English/Pages/default.aspx>

**National Budget & Budget Policy**

<http://budget.mof.govmu.org/>

<http://budget.mof.govmu.org/budgetministries2018-19.html>

**Information on primary government expenditures**

<http://budget.mof.govmu.org/budgetministries2018-19.html>

i. Industry/Trade

**Ministry of Industry, Commerce and Consumer Protection (Industry Division)**

<http://industry.govmu.org/English/Pages/default.aspx>

**Ministry of Business, Enterprise and Cooperatives (Business & Enterprise Div.)**

<http://enterbusiness.govmu.org/English/Pages/default.aspx>

**SME Mauritius – Small and Medium Enterprises**

<https://smemu.org/>

**Mobile App for Consumer Rights Protection**

<http://mauritiusapps.govmu.org/apps?1>

**Mobile App for Innovators, Entrepreneurs and Small & Medium Enterprises**

<http://mauritiusapps.govmu.org/apps?13>

**Apply for land title registration online**

Mauritius e-Registry (Online Registration of title deeds): <https://eregistry.govmu.org/cas/login?service=https%3A%2F%2Fereg>

<http://registrar.mof.govmu.org/English/Online%20Services/Documents/20%2007%202016%20online-single%20doc%20guidel>

Parcel Identification Number: <https://www.govmu.org/English/E-Services/Pages/default.aspx?searchkey=land>

**Ability to register online for vehicle**

<http://nta.govmu.org/English/Procedures/Pages/Registration.aspx>

Application for a Registration Mark at the NTA: <https://www.govmu.org/English/E-Services/Pages/default.aspx>

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=80>

<https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=5>

**Ability to register online for a new business**

**New Business application can be done online (right hand side of main page):** <http://companies.govmu.org/English/Pages/def>

<http://companies.govmu.org/English/DOCUMENTS/regbusinessnew1.pdf>

**Ability to apply for building permits online**

[https://business.edbmauritius.org/wps/portal/business/home/licensing/Legislation/!ut/p/z1/hZHLboMwEEW\\_hiV4wHZwuiNSwvyMBMPoTYPsTsFyEMV3FQCj-Bv4IeUK8aIR23qi2tr9xwAGZtV6uWsRz--kOgyxQEplclxiDK\\_J56ZKMYTctKHFZSGc-oWUuKDs5oi7qT2EzmbDCyE8Z4osjadNDSysF4SlcOfPTGgV5pmzYXzoFatcKBRuaiG79Gbi0qaZrpEL8F1spYIFzNQX37MI\\_faXNci8MXtCzDSA!!/dz/](https://business.edbmauritius.org/wps/portal/business/home/licensing/Legislation/!ut/p/z1/hZHLboMwEEW_hiV4wHZwuiNSwvyMBMPoTYPsTsFyEMV3FQCj-Bv4IeUK8aIR23qi2tr9xwAGZtV6uWsRz--kOgyxQEplclxiDK_J56ZKMYTctKHFZSGc-oWUuKDs5oi7qT2EzmbDCyE8Z4osjadNDSysF4SlcOfPTGgV5pmzYXzoFatcKBRuaiG79Gbi0qaZrpEL8F1spYIFzNQX37MI_faXNci8MXtCzDSA!!/dz/)

**Ability to apply for business licenses or patents online**

Mauritius Business Licensing Platform: <https://business.edbmauritius.org>

TradeLink Single window for import and export permits: <https://mns.mu/tradelink-single-window/>

TradeNet Portal – clearing of permits: <https://tradenetmns.mu/>

Portal facilitating imports and exports: <http://www.mauritiustrade.mu/en>

All above are consolidated on this portal: <http://servicesmns.mu/>

## II. Strategy and Implementation

6. Is there a **national development strategy** incorporating the [Sustainable Development Goals \(SDGs\)](#)?  
(Maximum 250 words)

The Government has formulated the **Vision 2030 Blueprint** with the objective to transform Mauritius into a high income, sustainable, innovative and inclusive economy, with modern infrastructure, global connectivity and advanced skills and technology. The Vision 2030 Blueprint provides a high-level commitment to attainment of **UN's Sustainable Development Goals** with priorities on poverty alleviation, employment creation, including heavy investments in the water sector, electricity, waste management, wastewater management, roads, port, airport and communication among others.

<http://www.govmu.org/English/News/Pages/Achieving-The-Second-Economic-Miracle-And-Vision-2030--Prime-Minister-presents-Economic-Mission-Statement-.aspx>

[http://pmo.govmu.org/English/Documents/Communiqu%C3%A9%20and%20Reports/Speech%20\\_PM%20Vision%202030%20-latest\(21F\)%20\(small%20characters\).pdf](http://pmo.govmu.org/English/Documents/Communiqu%C3%A9%20and%20Reports/Speech%20_PM%20Vision%202030%20-latest(21F)%20(small%20characters).pdf)

<http://www.govmu.org/English/News/Pages/Agenda-2030-an-effective-guideline-for-Mauritius-to-achieve-new-heights,-reiterates-PM-.aspx>

The Ministry of Technology, Communication and Innovation formulated the **Digital Mauritius 2030 (DM2030)** with emphasis on the use of emerging technologies to address national challenges, meet **sustainable development goals** and achieve the **Vision 2030 blueprint** of transforming Mauritius into a modern, technology-driven society. The DM2030 provides recommendations and actions along five strategic waves surfing on public-private sector collaboration. The five Strategic Waves are:

- 1) ICT Infrastructure and Broadcasting;
- 2) E-Government and Business Facilitation;
- 3) Talent Management;
- 4) Cyber Security and Cyber Crime; and
- 5) Innovation and Emerging Technologies.

<http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/DM%202030%2017%20December%202018%20at%2012.30hrs.pdf>

7. Is there a **national e-government strategy/digital readiness strategy** or equivalent? (Maximum 250 words)

The **Digital Government Transformation Strategy 2018-2022 (DGTS)** provides directions for a **digital Government**, aligned with **Vision 2030**, the **Public Sector Business Transformation Strategy** and the **Digital Mauritius 2030** Strategic Plan. On a higher note, the DGTS provides the Government with digital policies to attain **all 17 Sustainable Development Goals**.



The strategy sets the course for accelerated public sector digitisation efforts to enhance operational effectiveness and efficiency and to provide better service to citizens. It lays emphasis on the importance of data usage to support Government machinery, optimize and transform service delivery and achieving large-scale business optimization whilst improving effectiveness. A methodology based on **12 digital government pillars** was adopted to guide the formulation of the strategy. To make the methodology grounded in reality, the strategy adopts a needs-centric approach encompassing situational analysis, e-readiness, digital maturity assessment, digital synergies analysis, data insights from digital government survey with citizens, businesses and government agencies as well as scanning of best practices, both in Mauritius and worldwide, for evidenced-based solutions.

The DGTS received **Government approval** on 07 December 2018 and was launched by the Ministry of Technology, Communication and Innovation on 19 December 2018.

#### **Digital Government Transformation Strategy**

<http://cib.govmu.org/English/Pages/digitalgovernment.aspx>

<http://cib.govmu.org/English/Documents/DGTS/Digital%20Government%20Transformation%20Strategy%202018%20-%202022.pdf>

<http://cib.govmu.org/English/Documents/DGTS/One%20Pager%20Digital%20Strategy.pdf>

The DGTS has replaced the last **e-Government Strategy 2013 – 2017**. 75% of recommendations of the e-Government Strategy has already been implemented.

<http://cib.govmu.org/English/Documents/eGov%20Strategy%20final%20over%202013-9-3.pdf>

8. Please check whichever applies.

National e-government strategy or equivalent:

has an implementation plan.

is aligned with the national development strategy

is aligned with the Sustainable Development Goals (SDGs).

is aligned with sub-national/local digital development strategy.

has an emphasis on digital-first principle

has an emphasis on digital by default; digital by design; mobile-first principle

has an emphasis on once-only (data) principle

has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure e-government is accessible by the most vulnerable groups<sup>6</sup>

makes specific reference to e-participation, digital inclusion and/or engagement.

makes specific reference to the use of social media in the government.

makes specific reference to the use of new technologies<sup>7</sup> such as artificial intelligence, blockchain, big data

*(If any checked, please explain further. Maximum 250 words)*

<sup>6</sup> Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

<sup>7</sup> Also referring to emerging technologies

**All of the below responses make reference to the DGTS available at:**

<http://cib.govmu.org/English/Documents/DGTS/Digital%20Government%20Transformation%20Strategy%202018%20-%202022.pdf>

**1. Implementation plan**

- The Digital Government Transformation Strategy (DGTS) Report (Chapter 17) provides an action plan with timeframe, priority, accountability and budget estimates for accompanying government agencies in the implementation of recommendations.

**2. Aligned with the national development strategy**

- The DGTS is aligned with the Vision 2030 Blueprint and the Public Sector Transformation Strategy (PBTS) as the DGTS provides actions/recommendations to achieve the Vision 2030 and strategic objectives of the PBTS (Annex C of DGTS)

**3. Aligned with the Sustainable Development Goals (SDGs)**

- The DGTS (Annex B) provides a non-exhaustive list of ICT applications as best practice for facilitating implementation of all 17 SDGs. In view of attaining SDGs, government agencies can adopt the ICT applications through the implementation of recommendations proposed in the DGTS.

**4. Aligned with sub-national/local digital development strategy.**

- Refer to point 2) above

**5. Digital-first principle; Digital by default; Digital by design;**

- Section 6.3 of the DGTS recommends *“Government should adopt the **“Digital-by-default” principle** where agencies proactively transform their services, using digital technology while at the same time ensuring assistance is provided to those who need help in accessing government services”*

**6. mobile-first principle**

- Section 5.2.2 “Mobile-friendly Public Services” of the DGTS recommends the default use of Responsive mobile-friendly services, MobileApps and SMS-based notifications in the implementation of online government services.

**7. Once-only (data) principle**

- Sections 7.2, 7.3 and 7.4 of the DGTS recommend the enforcement of *“**once-only principle** in Government where citizens and businesses provide information only once to Government and the information is re-used for delivering services”* and interoperability and data sharing between Government agencies.

**8. ‘leave no one offline’ or to ‘leave no one behind’; or other specific measures to ensure e-government is accessible by the most vulnerable groups**

- At sections 5 and 6, the DGTS recommends
  - Help material provided in the form of audio and video for increased accessibility
  - Assisted digital support desks for clients preferring counter services
  - national digital skills programmes to cater for varying needs of digital natives and digital immigrants

**9. e-participation, digital inclusion and/or engagement**

- At Section 5, DGTS recommends national digital skills programmes to cater for varying needs of digital natives and digital immigrants;
- At section 6, the DGTS recommends *“mechanisms to support the integration of citizens and other stakeholders’ views in decision-making processes, design and improvement of digital services, data to be released in open formats, among others”;*
- Section 5.2.5, DGTS recommends that *“Government agencies should be present on social media channel to connect with the Public and to communicate governments’ decisions, programmes, etc.”;*
- Section 5.2.6, DGTS recommends that Digital marketing strategies be leveraged by government for raising awareness of digital initiatives implemented for the public e.g. services, mobile apps, and open data among others.

**10. Use of social media in the government.**

- Section 5.2.5, DGTS recommends that “Government agencies should be present on social media channel to connect with the Public and to communicate governments’ decisions, programmes, etc.”.
- Section 5.2.6, DGTS recommends that Digital marketing strategies be leveraged by government for raising awareness of digital initiatives implemented for the public e.g. services, mobile apps, and open data among others.

**11. Use of new technologies such as artificial intelligence, blockchain, big data**

- The national budget 2018/2019 makes reference (page 6, para 24; page 8, para 42; page 10, para 49-51; page 34-35 para B.19) to adoption of latest technologies like AI,Blockchain, FinTech, 3D Printing.  
[http://budget.mof.govmu.org/budget2018-19/2018\\_19budgetspeech.pdf](http://budget.mof.govmu.org/budget2018-19/2018_19budgetspeech.pdf)
- The Digital Mauritius 2030 Strategy (chapter 5, A.2; chapter 7, A.1 to A.6) recommends the creation of enabling environment for adoption of emerging technologies like Artificial Intelligence, Blockchain, Robotics, Internet of Things, FinTech and Big Data  
<http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/DM%202030%2017%20December%202018%20at%2012.30hrs.pdf>

### III. Legal Framework

9. Is there any legal framework on:

- access to information such as Freedom of Information Act
- personal data protection including digital security
- open government data
- digital identity
- digital certification/signature
- e-procurement
- digitally publishing government expenditure<sup>8</sup>
- data interoperability
- digital government as a right

*(If any checked, please provide name of the legislation and links. Maximum 250 words)*

**Freedom of Information Act** - Government has already expressed its intention in the Government Programme 2015-2019 to formulate a Freedom of Information Act and is **currently in preparation** as per the excerpts below:

Excerpt from Government Programme 2015-2019

“258. A Freedom of Information Act will be brought forward to promote transparency and accountability in public administration and more particularly in contract allocations.”

Excerpt from Cabinet Decision of 22 January 2016:

“Moreover, Cabinet has taken note that the Freedom of Information Bill, as announced in the Government Programme 2015-2019, is being prepared. The main objective of the Bill will be to promote transparency and accountability in public administration.”

[http://mauritiussassembly.govmu.org/English/Documents/Add\\_president/govprog2015.pdf](http://mauritiussassembly.govmu.org/English/Documents/Add_president/govprog2015.pdf)

<http://pmo.govmu.org/English/Documents/Cabinet%20Decisions%202016/Cabinet%20Decisions%20%2022%20January%202016.pdf>

<http://www.govmu.org/English/News/Pages/Government-committed-to-bring-forward-Freedom-of-Information-Act,-says-PM.aspx>

<sup>8</sup> Related to SDG Indicator 16.6.1

**Personal data protection including digital security** - The **Data Protection Act** provides for the protection of the privacy rights of individuals given the proliferation of computer systems storing and processing data on individuals. Under this Act, personal data can only be collected for a lawful purpose by a data controller duly registered with the Data Protection Office (DPO). The responsibilities of the DPO are, amongst others, to exercise control on all data processing activities and verify whether processing of data is in accordance with the provisions of the law.

<http://mtci.govmu.org/English/Documents/2018/Legislations/The%20Data%20Protection%20Act%202017.pdf>

Personal Data protection information is readily available on the website of the Data Protection Office:

<http://dataprotection.govmu.org/English/Pages/default.aspx>

<http://dataprotection.govmu.org/English/Data%20Subjects/Pages/default.aspx>

**Information about citizen's rights to access government information & Ability to access/modify own data**

Please refer to "PART VII – RIGHTS OF DATA SUBJECTS" of the Data Protection Act which includes rights of access, rectification, erasure or restriction of data of subjects (Citizens).

<http://mtci.govmu.org/English/Documents/2018/Legislations/The%20Data%20Protection%20Act%202017.pdf>

<http://dataprotection.govmu.org/English/Data%20Subjects/Pages/default.aspx>

Application for change in personal data: <https://www.govmu.org/English/E-Services/Pages/default.aspx>

**Data Security** – The **Computer Misuse and Cybercrime Act** deals with offences of unauthorised access, unauthorised modification of computer material and interception of data transmitted through a computer system, and electronic fraud.

[http://mtci.govmu.org/English/Rules-Regulations-Policies/Acts/COMPUTER\\_MISUSE.pdf](http://mtci.govmu.org/English/Rules-Regulations-Policies/Acts/COMPUTER_MISUSE.pdf)

Additionally, section 46 of the Information and Communication Technologies Act caters for a number of offences in the Cyberspace.

[https://www.icta.mu/docs/laws/ict\\_act.pdf](https://www.icta.mu/docs/laws/ict_act.pdf)

**Digital certification/signature** - The **Electronic Transaction Act** is primarily intended to facilitate the uptake of electronic commerce by establishing the legal validity of electronic records, transactions, contracts and digital signatures

[http://mtci.govmu.org/English/Rules-Regulations-Policies/Acts/ELECTRONIC\\_TRANSACTION.pdf](http://mtci.govmu.org/English/Rules-Regulations-Policies/Acts/ELECTRONIC_TRANSACTION.pdf)

**Open government data** - Open Government Data is governed by the **Open Data Policy**

<http://mtci.govmu.org/English/Documents/2017/Communique/Press%20Communique/Mauritius%20Open%20Data%20Policy%20May%202017.pdf>

**Digital identity** - The **National Identity Card Act** provides the appropriate legal framework for the use of Smart ID cards.

[https://supremecourt.govmu.org/HighlightDoc/THE%20NATIONAL%20IDENTITY%20CARD%20ACT%201985%20\(1\).pdf](https://supremecourt.govmu.org/HighlightDoc/THE%20NATIONAL%20IDENTITY%20CARD%20ACT%201985%20(1).pdf)

**E-procurement** – The **Public Procurement Act** enables the use of e-Procurement

<http://publicprocurement.govmu.org/Documents/Legal/PPA%202006%20January%202014-updated15052014.pdf>

**Digitally publishing government expenditure** – Government expenditure is available in digital format in the electronic version of the yearly national budget as well as on the portal of Statistics Mauritius. Moreover, the national budget for Ministries/Departments are published in Open data format.

<http://statsmauritius.govmu.org/English/Pages/Public-Finance.aspx>

<http://budget.mof.govmu.org/>

[https://data.govmu.org/dkan/?q=search/field\\_topic/finance-and-budgeting-3/type/dataset&sort\\_by=changed](https://data.govmu.org/dkan/?q=search/field_topic/finance-and-budgeting-3/type/dataset&sort_by=changed)

**Data interoperability**

Data interoperability in government is governed by the **e-Government Interoperability Framework (e-GIF)** which prescribes the policies to be adhered to when interconnecting different government information systems. The e-GIF document is included in tender documents for the procurement of computer systems in Government.

<http://cib.govmu.org/English/Documents/Downloads/egif.pdf>

Additionally, amendments have been brought to the legal and regulatory framework **to promote data sharing and system interoperability**. The Finance (Miscellaneous Provisions) Acts of 2015, 2016 and 2017 have amended the Civil Status Act, the Business Registration Act, the Immigration Act, the Non-Citizens (Employment Restriction) Act and the Data Protection Act to provide the appropriate legal framework to enable the sharing of information amongst public organisations.

<http://mauritiusassembly.govmu.org/English/acts/Documents/2017/act0417.pdf>

<http://mauritiusassembly.govmu.org/English/acts/Documents/2017/act1017.pdf>

<http://mauritiusassembly.govmu.org/English/acts/Documents/2016/act1816.pdf>

<http://mauritiusassembly.govmu.org/English/acts/Documents/2015/act0915.pdf>

#### IV. Usage of online services

10. Do you collect usage statistics of e-government services?

Yes     No

11. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

The **e-Government Strategy 2013 – 2017** and **Digital Government Transformation Strategy 2018 – 2022** collected usage statistics of e-Government services through national surveys and the results were shared with the Public through the respective reports which are available online.

##### **Digital Government Transformation Strategy 2018 - 2022**

<http://cib.govmu.org/English/Documents/DGTS/Digital%20Government%20Transformation%20Strategy%202018%20-%202022.pdf>

##### **e-Government Strategy 2013 – 2017**

<http://cib.govmu.org/English/Documents/eGov%20Strategy%20final%20over%202013-9-3.pdf>

Note: 75% of recommendations of the e-Government Strategy (which as been replaced by Digital Government Transformation Strategy) has already been implemented.

The **Government Online Centre** collects statistics on the usage of e-Services and e-Payment services using analytics. The statistics are provided to Ministries and Departments for improvement of online service delivery.

The **InfoHighway** website collects and publishes statistics on the data sharing services, connection status as well as benefits realised for data sharing transactions between Government Agencies.

<http://ih.govmu.org/#dashboard>

The **Citizen Support Portal** (e-Participation) collects and publishes statistics on the usage of the e-Participation platform by age, gender, device used, types of requests and requests by region among others.

<https://www.csu.mu/statistics/>

#### V. User satisfaction

12. Do you measure satisfaction of citizens on e-government services?

Yes     No

13. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

The **e-Government Strategy 2013 – 2017** and **Digital Government Transformation Strategy 2018 – 2022** conducted national surveys with citizens, businesses and government agencies to gauge feedback of its stakeholders on e-Government services. The results were then published in the report which are available online.

**Digital Government Transformation Strategy 2018 - 2022**

<http://cib.govmu.org/English/Documents/DGTS/Digital%20Government%20Transformation%20Strategy%202018%20-%202022.pdf>

**e-Government Strategy 2013 – 2017**

<http://cib.govmu.org/English/Documents/eGov%20Strategy%20final%20over%202013-9-3.pdf>

Note: 75% of recommendations of the e-Government Strategy (which as been replaced by Digital Government Transformation Strategy) has already been implemented.

## VI. Social Media

14. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Ministries and Departments have created social media accounts to engage with the Public. E.g. Energy Efficiency Management Office and the Mauritius Police Force actively engage with Citizens on a regularly basis.

<https://www.facebook.com/pages/category/Government-Organization/EEMO-105734479764829/>

<https://www.facebook.com/mauritiuspolice/>

A **guideline** for government officials on the use of social media is also available:

[http://mtci.govmu.org/English/Documents/2017/Policies%20and%20Strategies/\[MTCI\]%20Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf](http://mtci.govmu.org/English/Documents/2017/Policies%20and%20Strategies/[MTCI]%20Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf)

The Ministry of Technology, Communication and Innovation will be launching an awareness campaign in 2019 to increase adoption of e-Government initiatives through the **digital marketing channels** (e.g. YouTube, Facebook, Google Ad Networks).

Additionally, the Government has implemented the **Citizen Support Portal** to engage with users, handle Citizen complaints, allow monitoring of complaints and inform Citizens on Government policies, communiqués among others. **The CSU portal is the main and centralised platform for communication between all Government agencies and the Public.** More than just a platform to address individual requests of citizens, the Citizen Support Portal provides the Citizen Support Unit **a broader picture of the needs of the population.** It therefore enables the Government to allocate resources more efficiently based on the different categories of complaints received in the different regions.

URL:

<https://www.csu.mu/>

<https://www.csu.mu/about-csp/>

## VII. New Technologies

15. Does your government have a **specific national strategy** on one or more of following new technologies?

- Artificial Intelligence (AI)    Blockchain    Big data    Smart cities  
 Robotics    Internet of Things (IOT)    Quantum computing    Virtual reality  
 Augmented reality    Other: **FinTech, Open Data, Open source**

(Please explain further including relevant links. Maximum 250 words)

**Artificial Intelligence:**

[http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/Mauritius%20AI%20Strategy%20\(7\).pdf](http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/Mauritius%20AI%20Strategy%20(7).pdf)

**Blockchain:**

<http://www.govmu.org/English/News/Pages/Blockchain,-an-opportunity-for-Mauritius-to-accelerate-development,-says-Minister-Sawmynaden.aspx>

<http://www.govmu.org/English/News/Pages/Blockchain-Technology-and-its-impact-on-Digital-Transformation-of-Mauritius.aspx>

**Smart Cities:**

<http://www.edbmauritius.org/media/1674/smart-city-scheme-guidelines.pdf>

<http://www.edbmauritius.org/schemes/smart-city-scheme/>

**Open Data**

<http://mtci.govmu.org/English/Documents/2017/Communique/Press%20Communique/Mauritius%20Open%20Data%20Policy%20May%202017.pdf>

[http://mtci.govmu.org/English/Documents/2017/Policies%20and%20Strategies/Mauritius%20ODRA\\_Key%20Dataset%20Findings\\_061117.pdf](http://mtci.govmu.org/English/Documents/2017/Policies%20and%20Strategies/Mauritius%20ODRA_Key%20Dataset%20Findings_061117.pdf)

**Open Source**

<http://mtci.govmu.org/English/Documents/2016/Policy%20n%20Strategy/Mauritius%20OSS%20Strategy%202014%20final.pdf>

<http://mtci.govmu.org/English/Documents/2016/Policy%20n%20Strategy/Mauritius%20OSS%20Policy%202014%20final.pdf>

**FinTech – Blueprint and Roadmap for Fintech**

<https://www.fscmauritius.org/media/67464/mauritius-roadmap-for-a-regional-fintech-hub.pdf>

<https://www.fscmauritius.org/media/67408/highlights-of-blueprint.pdf>

<https://www.fscmauritius.org/media/4279/fsc-communic%C3%A9-in-relation-to-regulatory-committee-on-fintech.pdf>

**Emerging Technologies**

- The national budget 2018/2019 makes reference (page 6, para 24; page 8, para 42; page 10, para 49-51; page 34-35 para B.19) to adoption of latest technologies like AI,Blockchain, FinTech, 3D Printing.

[http://budget.mof.govmu.org/budget2018-19/2018\\_19budgetspeech.pdf](http://budget.mof.govmu.org/budget2018-19/2018_19budgetspeech.pdf)

- The Digital Mauritius 2030 Strategy (chapter 5, A.2; chapter 7, A.1 to A.6) recommends the creation of enabling environment for adoption of emerging technologies like Artificial Intelligence, Blockchain, Robotics, Internet of Things, FinTech and Big Data:

<http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/DM%202030%2017%20December%202018%20at%2012.30hrs.pdf>

Does your government have any government body<sup>9</sup> at the national level working specifically related to the new technologies? *(Please explain further including relevant links. Maximum 250 words)*

1. **Artificial Intelligence** – Multi-stakeholder Working Group on AI at the level of Prime Minister’s Office in collaboration with Ministry of Technology, Communication and Innovation  
[http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/Mauritius%20AI%20Strategy%20\(7\).pdf](http://mtci.govmu.org/English/Documents/2018/Launching%20Digital%20Transformation%20Strategy%20191218/Mauritius%20AI%20Strategy%20(7).pdf)
2. **Blockchain** – Ministry of Technology, Communication and Innovation and African Blockchain Hub (Mauritius) Paragraph 10: <http://pmo.govmu.org/English/News/Pages/Cabinet-Decisions-taken-on-15-FEBRUARY-2019.aspx>  
<https://www.facebook.com/pages/category/Product-Service/African-Blockchain-Hub-877841209214062/>  
<http://www.govmu.org/English/News/Pages/Blockchain,-an-opportunity-for-Mauritius-to-accelerate-development,-says-Minister-Sawmynaden.aspx>  
<http://www.govmu.org/English/News/Pages/Blockchain-Technology-and-its-impact-on-Digital-Transformation-of-Mauritius.aspx>
3. **FinTech** – Financial Services Regulatory Committee  
<https://www.fscmauritius.org/media/4279/fsc-communicu%C3%A9-in-relation-to-regulatory-comittee-on-fintech.pdf>
4. **Robotics** - Mauritius Research Council in collaboration with Ministry of Technology, Communication and Innovation  
<http://www.mrc.org.mu/English/Pages/Robotics.aspx>  
<http://www.mrc.org.mu/English/News/Pages/Training-Course-on-Introduction-to-Electronics-and-Robot-building-and-Programming.aspx>
5. **Big Data** - Mauritius Research Council in collaboration with Ministry of Technology, Communication and Innovation (High Performance Computing Research and Innovation)  
<http://www.mrc.org.mu/English/Pages/High-Performance-Computing-.aspx>
6. **Smart Cities** – Economic Development Board (previously known as Board of Investment)  
<http://www.edbmauritius.org/media/1674/smart-city-scheme-guidelines.pdf>  
<http://www.edbmauritius.org/schemes/smart-city-scheme/>
7. **Virtual Reality** – EON Reality in collaboration with University of Mauritius  
<https://www.eonreality.com/press-releases/eon-reality-inaugurates-mauritius-interactive-digital-center-the-virtual-reality-hub-of-africa/>  
<https://www.eonreality.com/locations/mauritius/>
8. **Open Data** – National Computer Board in collaboration with Ministry of Technology, Communication and Innovation  
<https://data.govmu.org/dkan/>

<sup>9</sup> This can be an agency, cabinet, commission, committee, initiative etc.



9. **Internet of Things** - National Computer Board in collaboration with Ministry of Technology, Communication and Innovation

<https://www.thethingsnetwork.org/community/mauritius/>

10. **Open Source** - National Computer Board in collaboration with Ministry of Technology, Communication and Innovation

<http://mtci.govmu.org/English/Documents/2016/Policy%20n%20Strategy/Mauritius%20OSS%20Strategy%202014%20final.pdf>

11. **3D Printing** - National Computer Board in collaboration with Ministry of Technology, Communication and Innovation

<http://www.ncb.mu/English/News/Pages/NCB-3D-Printing-Service-Centres.aspx>

In addition to all the above mechanisms, the **Mauritius Research and Innovation Council** fosters, promotes and coordinates research, development and innovation, in line with the economic, technological and social needs of Mauritius; most recently, the MRIC led the design and development of the first Mauritian NanoSatellite to be launched in space.

<http://www.mrc.org.mu/English/News/Pages/e-Newsletter/2017/Design-and-Building-of-the-First-Mauritian-NanoSatellite.aspx>

<http://www.mrc.org.mu/English/News/Pages/Mauritian-Infrared-Satellite.aspx>

## VIII. Indicators

Telecommunication Infrastructure Index (TII)					
	2016	2017	2017 source	Jun-18	June 2018 Source
Fixed telephone subscriptions *	30.86	32.65	ITU	33.29	ICTA
Mobile cellular telephone subscriptions	143.73	145.40	ITU	146.22	ICTA
Percentage of Individuals using the Internet	52.19	55.56	ITU estimates	N/A	N/A
Fixed (wired) broadband subscriptions	16.84	19.44	ITU	20.55	Computed from ICTA figures
Active mobile-broadband subscriptions	51.56	58.94	Computed from ICTA figures	60.58	Computed from ICTA figures
Total Internet Subscriptions **	1,090,300	1,248,000	ICTA	1,283,400	ICTA
Internet Population Penetration Rate (%)	86.27	98.63	ICTA	101.4	ICTA

Source: <https://www.icta.mu/observatory/excel/ISP.xls>

### Recommendations

\* For the indicator Fixed telephone subscriptions, it is recommended that the amount of voice-over-IP subscriptions be added to the Fixed telephone subscriptions in line with ITU's definition of the indicator.

\*\* For the indicator Internet Users per 100 inhabitants, it is recommended that the value for Total Internet Subscriptions be used for the computation in line with ITU's definition available at <https://undatacatalog.org/dataset/percentage-individuals-using-internet>

17. What is the percentage of the population<sup>10</sup> satisfied with their last experience of online public services?  
(Max. 250 words)

A national digital government survey among citizens was carried out in collaboration with Statistics Mauritius in the context of Digital Government Transformation Strategy to gauge citizens' and businesses' feedback on the online public services.

86 % of respondents are users of e-Government services.

47 % of respondents prefer interacting with Government via the online channel (e-Services, mobile apps and websites)

**Digital Government Transformation Strategy**

<http://cib.govmu.org/English/Pages/digitalgovernment.aspx>

18. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)

% of GDP of ICT investment in Government: 1 %

Computed from Source: National Budget 2018/2019

<http://budget.mof.govmu.org/budgetestimates2018-19.html>

19. What is the proportion of persons employed in central government organizations routinely using ICTs?  
(Max. 250 words)

Around 90 % of persons in central government organizations routinely using ICTs.

20. What is the proportion of persons employed in central government organizations routinely using the Internet? (Max. 250 words)

Around 90 % of persons in central government organizations routinely using ICTs.

21. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)

Availability of Computers in Pre-Primary, Primary and Secondary schools

Availability of Internet access in Pre-Primary, Primary and Secondary schools

Enrolment at Tertiary Education Level in Information Technology

Literacy Rate

[http://statsmauritius.govmu.org/English/Publications/Documents/EI1337/Edu\\_Yr17.pdf](http://statsmauritius.govmu.org/English/Publications/Documents/EI1337/Edu_Yr17.pdf)

## IX. International and Regional Cooperation<sup>11</sup>

22. Is your government part of any sub-regional, regional or international cooperation on e-government?  
(Max. 250 words)

Mauritius is an active member of international ICT organisations such as African Telecommunications Union (ATU), International Telecommunications Union (ITU) and Commonwealth Technology Organisation (CTO) among others.

Mauritius is also part of the ICT Ministerial Committee of the Southern African Development Community (SADC) which discusses important ICT issues including e-Government exchange.

<sup>10</sup> Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: [https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement\\_Eng.pdf](https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf)

<sup>11</sup> WSIS Action Line C.11 - International and regional cooperation - <https://publicadministration.un.org/ws10/WSIS-Action-Lines-and-Facilitators>

<https://www.sadc.int/news-events/news/sadc-ministers-ict-information-transport-and-meteorology-meet-namibia/>

Mauritius has collaborated with the **World Bank** for the readiness assessment programme on Open Data and Geospatial training.

<http://mtci.govmu.org/English/Events/Pages/Open-Data-Readiness-Assessment-by-World-Bank.aspx>

Mauritius has signed **Memorandum of Agreements (MoU)** with countries namely, **Estonia, India, Singapore** among others for greater interoperability and comparability of data and information exchange of expertise.

<http://www.govmu.org/English/News/Pages/ICT-Mauritius-and-Estonia-to-sign-Digital-Cooperation-Agreement-.aspx>

Mauritius is also collaborating with the **Council of Europe** and **European Union** on Cyber Security/Cyber Crime programme such as the Global Action on Cybercrime Extended (GLACY+) and Cyber4D respectively.

[https://eeas.europa.eu/delegations/mauritius/50215/glacy-special-programme-cybercrime-supreme-court-justices-mauritius\\_fr](https://eeas.europa.eu/delegations/mauritius/50215/glacy-special-programme-cybercrime-supreme-court-justices-mauritius_fr)

<https://www.mcci.org/en/media-news-events/business-updates/eu-cyber-resilience-programme-cyber4d/>

[https://www.icta.mu/mediaoffice/2009/PKI\\_Imp.htm](https://www.icta.mu/mediaoffice/2009/PKI_Imp.htm)

23. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)

The Mauritian Government is planning to offer its expertise in setting up of Smart Cities in **African countries** such as **Ivory Coast, Ghana and Senegal**. Smart City has already been setup at **Namibia**.

<http://www.govmu.org/English/News/Pages/Mauritius-and-Ghana-determined-to-implement-projects-by-the-Ghana-Smart-City-Ltd.aspx>

<http://www.govmu.org/english/news/pages/boi-discusses-investment-opportunities-with-china-africa-development-fund.aspx>

24. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)

At section 13.2, the Digital Government Transformation Strategy recommends that “Government should engage with relevant stakeholders (from the public and private sectors, as well as from the service users’ community) in the design and development of business cases for national projects”.

Moreover, the Ministry of Technology, Communication and Innovation organises a series of events including **Web Cup competitions, InfoTech forum, workshops** and job fairs in **collaboration with private companies** in the ICT industry for the benefit of the Public.

<http://mtci.govmu.org/English/Documents/2016/Press%20Release/May/Web%20Cup%2018%20April%20allafrica.pdf>

Moreover, the Digital Mauritius 2030, Digital Government Transformation 2018 – 2022 strategy reports were formulated after extensive collaboration between **academia, ICT industry and government agencies** in Mauritius.

The Ministry of Technology, Communication and Innovation is also collaborating with **Gartner, Inc** in e-Government.

## X. Contact and Additional Information

Name:	Mr. Rajnish HAWABHAY
-------	----------------------

United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

Title:	Chief Technical Officer
Email:	<a href="mailto:rhawabhay@govmu.org">rhawabhay@govmu.org</a>
Organization:	Ministry of Technology, Communication and Innovation, Republic of Mauritius ( <a href="http://mtci.govmu.org">mtci.govmu.org</a> )

Name:	Dr. Mahen SOOBRON
Title:	Ag. Director
Email:	<a href="mailto:msoobron@govmu.org">msoobron@govmu.org</a> ; <a href="mailto:cib@govmu.org">cib@govmu.org</a>
Organization:	Central Informatics Bureau, Republic of Mauritius ( <a href="http://cib.govmu.org">cib.govmu.org</a> )

---

1. Please select whichever applies:

- A group of government agencies responded to the questionnaire collectively.
- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other: (Max. 250 words)

Inputs were compiled by the Central Informatics Bureau (e-Government agency) and were reviewed by the national Chief Technical Officer who is the contact point for the UN e-Government Survey. The CIB also participated in the e-Government Development Index 2018 webinars organised by the UNDESA team.

<http://cib.govmu.org/English/Pages/default.aspx>

2. How did you hear about this questionnaire?

- Directly from UN DESA
- From the Mission of my country to the United Nations
- United Nations E-Government Survey website
- LinkedIn
- Facebook
- Other: (Max. 250 words)

Email was sent to the national contact point (Chief Technical Officer)

---

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020.

We appreciate your participation.