



United Nations

Department of
Economic and
Social Affairs

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

MAURITIUS



Contact information

Your name*

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Title*

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Please select whichever applies*

- I am authorized and fully knowledgeable to respond to this questionnaire.
- A group of government agencies responded to the questionnaire collectively.

- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

Note on our submission:

At the virtual regional consultation session (EMEA region) held on 24 May 2021 by the UNDESA, participants were informed that the deadline for submission of the MSQ had been extended to 30 June 2021 instead of 15 June 2021. Additionally, following our request for clarification, we were also informed that submission of the questionnaire in word format is also acceptable as an alternative to online submission.

After confirmation from UNDESA (Rachael Purcell - refer to email dated 07 June 2021), the questionnaire was submitted by email instead of the online form for the following reasons:

- The online form does not provide ability to save draft.
- The online form has limitations in terms of size of text input as well as formatting to highlight any important point in our responses.
- The online form does not provide access control/security to ensure submissions are made by single point of contacts of the country.

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

The **National Portal** (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 different easily accessible sections— **News, Communiqués, Government Directory, Digital Government, Information and Services** among others. **The portal has completely been revamped in 2020.**

The **Information and Services** Section which is easily accessible on the main page of the national Portal has direct links to the following sectors.

- Agriculture
- Arts And Culture
- Business And Industry
- Commerce And Consumer Protection
- Education And Training
- Energy And Utilities
- Environment And Waste Management
- Foreign Affairs And International Relations
- Gender And Family
- Good Governance And Civil Service
- Governance And Administration
- Health And Medical Services
- Housing
- Infrastructure And Transport
- Jobs And Workspace
- Justice And Defence
- Ocean Economy And Fisheries
- Public Finance
- Social Security And Integration
- Sports And Leisure
- Technology And Innovation

- Travel And Tourism

On each of the pages, information and links on **e-Services, Schemes, Open Data, Documents, Forms, Contact address** pertaining to the particular sector and/or Ministry are consolidated on a single page for ease of access.

Other Salient Features of the National Portal

Content of websites are available in English, French and some in Mauritian 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:

<https://govmu.org/EN/Pages/default.aspx>

French Version

<https://govmu.org/FR/Pages/default.aspx>

Marketing Video on Government Portal

<https://youtu.be/8wHmuIGA3No>

The e-Government Portal has been implemented using mobile responsive design.

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

<https://govmu.org/EN/Pages/ViewAllNews.aspx>

<https://govmu.org/EN/Pages/ViewAllCommunique.aspx>

<https://govmu.org/EN/Pages/viewallnewsletter.aspx>

Latest Communiques, Highlights, News, Events, Weather forecasts, Exchange rates and RSS feeds are all accessible through

<https://govmu.org/EN/Pages/default.aspx>

<https://momoris.govmu.org/Pages/MoMorisHome.aspx>

Accessibility Features

The portal allows for configuration of font size

Live Chat, Discussion Forums among others

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

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

Search is available on the main page of the portal

<https://govmu.org/EN/Pages/default.aspx>

Help & FAQs

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

Contact Us & Feedback form

<https://govmu.org/EN/Pages/feedback.aspx>

<https://govmu.org/EN/Pages/Contact.aspx>

Privacy Statement

<https://govmu.org/EN/Pages/PrivacyNotice.aspx>

Support for authentication or digital ID

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

<https://govmu.org/EN/ layouts/15/GOV.ONLINEAPP.CUSTOMLOGIN/Login.aspx>

Digital ID (single-sign on Portal and e-Services)

<https://maupass.govmu.org/Account/PreRegister>

Social networking features

Share – Users are able to share news with friends on Facebook and Twitter
Registered users can leave comments, use chatrooms, discussion forums among others

Example:

<https://govmu.org/EN/Pages/NewsDetails.aspx?n=Sir-Anerood-Jugnauth,-GCSK,-KCMG,-QC-29-March-1930-%E2%80%93-June-2021.aspx>

Security Features

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

<https://ncb.govmu.org/portal/sites/ncb/governmentonline.html>

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

CAPTCHA features are enabled.

For Mauritian citizens, ID number is validated upon registration.

Online Payment services are possible through secure payment gateways

Help for using the Portal

IT Support Team has implemented a Chatbot to service users.

cisd.govmu.org

<https://govmu.org/EN/Pages/FAQ.aspx>

Users can provide feedback on portal

<https://govmu.org/EN/Pages/feedback.aspx>

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

<https://govmu.org/EN/Pages/Contact.aspx>

2. Please provide links (Links) for portals providing specific services/features*

E-
services
or
similar

e-Government Portal for e-Services

<https://govmu.org/EN/Pages/viewalleservices.aspx>

<https://govmu.org/EN/Pages/eservices.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://govmu.org/EN/Pages/epayment.aspx>

Internet Banking:

<https://eservices.mra.mu/ibanking.html>

Direct Debit, SMS, etc:

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

Cash Offices:

<https://treasury.govmu.org/Pages/Contacts/District-Cash-Offices.aspx>

File complaint for public services

E-participation or similar

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/>

Data on Complaints reported on CSU

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

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

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

www.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>

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

<https://govmu.org/EN/Pages/mobileapps.aspx>

Information about services in partnership with third parties

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/>

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/>

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

Tools to obtain inputs for policy deliberation

Open
governm
ent data

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.

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”

<https://mitci.govmu.org/Documents/Strategies/Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf>

https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Flyer_social.pdf

<https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Cybersmartbrochure.pdf>

https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Flyer_cyberbullying.pdf

<https://ncb.govmu.org/portal/sites/ncb/securityguidelines/InstantMessagingandChatRooms-PlatItSafe.pdf>

National Open Data Portal:

<https://data.govmu.org/dkan/>

Geospatial Data Portal:

<https://geoportal.govmu.org/?limit=20&offset=0>

Video:

<https://youtu.be/Tiz0s7UqRI4>

Open government data policy:

<https://mitci.govmu.org/Documents/Strategies/Mauritius%20Open%20Data%20Policy%20May%202017.pdf>

<https://mitci.govmu.org/Documents/Strategies/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://geoportal.govmu.org/layers/?limit=20&offset=0&category_identifier_in=education

Open government data on Employment:

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://geoportal.govmu.org/search/?limit=100&offset=0&category_identifier_in=environment

Open government data on Health:

Public
procurement

https://data.govmu.org/dkan/?q=search/field_topic/health-and-sports-data-4
https://geoportal.govmu.org/search/?limit=100&offset=0&category_identifier_in=health

Open government data on Social protection:

https://data.govmu.org/dkan/?q=search/field_topic/social-45
https://geoportal.govmu.org/search/?category_identifier_in=society&limit=20&offset=0

Data Dictionary and Meta Data:

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

e-Procurement Portal and notice of procurements

<https://eproc.publicprocurement.govmu.org>
<https://eproc.publicprocurement.govmu.org/search?searchType=normalSearch>

Procurement Notices

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

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

Summary of Bid Evaluation Reports

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

Notice of Awards

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

Ability to monitor and evaluate existing government procurement contracts

Since 28 September 2015, the Procurement Policy Office has setup a new e-Procurement System where public procurement activities are carried out digitally. The website address for the e-Procurement System is:

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

Others
(if any)

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

<https://govmu.org/EN/Pages/mobileapps.aspx>

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. The Infohighway presently enables 527 data sharing services and has allowed Government to save 5.52 years of working time since coming into operation in 2017.

<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)
<https://www.edbmauritius.org/online-portal>

Online skills training for Youth and Adults
Universal ICT Education Programme – IC3 and others
<https://ncb.govmu.org/portal/sites/ncb/awareness.html>

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

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

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

<https://mitci.govmu.org/SitePages/Index.aspx>

Central Informatics Bureau – e-Government

The Central Informatics Bureau which operates under the aegis of the Ministry of ITCI, 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) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*	Mr. Rajnish HAWABHAY
Title*	Chief Technical Officer (CTO)
Organization*	Ministry of Information Technology, Communication and Innovation
Email*	rhawabhay@govmu.org

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

<p>Website of MITCI https://mitci.govmu.org/SitePages/Index.aspx</p> <p>Information on CTO Hierarchical Position https://mitci.govmu.org/Pages/Staff1.aspx</p> <p>Scheme of Service of CTO https://civilservice.govmu.org/Documents/SOS/SOSS/Technology,%20Communication%20and%20Innovation/Information%20Technology%20and%20Telecommunications/Chief%20Technical%20Officer,%20ICT.pdf</p>

Sectoral agencies/departments/ministries

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

Planning/development	<p>Ministry of Finance and Economic Planning and Development https://mof.govmu.org/Pages/default.aspx</p>
Education	<p>Ministry of Education, Tertiary Education, Scientific and Technology https://education.govmu.org/SitePages/Index.aspx</p> <p>Link between National Portal and Education https://govmu.org/EN/infoservices/education/Pages/default.aspx</p> <p>Online Resources during COVID-19 Ministry of Education Mauritius Channel - YouTube Student Support Programme - YouTube</p> <p>Technical and Vocational Training Skills: https://education.govmu.org/Pages/Education%20Sectors/TVET.aspx http://www.mitd.mu/</p> <p>Online skills training for Youth and Adults Universal ICT Education Programme – IC3 and others https://ncb.govmu.org/portal/sites/ncb/uiiep.html http://www.ncb.mu/English/EPowering-People/Pages/default.aspx</p>

Civil Service College e-Learning system

<https://www.csc.gov.sg/learning-at-csc>

National Skills Development Programme

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

Information about schools with accessible facilities

<https://education.govmu.org/Pages/Education%20Sectors/Primary/Primary-List.aspx>

<https://education.govmu.org/Pages/Education%20Sectors/Secondary%20Education/State-Sec-School.aspx>

Education for persons with disabilities & children in vulnerable situations

<https://education.govmu.org/Pages/Education%20Sectors/Special-Education-Needs.aspx>

List of Zone Education Prioritaire for children in vulnerable situations:

<https://education.govmu.org/Pages/Education%20Sectors/Primary/List-of-ZEP-Schools.aspx>

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

<https://education.govmu.org/Pages/Education%20Sectors/Special-Education-Needs.aspx>

<https://disability.govmu.org/Pages/Our%20Services/Education.aspx>

<https://disability.govmu.org/Documents/Legislation/TEDPB.pdf>

Early childhood development, care and pre-primary education

<http://edlp.moemu.org/>

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

Mobile App on Education

<https://play.google.com/store/apps/details?id=org.govmu.schoolcompanion>

Education Policies

<https://education.govmu.org/Pages/Downloads/Publications-&-Reports.aspx>

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

Education Budget & Dataset

https://budgetmof.govmu.org/Documents/V_04_012021_22VPMMOE.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

List of Scholarships and Apply for Scholarships

<https://education.govmu.org/Pages/Downloads/Scholarships/Scholarships-for-Mauritius-Students.aspx>

Health

<p>https://education.govmu.org/Pages/Mauritius-Africa-Scholarships-2020.aspx</p> <p>Ability to enroll online for primary or secondary education https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=6</p>
<p>Ministry of Health and Wellness https://health.govmu.org/Pages/default.aspx</p> <p>Link between National Portal and Health https://govmu.org/EN/infoservices/healthandmedicalservices/Pages/default.aspx</p> <p>Health Policy & Strategy</p> <p>https://health.govmu.org/Documents/the-ministry/Documents/3369-Customer%20Charter.pdf</p> <p>https://health.govmu.org/Communique/HSSP%20Final%2015%20September%202020.pdf</p> <p>https://extranet.who.int/countryplanningcycles/sites/default/files/planning_cycle_repository/mauritius/draft_health_sector_strategy_mauritius_2017-2021_0.pdf</p> <p>Health Budget https://budgetmof.govmu.org/Documents/V_18_012021_22Health.pdf</p> <p>https://data.govmu.org/dkan/?q=dataset/budget-data-2016-2017-ministry-health-and-quality-life-0</p> <p>The National Sexual & Reproductive Health Policy https://health.govmu.org/Documents/Departments-Hospitals/Departments/Documents/healthpol07.pdf</p> <p>The National Sexual & Reproductive Health Strategy And Plan Of Action https://health.govmu.org/Documents/Departments-Hospitals/Departments/Documents/actplan0915.pdf</p> <p>Information about health-emergency preparedness Emergency information (e.g. on Dengue, Yellow Fever, etc) is available under "New" and "Communique" sections on the Ministry of Health website</p> <p>https://health.govmu.org/Pages/default.aspx</p> <p>Health Map https://health.govmu.org/SiteAssets/MofedStyles/images/Health%20Map%202021_6_Print.pdf</p>
<p>Ministry of Social Security and National Solidarity– Welfare, Social benefits and pensions among others https://socialsecurity.govmu.org/Pages/default.aspx</p>

Social Welfare
(inclusion, social
protection, etc.)

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

<https://socialintegration.govmu.org/Pages/default.aspx>

Link between National Portal and Social Welfare

<https://govmu.org/EN/infoservices/socialsecurity/Pages/default.aspx>

Social Protection Policy

<https://socialsecurity.govmu.org/Pages/The-Ministry.aspx>

<https://socialsecurity.govmu.org/Documents/Publications/Customer%20Charter%20Website.pdf#search=customer%20charter>

<https://socialsecurity.govmu.org/Pages/Department/National-Pensions-Scheme.aspx>

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

https://budgetmof.govmu.org/Documents/V_09_002021_22all.pdf

Mobile App on Family Welfare

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

<https://play.google.com/store/apps/details?id=org.govmu.familywelfare>

Mobile App on Police

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

https://play.google.com/store/apps/details?id=org.govmu.smart_police

Information about accessible public transportation and traffic

<https://nlta.govmu.org/Pages/default.aspx>

<https://nlta.govmu.org/Pages/Procedures/Bus-Timetable.aspx>

Smart Traffic Mobile App:

<https://play.google.com/store/apps/details?id=com.agileum.smarttraffic>

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

Traffic Watch Mobile App:

<https://www.myt.mu/events/trafficwatch/>

Road Safety

Road Safety Campaign on main page:

<https://nationalinfrastructure.govmu.org/SitePages/Index.aspx>

Road Traffic Accidents Statistics

https://statsmauritius.govmu.org/Pages/Statistics/By_Subject/Transport/SB_Transport.aspx

https://statsmauritius.govmu.org/Documents/Statistics/ESI/2021/EI1578/RT_RTAYr20_300321.pdf

Open Datasets on Social

https://data.govmu.org/dkan/?q=search/field_topic/social-45

Information about programs/initiatives benefiting the poor or vulnerable groups
<https://socialsecurity.govmu.org/Pages/Department/Social-Aid.aspx>

<https://socialsecurity.govmu.org/Pages/Department/Allowance-under-Social-Aid-Act.aspx>
<https://socialsecurity.govmu.org/Pages/Services/Benefits-section.aspx>

<https://socialsecurity.govmu.org/Documents/Publications/Customer%20Charter%20Website.pdf#search=customer%20charter>

National Empowerment Foundation:
http://www.nef.mu/documents/NEF_Services.pdf

Information about housing support for older persons
<https://socialsecurity.govmu.org/Pages/Department/Policy.aspx>

<https://socialsecurity.govmu.org/Pages/Department/Recreation-Centres.aspx>
<https://socialsecurity.govmu.org/Pages/Department/Foyer-Trochetia.aspx>
<https://housing.govmu.org/Pages/Dept%20and%20Org/Divisions/Housing.aspx>

Information about diseases affecting older persons
<https://socialsecurity.govmu.org/Pages/Services/Medical-unit.aspx>
<https://socialsecurity.govmu.org/Pages/Department/National-Solidarity-Fund.aspx>

Information about affordable public housing
<https://housing.govmu.org/Pages/Dept%20and%20Org/Divisions/Housing.aspx>

<https://nhdcmauritius.com/>

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

<https://socialsecurity.govmu.org/Pages/Department/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),
<https://govmu.org/EN/infoservices/socialsecurity/Pages/disability.aspx>
<https://socialsecurity.govmu.org/Pages/Services/Medical-unit.aspx>
<https://socialsecurity.govmu.org/Pages/Services/Benefits-section.aspx>
<https://disability.govmu.org/Pages/Index.aspx>

<https://socialsecurity.govmu.org/Pages/Department/National-Solidarity-Fund.aspx>
<https://socialsecurity.govmu.org/pages/FAQs.aspx>

<https://gender.govmu.org/Pages/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 - Information
<https://socialsecurity.govmu.org/Pages/Services/Benefits-section.aspx>
<https://socialsecurity.govmu.org/Pages/default.aspx>

Ability to apply for personal ID cards online - Information

Employment and
Labour

<p>https://mnis.govmu.org/Pages/Index.aspx https://mnis.govmu.org/Pages/Registration/Documents-Required.aspx</p> <p>Ability to apply for marriage certificates online - Information https://csd.govmu.org/Pages/Registration/Marriage.aspx</p> <p>https://csd.govmu.org/Pages/Registration/Religious-Marriage-having-civil-effect.aspx</p> <p>https://csd.govmu.org/Documents/Lastest%20CIVIL%20MARRIAGE%20OF%20A%20NON%20CITIZEN%20Feb%202021.pdf</p> <p>https://csd.govmu.org/Pages/Registration/Residence-Permit-Wedding.aspx</p> <p>https://csd.govmu.org/Pages/Registration/Marriage-of-two-Non-Citizens.aspx</p> <p>Ability to apply for death certificates online - Information https://csd.govmu.org/Pages/Registration/Death.aspx</p> <p>Ability to apply for birth certificates online - Information https://csd.govmu.org/Pages/Registration/Birth.aspx</p> <p>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</p> <p>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</p> <p>Complaints to Human Rights Commission https://www.govmu.org/English/E-Services/Pages/default.aspx?domain=78</p> <p>Information about citizenship application https://dha.govmu.org/Pages/Services/Citizenship.aspx https://dha.govmu.org/SitePages/Index.aspx</p>
<p>Ministry of Labour, Human Resource Development and Training https://labour.govmu.org/SitePages/Index.aspx https://labour.govmu.org/Pages/Employment-Division-and-Services.aspx</p> <p>Link between National Portal and Employment/Labour https://govmu.org/EN/infoservices/jobsandworkspace/Pages/default.aspx</p> <p>Latest Jobs https://mauritiusjobs.govmu.org/</p> <p>Public Service Commission & Disciplined Forces Service Commission – recruitment of job positions in the Public sector, job vacancies, advertisement status https://psc.govmu.org/psc/</p>

Apply for government jobs online (e-Recruitment Portal)

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

<https://psc.govmu.org/psc/>

<https://psc.govmu.org/psc/wp-content/uploads/Notes-and-Instruction-for-online-application-FINAL.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/

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

https://passport.govmu.org/passport/?page_id=620

https://passport.govmu.org/passport/?page_id=605

https://dha.govmu.org/Pages/Services/RP_Permanent.aspx

Labour/Employment Policy

<https://labour.govmu.org/Pages/TheMinistry.aspx>

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

<https://labour.govmu.org/Pages/Code-of-practice-and-guidelines.aspx>

<https://labour.govmu.org/Pages/Legislations.aspx>

<https://labour.govmu.org/Pages/Labour-Standards.aspx>

Labour/Employment Budget

https://budgetmof.govmu.org/Documents/V_17_002021_22all.pdf

Labour laws and Regulation

<https://labour.govmu.org/Pages/Legislations.aspx>

Public sector work force distribution by gender

Refer to Table 3

https://statsmauritius.govmu.org/Documents/Statistics/ESI/2018/EI1411/SEE_Ma_r18.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)

<https://mauritiusassembly.govmu.org/Documents/Legislations/constitution.pdf>

<https://attorneygeneral.govmu.org/Documents/Laws%20of%20Mauritius/A-Z%20Acts/E/EQUAL%20OPPORTUNITIES%20ACT,%20No%2042%20of%202008.pdf>

Employment Rights

<https://labour.govmu.org/Pages/Employment-Relations-Act-2008-and-Regulations.aspx>

Environment

<p>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) https://mauritiusassembly.govmu.org/Documents/Legislations/constitution.pdf https://gender.govmu.org/Pages/Legislations.aspx</p> <p>https://gender.govmu.org/Documents/2020/Statistics%20in%20Mauritius%20A%20Gender%20Approach%20Year%202018.pdf</p> <p>https://gender.govmu.org/SitePages/Index.aspx https://gender.govmu.org/Pages/Gender-Unit.aspx</p> <p>Ability to report online any form of discrimination https://eoc.govmu.org/eoc/?page_id=1464</p> <p>Existence of help links and references for youth employment Youth Employment Programme: http://www.yep.mu/index.php</p> <p>Ability to report a violation of labour law All Citizens complaints can be Citizen Support Portal: https://www.csu.mu/index.php</p> <p>Ability to report and track unethical behaviour of public servants/institutions https://www.icac.mu/report-a-case-of-corruption/</p>
<p>Ministry of Environment , Solid Waste Management and Climate Change</p> <p>https://environment.govmu.org/Pages/Index.aspx</p> <p>Link between National Portal and Environment https://govmu.org/EN/infoservices/environment/Pages/default.aspx https://govmu.org/EN/infoservices/ocean/Pages/default.aspx</p> <p>Environment Policy https://environment.govmu.org/Pages/Mission-and-Vision-Statement.aspx</p> <p>National Environment Policy - http://wedocs.unep.org/bitstream/handle/20.500.11822/8990/-National%20Environment%20Policy%20-%20Mauritius-2007NEP2007FINAL.pdf?sequence=3&isAllowed=y</p> <p>Environment Budget https://budgetmof.govmu.org/Documents/V_11_002021_22all.pdf</p> <p>Receive updates or alerts on environment-related issues through mobile App on Emergency Alert System https://play.google.com/store/apps/details?id=org.govmu.emergencyalert&hl=en&gl=US</p> <p>Information about reduction, recycling and reuse of waste https://environment.govmu.org/Pages/swmd/Solid%20Waste%20Management%20Division.aspx</p>

Justice

<p>https://environment.govmu.org/Pages/swmd/SWMD-Legislation.aspx</p> <p>https://mof.govmu.org/Documents/Financial%20Instructions/Financial%20Instructions%20-%20Disposal%20of%20Unwanted%20goods%20and%20Board%20of%20Survey%20%28Circular%20no%2017%20of%202012%29.pdf</p> <p>E-Waste management https://environment.govmu.org/Pages/swmd/SWMD-E-Waste-Management.aspx</p> <p>List of Recyclers https://environment.govmu.org/Documents/SWMD/list%20of%20recyclers.pdf</p> <p>Information about pollution and precautionary measures https://environment.govmu.org/Pages/Pollution-Prevention-and-Control-Divison.aspx</p> <p>https://environment.govmu.org/DocumentsList/FINAL%20DENTISTRY%20POSTER.PDF</p> <p>Ability to apply for environment-related permits online https://environment.govmu.org/Pages/Environmental-Impact-Assessment.aspx</p>
<p>Attorney General's Office https://attorneygeneral.govmu.org/Pages/default.aspx</p> <p>Office of the Director of Public Prosecutions https://dpp.govmu.org/SitePages/Index.aspx</p> <p>Existence of linkage between national portal and and justice https://govmu.org/EN/infoservices/justiceanddefence/Pages/default.aspx</p> <p>e-Judiciary The e-Judiciary system allows cases to be filled online. https://ejudiciary.govmu.org/</p> <p>e-Services regarding Justice https://govmu.org/EN/infoservices/justiceanddefence/Pages/default.aspx</p> <p>Supreme Court and other Courts https://supremecourt.govmu.org/SitePages/HomePage.aspx</p> <p>Open Data on Justice https://data.govmu.org/dkan/?q=search/field_topic/crime-justice-and-security-5</p> <p>List of Legislations https://supremecourt.govmu.org/_layouts/Clis.Dms/Legislations/searchlegislations.aspx</p> <p>List of Judgments https://supremecourt.govmu.org/_Layouts/CLIS.DMS/Judgment/SearchPage.aspx</p> <p>List of Cause Lists</p>

Economy/finance

<p>https://supremecourt.govmu.org/layouts/CLIS.DMS/CauseList/PublicCauseList.aspx</p> <p>Information about justice policy or budget</p> <p>Budget https://budgetmof.govmu.org/Documents/V_01_062021_22Jud.pdf</p> <p>Policy https://govmu.org/EN/infoservices/justiceanddefence/Documents/Custom%20Charter.pdf https://govmu.org/EN/infoservices/justiceanddefence/Documents/justis.pdf http://www.govmu.org/English/News/Pages/New-Supreme-Court-to-stand-as-symbol-of-boldness-towards-a-new-era-of-development,-says-PM-.aspx http://www.govmu.org/English/News/Pages/E-Inauguration-of-the-new-Supreme-Court-Building-.aspx Refer to Para 9 https://pmo.govmu.org/CabinetDecision/2013/cabdec29mar13.pdf Refer to Para 5 https://pmo.govmu.org/CabinetDecision/2011/Cabinet-Decisions-28-October-2011.aspx</p> <p>Ability to apply online for criminal record/background clearance https://dpp.govmu.org/Pages/ODPP%20eServices/ODPP-eServices.aspx https://police.govmu.org/police/?page_id=5621</p>
<p>Link between National Portal and Public Finance https://govmu.org/EN/infoservices/finance/Pages/default.aspx</p> <p>Ministry of Finance, Economic Planning and Development https://mof.govmu.org/Pages/default.aspx</p> <p>Ministry of Financial Services and Good Governance https://financialservices.govmu.org/Pages/default.aspx</p> <p>Mauritius Revenue Authority – Taxation and Revenue Collection http://www.mra.mu/ https://eservices9.mra.mu/taxportal/taxpayerlogin.jsp</p> <p>Financial Intelligence Unit (FIU) Banks, financial institutions, cash dealers or members of relevant professions can make a report electronically to the FIU on any transaction which they have reason to believe may be a suspicious transaction through the Online Secured STR service. http://www.fiumauritius.org/English/Reporting/Pages/default.aspx</p> <p>Integrity Reporting Services Agency Under the provisions of the Good Governance and Integrity Reporting Act 2015, anyone can help in the recovery of unexplained wealth by reporting someone with suspicious health through the e-Service provided by Integrity Reporting Services Agency. https://www.irsam.mu/report/</p> <p>National Budget & Budget Policy https://budgetmof.govmu.org/Budget-2021-2022.html</p>

Industry/trade

https://budgetmof.govmu.org/Documents/2021_22budgetspeech_english.pdf
https://budgetmof.govmu.org/Documents/2021_22Annexbudgetspeech.pdf
<https://budgetmof.govmu.org/Estimates%202021-2022%20&%20Indicative%20Estimates%202022-2023%20AND%202024-2025.html>

Information on primary government expenditures

[https://budgetmof.govmu.org/Expenditure-to-be-appropriated-by-Votes-\(MINISTRIES-AND-DEPARTMENTS\)-2021-22.html](https://budgetmof.govmu.org/Expenditure-to-be-appropriated-by-Votes-(MINISTRIES-AND-DEPARTMENTS)-2021-22.html)

Link between National Portal and Industry/Trade

<https://govmu.org/EN/infoservices/business/Pages/default.aspx>

Economic Development Board

The EDB acts as the main institution responsible for country branding for investment promotion; and facilitate both inward and outward investment and ensure a conducive business environment.

Main Website

www.edbmauriti.us.org

Online Portal

<https://www.edbmauriti.us.org/online-portal>

Business Support Portal

<https://business-support-portal.edbmauriti.us.org/>

Technopreneurship

<https://business-support-portal.edbmauriti.us.org/technopreneurs/>

Register a new Business through EDB

<http://forms.edbmauriti.us.org/cn/al935/SME>

Business Helpdesk

<https://business-support-portal.edbmauriti.us.org/helpdesk/>

The **Companies and Businesses Registration Integrated System (CBRIS)** is an online application service that is operated under Corporate and Business Registration Department (CBRD) in Mauritius.

The functionalities of the CBRIS are as follows:

- Incorporation, registration of companies
- Registration of documents filed under Companies Act
- Provision of the company published in public
- Enforcement of compliance with legal requirement
- Limited Partnership registration
- Foundations registration
- e-payment and e-filing for the statutory returns
- As the service is entirely online, it is capable to provide business services for 24/7.

Register a new Business

<https://portalms.mu/cbris/>

Incorporation of new company

<https://www.portalms.mu/cbris-F1Dom/login>

Payment of Registration Fees

<https://portalmns.mu/cbris/>

Payment of Trade Fees/Licences

<https://portalmns.mu/cbris/>

The Companies and Business Registrar Integrated System (CBRIS) has also an **online search facility** on Companies/Partnerships in Mauritius.

<https://companies.govmu.org:4343/MNSOnlineSearch/>

Guidelines for new business

<https://companies.govmu.org/Pages/Guidelines/Guidelines.aspx>

<https://companies.govmu.org/Pages/default.aspx>

Ministry of Industrial Development, SMEs and Cooperatives

<https://industry.govmu.org/Pages/default.aspx>

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

<https://enterbusiness.govmu.org/Pages/default.aspx>

SME Mauritius – Small and Medium Enterprises

<https://smemu.org/>

Mobile App for Consumer Rights Protection

<https://play.google.com/store/apps/details?id=org.govmu.consumerrights&hl=en&gl=US>

Mobile App for Innovators, Entrepreneurs and Small & Medium Enterprises

<https://play.google.com/store/apps/details?id=org.govmu.smenet&hl=en&gl=US>

Apply for land title registration online

Mauritius e-Registry (Online Registration of title deeds):

https://eregistry.govmu.org/cas/login?service=https%3A%2F%2Feregistry.govmu.org%2Fonline%2Fj_spring_cas_security_check

<https://registrar.govmu.org/Pages/Online%20Services/20%2007%202016%20online-single%20doc%20guideline.pdf>

Parcel Identification Number

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

Ability to register online for vehicle

<https://nlta.govmu.org/Pages/Procedures/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 apply for building permits online

https://business.edbmauritius.org/wps/portal/business/home/licensing/Legislation/!ut/p/z1/hZHLboMwEEW_hiV4wHZwuiN9pDSR0ihRQ72peBhwBRjZJu3n15BKkagm9W48Z87VaBBHCeJdepRVaqXq0masX_nslQvill4YbDa3z3ewZT7e3u8efVj66AUd_kP42IYrL4Jxnk_lxbDYLWC72s-wvyMBMPoTYPsTsFyEMV3FQCj-Bv4leUK8aIR23qi2tr9xwAGZtV6uWsRz--kOgyxQEplclxiDK_J56ZKMYTctKHFZSGc-

[oWUuKDs5oi7DrEJci1Joob1Bj-qT2EzmbDCyE8Z4osjadNDSysF4SlcOfPTGgV5pmzYXzoFatcKBRuaiG79Gbi0qaZrpEL8F1spYFzNQX37MI faXNci8MXtCzDSA!!/dz/d5/L2dBISevZ0FBIS9nQSEh/](https://www.mnsmu.gov.mu/portal/servicesmns)

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/>

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

Coronavirus Mauritius Official Portal

<https://covid19.mu/>
<https://besafemoris.mu/>

Official Facebook and YouTube Page for COVID-19

<https://www.facebook.com/coronavirusmoris>
<https://www.youtube.com/c/coronavirusmoris>

Mobile App Version of the COVID-19 Portal

<https://www.myt.mu/mobile/besafemoris>

Digital Work Access Permit - e-Service for Citizens to apply for permission to go to work during lockdown (also possible through mobile app)

<https://besafemoris.mu/how-to-apply-for-a-work-access-permit/>

Online Public Health Passenger Locator Form for Overseas Passengers (Mauritians and Tourists) wishing to travel to Mauritius

<https://safemauritius.govmu.org/>

Online Vaccination Programme at Public Health Centres for the Public

<https://besafemoris.mu/vaccination-program/>

Registration for Covid-19 vaccination programme for business operators:

<https://vaccination.edbmauritius.org/>
http://forms.edbmauritius.org/cn/al935/Cov_Main

Economic Development Board has a special section on COVID-19 for business operators
<https://edbmauriti.us.org/covid-updates>

The Ministry of Education also has dedicated sections which addresses COVID-19:
Precautionary measures for the benefits of students, teaching and non-teaching staff as well as parents.
<https://education.govmu.org/Pages/Main/INFORMATION-ON-COVID19-AND-DENGUE.aspx>
<https://education.govmu.org/Pages/Main/Parenting-Tips.aspx>

A compendium of online educational resources useful for students during lockdown:
<https://education.govmu.org/Pages/Main/Online-Resources.aspx>
https://www.youtube.com/channel/UCl6T3_UJqZxYyvCpEP1Qt2g/videos
<https://www.youtube.com/channel/UCmiwnoCzh1GQIDA9egJnxyA/videos>

COVID-19 Press Communiques

The Government Information Service (GIS) is mandated to disseminate accurate information on government policies, programmes, services and activities in a timely manner, with a view to generating public support for these government policies, programmes, services and activities, thereby creating the environment for them to succeed.
<https://gis.govmu.org/Pages/Newsroom/Covid-19.aspx>

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

In response to the COVID-19 pandemic, the **National Budget 2021-2022** has announced the following measures and earmarked budget for implementation:

1. Setting up of a Rs 5 billion **Modernisation and Transformation Fund**;
2. **Information sharing platform** with the Mauritius Revenue Authority and Central Business Registration Department
3. Upgrading of the **E-Judiciary system**
4. **Automation** of Public Service Delivery
5. Development of a **Notice-Based registry** under the Mauritius
6. **E-Registry system** and the legal framework to facilitate access to finance will be reviewed.
7. Development of a **new Companies and Businesses Registration Integrated System**.
8. Introduction of **electronic business registration card**.
9. Implementation of **online application systems** by the Central Electricity Board and Central Water Authority to **expedite electricity and water connections**, respectively.
10. Expansion of **sharing of information among public sector agencies**
11. **Electronic clearance** to departing aircraft/ship electronically to reduce cost and dwell time
12. Acceptance of **electronic submission of bill of lading** and other documents required for clearance of goods
13. A **dedicated portal** for foreign retirees will be launched with practical information.
14. The Mauritius Research and Innovation Council (MRIC) will have broader mandates for fostering **research and innovation**.
15. A new legislation for **virtual assets** will be enacted.
16. Rolling out of the **Digital Rupee** on a pilot basis by the Bank of Mauritius.
17. Introduction of a **dedicated QR Code** at national level to facilitate **digital payments**
18. Setting up of an **Open-Lab for banking and payment Solutions** and a **FinTech Innovation Lab**.
19. Implementation of a **digital centralised information exchange system** to facilitate motor insurance claim recoveries
20. Launching of the Financial Services Commission One platform as an **online licensing portal** as from 1 July 2021.

21. Launch of an **e-export Directory** to display to the world products manufactured by Mauritian entrepreneurs.
22. The METISS **Optical Fiber cable** connecting Mauritius to South Africa is now a reality since March 2021.
23. A **Digital Industries Academy (DIA)** will be set up by the Economic Development Board.
24. Trainees at the DIA will benefit from a total **stipend** of up to Rs 15,000.
25. For a period of 2 years starting as from 1 July 2021, HRDC training fund may be used by SMEs for **digital transformation initiatives** and business advisory services up to Rs 50,000 p.a.
26. Government to introduce **mobile and contactless payment systems**, starting with the Registrar-General, National Land Transport Authority and the Companies Division.
27. Setting up of an **online marketplace** for start-ups to showcase their products and services
28. EDB will develop a **dedicated website for marketing** the different residency schemes available for non-citizens, fitted with systems for applying relevant residency permits.
29. A **Smart Card** will replace the current paper-based Occupation Permit.

https://news.edbmauritius.org/budget-newsletter/pdf/EDB_Budget_Newsletter_2021-22.pdf
<https://budgetmof.govmu.org/Budget-2021-2022.html>

Government has setup the **COVID-19 Solidarity Fund Framework** and Operating Guidelines for supporting economic recovery following the COVID-19 pandemic.

<https://mof.govmu.org/Pages/Covid-19-Solidarity-Fund.aspx>
<https://allafrica.com/stories/202005040083.html>

The Ministry of Finance, Economic Planning and Development has also setup various **special COVID-19 recovery measures** to aid individuals, businesses, SMEs, self-employed as well as those in the informal sector.

<https://mof.govmu.org/Pages/Covid-19-Support.aspx>

The Bank of Mauritius (Bank) has setup the Mauritius Investment Corporation Ltd (MIC) as a **Special Purpose Vehicle and innovative people-centric initiative**, which aims at securing and enhancing financial wealth for current and future Mauritian generations while ensuring the stability of the banking sector.

<https://www.bom.mu/media/covid19-actions/covid-19-support-programme-supporting-systemic-economic-operators-and-financial-stability>

Moreover, the UNDP is also supporting the Government of Mauritius to contain the impact of COVID-19 through **digital transformation projects**.

<https://www.undp.org/content/dam/rba/docs/COVID-19-CO-Response/undp-rba-covid-mauritius-apr2020.pdf>

Wage Assistance Scheme (WAS)

The GWAS is a financial assistance provided by the Government of Mauritius to Employers as a response to the COVID-19 pandemic, to ensure that all employees are duly paid their salary for the month of January 2021.

The scheme is applicable to businesses in the island of Mauritius which have the necessary licence/permit from the relevant authorities: **Prospective beneficiaries can apply for the scheme online**.

<https://eservices.mra.mu/eservicesseashome/index18.jsp>

Covid-19 Self-Employed Assistance Scheme

The Government of the Republic of Mauritius has implemented a Self-Employed Assistance Scheme (SEAS) through the Mauritius Revenue Authority (MRA) to assist self-employed persons who have suffered a loss of revenue as a consequence of the lockdown in the fight against COVID-19. **Those who are eligible can apply for such scheme online**

<https://www.mra.mu/index.php/media1/self-employed-assistance-scheme>

Enterprise Innovation Booster Scheme

The **Mauritius Research and Innovation Council** has launched the Enterprise Innovation Booster Scheme. Rs11 million would be funded by the Mauritius Research and Innovation Council for implementation of projects in the

following emerging sectors which are linked to COVID-19 recovery – (a) **Blue economy** and **smart tourism**; (b) **Smart health**; (c) **Internet of things**; (d) Fintech; and (e) **Digital Wallet**.

Refer to para 16

https://pmo.govmu.org/CabinetDecision/2021/Cabinet%20Decisions_taken_on_10%20June%202021.pdf

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

The **National Budget 2021-2022** has announced a series of measures in response to the COVID-19 pandemic.

1. Setting up of a Rs 5 billion **Modernisation and Transformation Fund**:
2. **Information sharing platform** with the Mauritius Revenue Authority and Central Business Registration Department
3. Upgrading of the **E-Judiciary system**
4. **Automation** of Public Service Delivery
5. Development of a **Notice-Based registry** under the Mauritius
6. **E-Registry system** and the legal framework to facilitate access to finance will be reviewed.
7. Development of a **new Companies and Businesses Registration Integrated System**.
8. Introduction of **electronic business registration card**.
9. Implementation of **online application systems** by the Central Electricity Board and Central Water Authority to **expedite electricity and water connections**, respectively.
10. Expansion of **sharing of information among public sector agencies**
11. **Electronic clearance** to departing aircraft/ship electronically to reduce cost and dwell time
12. Acceptance of **electronic submission of bill of lading** and other documents required for clearance of goods
13. A **dedicated portal** for foreign retirees will be launched with practical information.
14. The Mauritius Research and Innovation Council (MRIC) will have broader mandates for fostering **research and innovation**.
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18. Setting up of an **Open-Lab for banking and payment Solutions** and a **FinTech Innovation Lab**.
19. Implementation of a **digital centralised information exchange system** to facilitate motor insurance claim recoveries
20. Launching of the Financial Services Commission One platform as an **online licensing portal** as from 1 July 2021.
21. Launch of an **e-export Directory** to display to the world products manufactured by Mauritian entrepreneurs.
22. The **METISS Optical Fiber cable** connecting Mauritius to South Africa is now a reality since March 2021.
23. A **Digital Industries Academy (DIA)** will be set up by the Economic Development Board.
24. Trainees at the DIA will benefit from a total **stipend** of up to Rs 15,000.
25. For a period of 2 years starting as from 1 July 2021, HRDC training fund may be used by SMEs for **digital transformation initiatives** and business advisory services up to Rs 50,000 p.a.
26. Government to introduce **mobile and contactless payment systems**, starting with the Registrar-General, National Land Transport Authority and the Companies Division.
27. Setting up of an **online marketplace** for start-ups to showcase their products and services
28. EDB will develop a **dedicated website for marketing** the different residency schemes available for non-citizens, fitted with systems for applying relevant residency permits.
29. A **Smart Card** will replace the current paper-based Occupation Permit.

https://news.edbmauritius.org/budget-newsletter/pdf/EDB_Budget_Newsletter_2021-22.pdf

<https://budgetmof.govmu.org/Budget-2021-2022.html>

The Ministry of Information Technology, Communication and Innovation is spearheading implementation of digital solutions across Government for the benefits of Citizens in the wake of the COVID-19 pandemic. Some of the major projects are listed below:

Digitalised Queue Management System “MoRendezVous”

A digitalised Queue Management System “MoRendezVous” has been integrated in Government services which will help organizations to manage queues more efficiently and organize the waiting process by informing customers about their place in the queue and waiting time. Citizens will also be able to register in the Digital Queuing System via the Internet or through mobile apps. It enables the public to make online appointment at the Passport and Immigration Office and the Work Permit Unit. In addition, a ticketing service is now operational at the Pharmacy of the Dr Bruno Cheong Hospital, Flacq.

<https://morendezvous.govmu.org/home>

<https://govmu.org/FR/Pages/NewsDetails.aspx?n=e-Services---MauPass-et-MoRendezVous-lancees-pour-ameliorer-la-qualite-de-la-vie.aspx>

Refer to Cabinet Decision at Para 4:

https://pmo.govmu.org/CabinetDecision/2019/Cabinet_Decisions_taken_on_22_NOVEMBER_2019.pdf#search=National%20Authentication%20Framework

Paperless Government - MoKloud

Targeted at the idea of paperless governance and announced as a budgetary measure, MoKloud has been implemented to offer a secure, flexible and easy-to-use platform for sharing, issuance and verification for documents and certificates in digital mode, thereby eliminating the use of physical documents.

<https://mokloud.govmu.org/>

<https://mokloud.govmu.org/how-it-works>

Government Chatbot: “MoRoBot”

The Ministry of Information Technology, Communication and Innovation is implementing a project for the development of a Government chatbot, an intelligent virtual assistant, which would be a state-of-the-art solution to respond to citizens’ queries. Chatbots are meant to streamline interactions between people and services through the use of artificial intelligence and machine learning technologies. They interpret queries using Natural Language Processing, an advanced form of artificial intelligence, to come up with reliable answers or solutions. The implementation of the chatbot would prove to be a major milestone as –

- (a) citizens would have access to instant responses to their queries;
- (b) the service would be available 24/7 from anywhere;
- (c) with customer feedback, the services would be continuously improved;
- (d) citizens would be relieved of administrative hassles such as emails or phone calls;
- (e) it might become one of the main point of contact for agencies or citizens to interact with Government; and
- (f) a Whole-of-Government knowledge base would be created through inputs from Ministries and Departments, leading to enhanced public service delivery.

Refer to Para 4:

https://pmo.govmu.org/CabinetDecision/2021/Cabinet%20Decisions_taken_on_23%20April%202021.pdf

The ICT Support and Operations Team of the Ministry of Information Technology, Communication and Innovation has already developed a Chatbot to answer support related queries on the Government portal

<https://cisid.govmu.org/Documents/eBook/Leveraging%20ICT%20Innovations%20in%20the%20CISD.pdf#search=chatbot>

National Authentication Framework “MauPass”

The Authentication Framework (NAF) “MauPass” provides a convenient, trusted and secure solution for authentication to facilitate the delivery of online services to consumers. Citizens will use a single username/password to access any Govt Service. The System also provide 2FA for the use of sensitive e-services.
<https://maupass.govmu.org/>

Refer to Cabinet Decision at Para 4:

https://pmo.govmu.org/CabinetDecision/2019/Cabinet_Decisions_taken_on_22_NOVEMBER_2019.pdf#search=National%20Authentication%20Framework

Mobile App for the Elimination of Gender Based Violence (Lepswar)

A mobile application (App) for victims of GBV in Mauritius is operational 24 hour, seven days a week. The Mobile App was awarded as **WSIS Champion 2021** by the International Telecommunications Union.

https://play.google.com/store/apps/details?id=com.lespwar&hl=en_US&gl=US

<https://dha.govmu.org/News/SitePages/International-Day-for-the-Elimination-of-Violence-against-Women--A-National-Strategy-and-Mobile-App-launched.aspx>

https://www.mu.undp.org/content/mauritius_and_seychelles/en/home/blog/2020/unfinished-business--the-journey-to-women-s-equality-in-mauritiu.html

Official Videos on Lepwar:

<https://www.youtube.com/watch?v=ZJeWQi-2WaQ>

<https://gender.govmu.org/VideoGallery/Lespwar%20-%20Panic%20button%20for%20Gender%20Based%20Violence%20in%20Mauritius.mp4>

Certificate Authority “MauSign”

The Certification Authority will operate within the National Public Key Infrastructure of Mauritius. The Certification Authority will provide: Digital certificates and signing services to the Mauritius National Identity Scheme (MNIS), Digital certificate to Government systems, Digital certificates to citizens and businesses and eSigning services

<https://web-front-mausign.govmu.org/main.sg>

National Laboratory Information Management System (LIMS) (in all 5 regional hospitals + in Rodrigues)

A state of the art COVID 19 LIMS has been implemented at Central Health Laboratory and the SSR International Airport. The LIMS is connected to 5 COVID-19 Testing Centres and 20 Public Health institutions in both Mauritius and Rodrigues.

https://www.mu.undp.org/content/mauritius_and_seychelles/en/home/news-centre/speeches/talking-points--ms--amanda-serumaga-undp-resident-representative.html

Web base Online system (for recruitment)

A consultancy exercise will be undertaken to devise technology led business strategy in order to computerise the recruitment process for the Public Service Commission and Local Government Services Commission.

<https://psc.govmu.org/psc/>

e-Health

The project aims at improving the work processes of Health Centres of the Ministry of Health and wellness through the use of ICT

<https://govmu.org/EN/newsgov/SitePages/2021/E-Health-Project--Converting-healthcare-into-a-technologically-based-service.aspx>

<https://mitci.govmu.org/News/SitePages/e-Health---Ministers-Balgobin-and-Jugutpal-co-chair-a-High-Level-Committee.aspx>

National Multi Hazard Emergency Alert System

The National Multi-Hazard Emergency Alert System (NMH-EAS) is a major project undertaken by the National Disaster Risk Reduction and Management Centre in line with Sendai Framework and by virtue of Section 9(2)(f) of the NDRRM Act 2016. The project consists of a reliable high performance system using a Common Alert Protocol (CAP) standard. The system will disseminate warnings and alerts to a maximum number of people and stakeholders within an acceptable time frame through a number of communication channels such as TV, Radio, the Internet (including email, web site, social media,...), Mobile Apps and so forth.

<https://ndrrmc.govmu.org/Pages/nmheas.aspx>

Upgrading of Labour Market Information System (Second Phase)

The second phase will now consist of the following: a) Actualisation - Monthly update of jobseekers record to ascertain status b) Sending message on mail or mobile (SMS) confirming registration - Applicable both to jobseekers and employers c) Integrating options on training programmes (YEP, Back To Work, Trainee Engineer Scheme, etc.) d) Updating records of jobseekers and employers (to and from MauritiusJobs) e) Developing a print mechanism for Jobseekers to access and print their status at any time f) Enhancing the job matching mechanism g) Developing statistical display on jobseekers, employers, vacancies for statistical analysis (Infography) h) Establishing interviewing schedule for new jobseekers by regional office indicating date and time i) Developing a system of recording and follow up on action plans

One Stop Shop for registration for vehicle

This project by the Registrar General's Department allows public to carry out registration of vehicle online thus reducing pressure on counter services as well as limit physical travels.

Implementation of a modern enhanced mobile app for GIS

In view of reaching a wider audience in its mission to disseminate accurate Government news, the GIS is implementing a new, modern and user-friendly Mobile App to replace its existing SearchGov mobile application.

Enhancement of Certificate of Character Project

The Office of Director of Public Prosecutions (ODPP) hereafter referred as the Client, is presently enhancing the existing Certificate of Character application to include the following features: 1. Allow public users to download soft copy of the certificate of character. 2. Allow any institutions/companies to register and validate the certificate of character application 3. Provide an application for Crime Record Office(CRO) to view list previously issued Certificate of character 4. The existing format of the certificate should be changed to make the certificate tamper proof and genuine. 5. Issue of Digitally Signed certificate of character

Wage Assistance Scheme (WAS)

The GWAS is a financial assistance provided by the Government of Mauritius to Employers as a response to the COVID-19 pandemic, to ensure that all employees are duly paid their salary for the month of January 2021. The scheme is applicable to businesses in the island of Mauritius which have the necessary licence/permit from the relevant authorities: **Prospective beneficiaries can apply for the scheme online.**

<https://eservices.mra.mu/eservicesseashome/index18.jsp>

Covid-19 Self-Employed Assistance Scheme

The Government of the Republic of Mauritius has implemented a Self-Employed Assistance Scheme (SEAS) through the Mauritius Revenue Authority (MRA) to assist self-employed persons who have suffered a loss of revenue as a consequence of the lockdown in the fight against COVID-19. **Those who are eligible can apply for such scheme online**

<https://www.mra.mu/index.php/media1/self-employed-assistance-scheme>

Interactive Council (i-Council) at the District Council of Moka in Quartier Militaire

The project is an integrated system which consists of a business intelligence, an integrated reporting system, a project management system, the Citizen Support Portal, an asset Identification Solution, e-library, a Geographical Information System (GIS) for Urban Planning and Fleet management as well as a GIS Refuse Collection Management. I-Council initiative implemented by the District Council of Moka should serve as a model to be replicated in other District and Municipal Councils, he emphasised.

<https://govmu.org/EN/newsgov/SitePages/2018/Innovation-and-Technology-are-drivers-for-a-modern-economy,-says-Prime-Minister.aspx>

https://pmo.govmu.org/CabinetDecision/2020/Cabinet_Decisions_taken_on_25_September_2020.pdf

Business Continuity Plan

Government and UNDP collaborated for the establishment of a whole-of-Government **Business Continuity Plan**. Furthermore, the following digitalisation projects would be implemented to be financed jointly by the UNDP and the Government namely -

(a) implementation of an **Electronic Document Management System (eDMS)** on a pilot basis at the level of the Ministry of Public Service, Administrative and Institutional Reforms. The eDMS would be a single repository that would be used to organise, share, retrieve, reuse and manage documents. Based on the outcome of this pilot project, the system would be replicated and deployed to all Ministries and Departments;

(b) implementation of a **Parliamentary Electronic Document Management System** which would be used as a central repository to store and manage critical document and **electronic voting facilities** relating to the Sitting of the National Assembly; and

(c) automation of the **Data Capture Process** at the Registrar General Department to facilitate the **processing and recording of documents electronically**.

Refer to para 9.

https://pmo.govmu.org/CabinetDecision/2021/Cabinet%20Decisions_taken_on_10%20June%202021.pdf

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

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).

<https://mitci.govmu.org/Documents/Legislations/The%20Data%20Protection%20Act%202017.pdf>

[https://mitci.govmu.org/Documents/Legislations/Data%20Protection%20\(Fees\)%20Regulations%202020.pdf](https://mitci.govmu.org/Documents/Legislations/Data%20Protection%20(Fees)%20Regulations%202020.pdf)

https://dataprotection.govmu.org/Pages/Data_Subjects/Rights-of-Access.aspx

https://dataprotection.govmu.org/Pages/Data_Subjects/Exercise-of-rights.aspx

https://dataprotection.govmu.org/Pages/Data_Subjects/Right-to-object.aspx

https://dataprotection.govmu.org/Pages/Data_Subjects/Rectification%2C-erasure-or-restriction-of-processing.aspx

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

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

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.

<https://mitci.govmu.org/Documents/Legislations/The%20Data%20Protection%20Act%202017.pdf>

[https://mitci.govmu.org/Documents/Legislations/Data%20Protection%20\(Fees\)%20Regulations%202020.pdf](https://mitci.govmu.org/Documents/Legislations/Data%20Protection%20(Fees)%20Regulations%202020.pdf)

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

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

[https://dataprotection.govmu.org/Pages/Data Subjects/Rights-of-Access.aspx](https://dataprotection.govmu.org/Pages/Data%20Subjects/Rights-of-Access.aspx)

[https://dataprotection.govmu.org/Pages/Data Subjects/Exercise-of-rights.aspx](https://dataprotection.govmu.org/Pages/Data%20Subjects/Exercise-of-rights.aspx)

[https://dataprotection.govmu.org/Pages/Data Subjects/Right-to-object.aspx](https://dataprotection.govmu.org/Pages/Data%20Subjects/Right-to-object.aspx)

[https://dataprotection.govmu.org/Pages/Data Subjects/Rectification%2C-erasure-or-restriction-of-processing.aspx](https://dataprotection.govmu.org/Pages/Data%20Subjects/Rectification%2C-erasure-or-restriction-of-processing.aspx)

11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

Cyber 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.

https://mitci.govmu.org/Documents/Legislations/COMPUTER_MISUSE.pdf

Moreover, the Ministry will introduce in parliament a **new Cybersecurity and Cybercrime bill** that will be fully aligned with the **Budapest convention on cybercrime** and the **Malabo convention on data protection and cybersecurity**.

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

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

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)

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

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
https://mitci.govmu.org/Documents/Legislations/ELECTRONIC_TRANSACTION.pdf

14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

E-procurement – The **Public Procurement Act** enables the use of e-Procurement
<https://ppo.govmu.org/Documents/PPA/PPA.pdf>

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

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.

https://statsmauritius.govmu.org/Pages/Statistics/By_Subject/Public_Finance/Public_Finance.aspx

<https://budgetmof.govmu.org/Budget-2021-2022.html>

[https://budgetmof.govmu.org/Expenditure-to-be-appropriated-by-Votes-\(MINISTRIES-AND-DEPARTMENTS\)-2021-22.html](https://budgetmof.govmu.org/Expenditure-to-be-appropriated-by-Votes-(MINISTRIES-AND-DEPARTMENTS)-2021-22.html)

https://data.govmu.org/dkan/?q=search/field_topic/finance-and-budgeting-3/type/dataset&sort_by=changed

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

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.

<https://cib.govmu.org/Documents/Maintenance%20Agreement/egifframework.pdf>

The **Electronic Transactions Act** allows for data exchange between Government agencies as well as public sector with private sector.

https://mitci.govmu.org/Documents/Legislations/ELECTRONIC_TRANSACTION.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/Documents/Acts/2017/act0417.pdf>

<http://mauritiusassembly.govmu.org/Documents/Acts/2017/act1017.pdf>
<http://mauritiusassembly.govmu.org/Documents/Acts/2016/act1816.pdf>
<https://mauritiusassembly.govmu.org/Documents/Acts/2015/act0915.pdf>

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

Open government data - Open Government Data is governed by the **Open Data Policy**
<https://mitci.govmu.org/Documents/Strategies/Mauritius%20Open%20Data%20Policy%20May%202017.pdf>

18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

Mauritius Emerging Technologies Council Bill

The Ministry has introduced the **Mauritius Emerging Technologies Council Bill** in Parliament. The purpose of the bill to

- (a) provide for the establishment of the **Mauritius Emerging Technologies Council**; and
- (b) promote high quality research in emerging technologies.

The objects of the Mauritius Emerging Technologies Council shall be to –

- (a) advise the Government on the formulation of national policies and strategies in emerging technologies;
- (b) promote the application of emerging technologies in line with national, economic and social objectives;
- (c) advise the Government on matters related to emerging technologies with respect to their adoption, use, development, harnessing, value and wealth creation, research and innovation and capacity building;
- (d) advise on the establishment and sustainability of an appropriate ecosystem in the field of emerging technologies and other emerging technologies; and
- (e) facilitate and coordinate the implementation of ready-made emerging technologies solutions in Mauritius to boost the national economy.

The Mauritius Emerging Technologies Council shall –

- (a) act as a centre of excellence for emerging technologies;
- (b) rationalise and coordinate the strategies of the Government for the promotion and adoption of emerging technologies and facilitate collaboration with other persons and exchange of ideas and knowledge;
- (c) create strategic links between research and development, innovation, intellectual property and other components of the knowledge economy in the specific area of emerging technologies;
- (d) establish national, regional and international linkages with institutions having objectives similar to those of the Council;
- (e) adopt a strong business focus to drive entrepreneurship and growth to facilitate start-ups and assist researchers to launch, build and grow successful businesses employing emerging technologies with the participation of the private sector;
- (f) create and manage a research and application repository in the area of emerging technologies; and
- (g) adopt and implement appropriate accountability standards in the various operations of the Council.

<https://mauritiusassembly.govmu.org/Documents/Bills/intro/2021/bill0821.pdf>

National Budget 2020 – 2021 makes provision for Data Technology Park, Technology and Innovation Fund, Blockchain, sandbox framework for innovative technologies, e-Learning technologies, courses on new technologies and innovation, Technopark at Rodrigues, Deep Artificial Intelligence Centre.

[https://mof.govmu.org/Documents/Documents/Budget 2020-2021/Budget Speech 2020-2021 %28English%29.pdf](https://mof.govmu.org/Documents/Documents/Budget%2020-2021/Budget%20Speech%2020-2021%28English%29.pdf)

National Budget 2019-2020 announced policies related to FinTech, Robotics, AI, Crowdfunding, e-Commerce, 3D Printing, e-Commerce, Biotechnology
https://mof.govmu.org/Documents/Documents/2019/2019_20budgetspeech.pdf

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.
[https://mof.govmu.org/Documents/Documents/Budget 2018-2019/Budget Speech 2018-2019.pdf](https://mof.govmu.org/Documents/Documents/Budget%202018-2019/Budget%20Speech%202018-2019.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
<https://mitci.govmu.org/Documents/Strategies/DM%202030%2017%20December%202018%20at%2012.30hrs.pdf>

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

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 Information Technology, Communication and Innovation on 19 December 2018.

Digital Government Transformation Strategy

<https://cib.govmu.org/Pages/DGTS.aspx>
[https://cib.govmu.org/Documents/Reports/Digital Government Strategy 2018-2022.pdf](https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf)
[https://cib.govmu.org/PublishingImages/CIB/One Pager Digital Strategy.jpg](https://cib.govmu.org/PublishingImages/CIB/One%20Pager%20Digital%20Strategy.jpg)
[https://cib.govmu.org/Documents/Reports/One Pager Digital Strategy 2018-2022.pdf](https://cib.govmu.org/Documents/Reports/One%20Pager%20Digital%20Strategy%202018-2022.pdf)

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

<https://cib.govmu.org/Documents/Reports/eGovernment%20Strategy%202013-2018.pdf>

20. How long is the period/cycle of the national e-government strategy or equivalent? *

- Two-year
- Three-year
- Five-year
- Ten-year
- Other:

21. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail.

The **Digital Government Transformation Strategy 2018-2022 (DGTS)** is aligned with the Vision 2030 Blueprint and the Public Sector Business Transformation Strategy (PSBTS) as the DGTS provides actions/recommendations to achieve the Vision 2030 and strategic objectives of the PBTS (Annex C of DGTS)

Digital Government Transformation Strategy (refer to Annex C)

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

Public Sector Business Transformation Strategy (PBTS)

[https://civilservice.govmu.org/Pages/PSBTB/Public-Sector-Business-Transformation-Strategy-\(PSBTS\).aspx](https://civilservice.govmu.org/Pages/PSBTB/Public-Sector-Business-Transformation-Strategy-(PSBTS).aspx)

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

The **Digital Government Transformation Strategy 2018-2022 (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.

Digital Government Transformation Strategy (refer to Annex B)

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

Mauritius is committed to the United Nations (UN) 2030 Agenda for Sustainable Development, commonly referred to as Sustainable Development Goals (SDGs). A **Voluntary National Review (VNR) Report** was formulated by Government to provide a snapshot of **how Mauritius is implementing all of the 17 SDGs**. The report was presented at the High Level Political Forum (HLPF) of the ECOSOC in New York.

https://foreign.govmu.org/Documents/2020%20-%20migrated%20data/VNR%20REPORT/Press%20Communique_VNR.pdf

<https://sustainabledevelopment.un.org/memberstates/mauritius>

https://sustainabledevelopment.un.org/content/documents/23462Mauritius_VNR_Report_2019.pdf

23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

The **Digital Government Transformation Strategy 2018-2022 (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)

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.

Digital Government Transformation Strategy (refer to Annex C)
<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

Public Sector Business Transformation Strategy (PBTS)
[https://civilservice.govmu.org/Pages/PSBTB/Public-Sector-Business-Transformation-Strategy-\(PSBTS\).aspx](https://civilservice.govmu.org/Pages/PSBTB/Public-Sector-Business-Transformation-Strategy-(PSBTS).aspx)

Interactive Council (i-Council) at the District Council of Moka in Quartier Militaire

The project is an integrated system which consists of a business intelligence, an integrated reporting system, a project management system, the Citizen Support Portal, an asset Identification Solution, e-library, a Geographical Information System (GIS) for Urban Planning and Fleet management as well as a GIS Refuse Collection Management. I-Council initiative implemented by the District Council of Moka should serve as a model to be replicated in other District and Municipal Councils, he emphasised.

<https://govmu.org/EN/newsgov/SitePages/2018/Innovation-and-Technology-are-drivers-for-a-modern-economy,-says-Prime-Minister.aspx>

https://pmo.govmu.org/CabinetDecision/2020/Cabinet_Decisions_taken_on_25_September_2020.pdf

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

At Section 5, **Digital Government Transformation Strategy 2018-2022 (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.

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

Digital Government Transformation Strategy (refer to sections mentioned above)
<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

The following strategies have placed strategic use of data as the core of digital transformation.

Public Sector Business Transformation Strategy	Digital Mauritius 2030 Strategic Plan	Digital Government Transformation Strategy 2018-2022
<ul style="list-style-type: none"> • Sharing of information among all Ministries • Use of centrally-pooled, accessible and re-usable data so that Public Officers can take decisions in a standardised and consistent manner 	<ul style="list-style-type: none"> • Opening up and accelerating usage of InfoHighway platform for data sharing for public sector and private agencies (for selected items only); • Release public data sets as open data; • Use of data analytics within the public sector to predict new needs and trends; • Creation of data-driven applications for enhancing ease of doing business environment; • Promote the adoption of Big Data; • Integrate data literacy in our education systems. 	<ul style="list-style-type: none"> • Enforcement of “open by default” standard regarding non- sensitive government data • Sensitize Government agencies on the importance of releasing Open Data • Data and analytics e.g. data-driven dashboards, service usage statistics, to improve digital services and enhance decision-making and policy formulation • “Once-only” principle where citizens and businesses provide information only once to Government and the information is re-used for delivering services • Promote high degree of interoperability in systems and enhance sharing of data. • Instead of requesting copies of government-issued documents (e.g. copy of IDs, proof of address, birth/marriage/death certificate, etc.), data to be sourced from Government agencies via InfoHighway

Public Sector Business Transformation Strategy

[https://civilservice.govmu.org/Pages/PSBTB/Public-Sector-Business-Transformation-Strategy-\(PSBTS\).aspx](https://civilservice.govmu.org/Pages/PSBTB/Public-Sector-Business-Transformation-Strategy-(PSBTS).aspx)

Digital Mauritius 2030 Strategic Plan

<https://mitci.govmu.org/Documents/Strategies/DM%202030%2017%20December%202018%20at%2012.30hrs.pdf>

Digital Government Transformation Strategy 2018-2022

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

The **Digital Government Transformation Strategy 2018-2022 (DGTS)**, chapter 8.1, recommends the implementation of a National Authentication Framework which will leverage on existing Smart ID Card and will be the basis for digital identity.

Recommendation 4.3

Implement a National Authentication Framework, which will allow both public and private sector to authenticate citizens in the delivery of digital service

Digital Government Transformation Strategy 2018-2022

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.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)

Digital ID (single-sign on Portal and e-Services)

MauPass allows users to access hundreds of government services easily and securely online. The revamped Mauritius National ID Card will integrate with maupass to provide certificate-based identification and authentication

<https://maupass.govmu.org/Account/PreRegister>

Support for authentication or digital ID

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

https://govmu.org/EN/_layouts/15/GOV.ONLINEAPP.CUSTOMLOGIN/Login.aspx

Revamping of ID Card

The current Mauritius National ID Card (smart chip-based contactless card with biometrics) would be revamped by a state-of-the-art technology with latest security features which may be used to provide a wider spectrum of customised e-services.

Refer to Para 8:

https://pmo.govmu.org/CabinetDecision/2021/Cabinet%20Decisions_taken_on_19%20February%202021.pdf

27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Section 6.3 of the **Digital Government Transformation Strategy 2018-2022 (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”*

Digital Government Transformation Strategy 2018-2022

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

Sections 7.2, 7.3 and 7.4 of the **Digital Government Transformation Strategy 2018-2022 (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.

Digital Government Transformation Strategy 2018-2022

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

Artificial intelligence (AI); link/detail:

<https://mitci.govmu.org/Documents/Strategies/Mauritius%20AI%20Strategy.pdf>

Multi-stakeholder Working Group on AI at the level of Prime Minister's Office in collaboration with Ministry of Information Technology, Communication and Innovation

<https://govmu.org/EN/newsgov/SitePages/2018/Artificial-Intelligence-can-ensure-a-better-society-and-promote-social-inclusion-and-safety,-says-PM.aspx>

Robotics; link/detail:

Children Innovative learning and design program

A Children Innovative learning and design program will be introduced so that children can familiarise themselves with robotics. Students will have the opportunity to assemble robots in schools.

<https://english.lematinal.media/mauritius-nano-satellite-in-space-on-june-20-minister-balgobin-announces/>

Mauritius Research Council in collaboration with Ministry of Information Technology, Communication and Innovation

<https://govmu.org/EN/newsgov/SitePages/2019/Robotics-and-AI--Diya-One-officially-presented-in-Mauritius.aspx>
<http://www.mric.mu/English/Pages/5-DAY-TRAINING-WORKSHOP-ON-ROBOTICS.aspx>

Robotic Process Automation

ICT Support team of Government is presently conducting R&D in RPA. Refer to Page 7:

<https://cisd.govmu.org/Documents/Newsletter/CISD%20eNewsletter%20-%20Issue%201.pdf#search=chatbot>

Blockchains; link/detail:

<https://govmu.org/EN/newsgov/SitePages/2018/Blockchain,-an-opportunity-for-Mauritius-to-accelerate-development,-says-Minister-Sawmynaden.aspx>

<https://govmu.org/EN/newsgov/SitePages/2019/Blockchain-Technology-and-its-impact-on-Digital-Transformation-of-Mauritius.aspx>

5G; link/detail:

Consultation Paper on 5G by Regulatory Body

https://www.icta.mu/docs/2021/Spectrum_consultation.pdf

<https://mitci.govmu.org/News/SitePages/Deepak-Balgobin---%C2%AB-Le-d%C3%A9bat-sur-la-technologie-5G-%C3%A0-Maurice-est-lanc%C3%A9-%C2%BB.aspx>

<https://www.lemauricien.com/actualites/communications-technologie-le-ministre-balgobin-annonce-le-5g-tres-bientot-a-maurice/377090/>

<https://www.l'express.mu/article/389524/telephonie-mobile-premieres-consultations-pour-l'introduction-5g-debutent>

Internet of Things (IoT); link/detail:

National Computer Board in collaboration with Ministry of Information Technology, Communication and Innovation
<https://www.thethingsnetwork.org/community/mauritius/>

☒ Others; link/detail:

Speech Technologies, Chatbot, Robotic Process Automation and Data Analytics

The ICT Support Team from the Ministry of Information Technology, Communication and Innovation is implementing a number of projects around emerging technologies.

<https://cisid.govmu.org/Documents/Newsletter/CISD%20eNewsletter%20-%20Issue%201.pdf#search=chatbot>

National Budget 2020 – 2021 makes provision for **Data Technology Park, Technology and Innovation Fund, Blockchain, sandbox framework for innovative technologies, e-Learning technologies, courses on new technologies and innovation, Technopark at Rodrigues, Deep Artificial Intelligence Centre.**

[https://mof.govmu.org/Documents/Documents/Budget 2020-2021/Budget Speech 2020-2021 %28English%29.pdf](https://mof.govmu.org/Documents/Documents/Budget%2020-2021/Budget%20Speech%202020-2021%28English%29.pdf)

National Budget 2019-2020 announced policies related to **FinTech, Robotics, AI, Crowdfunding, e-Commerce, 3D Printing, e-Commerce, Biotechnology**

https://mof.govmu.org/Documents/Documents/2019/2019_20budgetspeech.pdf

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.**

[https://mof.govmu.org/Documents/Documents/Budget 2018-2019/Budget Speech 2018-2019.pdf](https://mof.govmu.org/Documents/Documents/Budget%202018-2019/Budget%20Speech%202018-2019.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**

<https://mitci.govmu.org/Documents/Strategies/DM%202030%2017%20December%202018%20at%2012.30hrs.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>

Financial Services Regulatory Committee

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

Open Data

<https://data.govmu.org/dkan/>

<https://geoportal.govmu.org/?limit=20&offset=0>

<https://youtu.be/Tiz0s7UqRI4>

<https://mitci.govmu.org/Documents/Strategies/Mauritius%20Open%20Data%20Policy%20May%202017.pdf>

Open Source

<https://mitci.govmu.org/Documents/Strategies/Mauritius%20OSS%20Strategy%202014%20final.pdf>

Smart Cities:

[https://www.edbmauritius.org/sites/default/files/2020-11/Smart City Guidelines October 2020 0.pdf](https://www.edbmauritius.org/sites/default/files/2020-11/Smart%20City%20Guidelines%20October%202020%200.pdf)

<https://www.edbmauritius.org/schemes?scheme=0>

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/>

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

<https://ncb.govmu.org/portal/sites/ncb/3dprint.html>

Satellite Technology

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 being launched in space.

<http://www.mric.mu/English/Events/Pages/First-Mauritian-Satellite,-MIR-SAT1-on-its-way-to-the-ISS.aspx>

Mauritius Emerging Technologies Council Bill

The Ministry has introduced the **Mauritius Emerging Technologies Council Bill** in Parliament. The purpose of the bill to

- (a) provide for the establishment of the **Mauritius Emerging Technologies Council**; and
- (b) promote high quality research in emerging technologies.

The objects of the Mauritius Emerging Technologies Council shall be to –

- (a) advise the Government on the formulation of national policies and strategies in emerging technologies;
- (b) promote the application of emerging technologies in line with national, economic and social objectives;
- (c) advise the Government on matters related to emerging technologies with respect to their adoption, use, development, harnessing, value and wealth creation, research and innovation and capacity building;
- (d) advise on the establishment and sustainability of an appropriate ecosystem in the field of emerging technologies and other emerging technologies; and
- (e) facilitate and coordinate the implementation of ready-made emerging technologies solutions in Mauritius to boost the national economy.

The Mauritius Emerging Technologies Council shall –

- (a) act as a centre of excellence for emerging technologies;
- (b) rationalise and coordinate the strategies of the Government for the promotion and adoption of emerging technologies and facilitate collaboration with other persons and exchange of ideas and knowledge;
- (c) create strategic links between research and development, innovation, intellectual property and other components of the knowledge economy in the specific area of emerging technologies;
- (d) establish national, regional and international linkages with institutions having objectives similar to those of the Council;
- (e) adopt a strong business focus to drive entrepreneurship and growth to facilitate start-ups and assist researchers to launch, build and grow successful businesses employing emerging technologies with the participation of the private sector;
- (f) create and manage a research and application repository in the area of emerging technologies; and
- (g) adopt and implement appropriate accountability standards in the various operations of the Council.

<https://mauritiusassembly.govmu.org/Documents/Bills/intro/2021/bill0821.pdf>

Enterprise Innovation Booster Scheme

The **Mauritius Research and Innovation Council** has launched the Enterprise Innovation Booster Scheme. Rs11 million would be funded by the Mauritius Research and Innovation Council for implementation of projects in the following emerging sectors which are linked to COVID-19 recovery – (a) **Blue economy** and **smart tourism**; (b) **Smart health**; (c) **Internet of things**; (d) **Fintech**; and (e) **Digital Wallet**.

Refer to para 16

https://pmo.govmu.org/CabinetDecision/2021/Cabinet%20Decisions_taken_on_10%20June%202021.pdf

Newsletter on initiatives around Emerging Technologies by the Ministry of Information Technology, Communication and Innovation
<https://mitci.govmu.org/Documents/Newsletter/TECHTALK%20-%20Newsletter%20of%20the%20Ministry%20of%20Information%20Technology,%20Communication%20and%20Innovation%20-%20October%202020.pdf#search=chatbot>

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

The Digital Government Transformation Strategy (DGTS) is governed by a framework, standing on the **12 principles of OECD recommendation on digital government strategies**. The framework ensures that the recommendations of the DGTS are evidence-based and proven to “work”. To address challenges and areas of improvement raised as a result of situational, digital synergies and data analysis, evidenced-based solutions were identified through research on **international best practices** as well as success stories within Government. This process including **benchmarking against policies from International organisations** such as **OECD, World Bank, United Nations, World Economic Forum, Gartner, McKinsey, Forrester** among many others.

The framework has been contextualised to the local environment through the use of a National Digital Government Survey consisting of three questionnaires (Government to Citizen - G2C, Government to Business - G2B and Government to Government - G2G). The questionnaires were adapted from and aligned with international digital government surveys namely:

- **OECD** survey on Digital Government Performance targeting 25 OECD member countries
- **Deloitte Digital global survey** on digital transformation of governments involving 1,200 government officials from over 70 countries
- **European Commission’s** eGovernment Benchmark Framework User Survey in each of EU member states totalling 27,000 respondents
- **United Nations’** Member States Questionnaire (MSQ) in preparation of the United Nations E-Government Survey 2018 publication

Interactions through working sessions and web conferences were held with **Gartner experts** regarding digital transformation.

Digital Government Transformation Strategy 2018-2022 (refer to Chapter 2 “Approach and Methodology”)
<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

The **Digital Government Transformation Strategy 2018-2022 (DGTS)** used the Gartner methodology of “Urgency and Readiness” to plan actions set with the right priorities to overcome challenges, mitigate risks, and leverage on opportunities offered by digital technologies. Moreover, Gartner’s model of “Digital Government Maturity” was used to assess the current state of digital government maturity as well as to model the desired level of digital maturity across several dimensions. This exercise allowed the creation of a roadmap to ensure a sustainable and innovative digital transformation.

Digital Government Transformation Strategy 2018-2022 (refer to Chapter 4 “Situational Analysis”)
<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Government has introduced a new **Sandbox framework** to facilitate development of proof of concepts and pilot exercises to test the possibilities of innovative technologies.

[https://gis.govmu.org/Documents/Communiqu%C3%A9s%20Covid-](https://gis.govmu.org/Documents/Communiqu%C3%A9s%20Covid-19/year%202021/march/15%20march/circular%20Sandbox%20Framework.pdf)

[19/year%202021/march/15%20march/circular%20Sandbox%20Framework.pdf](https://gis.govmu.org/Documents/Communiqu%C3%A9s%20Covid-19/year%202021/march/15%20march/circular%20Sandbox%20Framework.pdf)

<https://ppo.govmu.org/Documents/Procurement%20Guidelines/Guidelines%20Sandbox.pdf>

<https://civilservice.govmu.org/Documents/Circulars%202021/Circular%20Sandbox%20framework1.pdf>

<https://civilservice.govmu.org/Documents/Circulars%202021/Booklets%20of%20sandbox.pdf>

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

'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 Digital Government Transformation Strategy 2018-2022 (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

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.

Digital Government Transformation Strategy 2018-2022

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

A **Braille library** which is a first-of-its kind in Mauritius and dedicated to visually impaired students has been launched.

<https://govmu.org/EN/newsgov/SitePages/2019/Braille-library,-first-of-its-kind-in-Mauritius,-dedicated-to-visually-impaired-students-launched.aspx>

The Constitution of the Republic of Mauritius is now available in **Braille version**.

<https://govmu.org/EN/newsgov/SitePages/2018/Minister-Gobin-launches-Braille-version-of-Constitution-of-the-Republic-of-Mauritius.aspx>

Mauritius has already incorporated the provisions of the **Marrakesh Treaty in the Copyright Act of 2014**. Section 23 of the Copyright Act permits the reproduction, without the authorisation of the author or other owner of copyright, of published works in accessible format **for the benefit of persons with visual impairment** and those who are **print disabled**. Section 23 also allows for the distribution and availability of copies exclusively to those persons on certain conditions. The Marrakesh Treaty will soon be ratified as it will **facilitate access to published works for persons who are blind or visually impaired**.

The **Data Protection Act** provides for the protection of the **privacy rights of individuals including persons with disabilities** in view of the developments in the techniques used to capture, transmit, and manipulate, record or store data relating to individuals. All persons, including persons with disabilities have a right of access to their personal data. Section 37 of the Act provides for a right of access to the effect that “every controller shall, on the written request of a data subject provide, at reasonable intervals, without excessive delay (...) free of charge, confirmation as to whether or not personal data relating to the data subject are being processed and forward to him a copy of the data.”

34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

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”

<https://mitci.govmu.org/Documents/Strategies/Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf>

https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Flyer_social.pdf

<https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Cybersmartbrochure.pdf>

https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Flyer_cyberbullying.pdf

<https://ncb.govmu.org/portal/sites/ncb/securityguidelines/InstantMessagingandChatRooms-PlatItSafe.pdf>

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>

35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The Ministry of Social Integration, Social Security and National Solidarity has set up a **website on disability** with the main objective of providing persons with disabilities and other users a **specific portal on the disability sector** in Mauritius. Through this website, persons with disabilities can **apply online for a number of services** provided by the Ministry of Social Integration, Social Security and National Solidarity and at the same time have access to other related information. The website is enhanced with special features for persons with visual impairment. The link to the website on disability is <http://disability.govmu.org>.

The Ministry of Information Technology, Communication and Innovation, also carries out **awareness campaigns**, events, projects and workshops on different issues and themes. These are open to the public at large, including persons with disabilities. The National Computer Board has sets of **3D printed objects** (such as alphabets, objects and animals with Braille spelling, and topographic maps of Mauritius) **for visually impaired persons**, including children, attending the Lois Lagesse Centre set up under the Lois Lagesse Trust Fund Act and 'Lizié dan la Main' which are the two main institutions catering for the education and welfare of persons with visual impairment.

To ensure better digital inclusion of vulnerable groups including persons with disabilities, the Government has in the Budget 2019/2020 made provision for some **11,000 families** who are on the Social Register of Mauritius (SRM) to benefit from **free access to Broadband Internet**.

Arrangements have been made throughout the Republic of Mauritius to enhance accessibility to **free broadband internet facilities**. **Wi-Fi is available free of charge** through 111 post offices, 57 Social Welfare Centres and 139 Community Centres and **350 hot spots** set up by the Mauritius Telecom in both rural and urban areas throughout the Republic of Mauritius. This measure allows women and people of other vulnerable groups to access Internet and avail of e-Government services:
<http://www.wifimauritius.mu/>

Around **21 Braille displays** were distributed to blind students which allow them to read information from their computer screen. Moreover, the Ministry of Education, Tertiary Education, Science and Technology is in the process of procuring Braille Note for blind students in secondary schools so that they can access information easily.

The Ministry of Education, Tertiary Education, Science and Technology provides **Personal Computers (PC) fitted with Screen Reader and Screen Magnifier Software** to all students with visual impairment. These PCs enable these students to follow the curriculum more easily. **Braille displays** were also distributed to **blind students** in Mauritius.

Classrooms have been digitalised through innovative ICT equipment (Sankoré project) so as to enhance the **teaching/learning experience of student with disabilities**. The Ministry of Education is also providing **Braille Note for visually impaired students at secondary level**.

Statistics Mauritius already **collects comprehensive data** and has adopted the Washington Group short set of questions to **identify persons with disabilities**. This method would also be used for the upcoming population census in 2021. The Ministry of Social Integration Social Security and National Solidarity is consulted by Statistics Mauritius with regard to the collection of data on beneficiaries of pensions.

Furthermore, the Ministry of Social Integration Social Security and National Solidarity has a **database** regarding **persons with disabilities** who receive basic pensions and other **disability benefits**.

Refer to United Nations' report "UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES" dated October 2020 on Mauritius
https://tbinternet.ohchr.org/Treaties/CRPD/Shared%20Documents/MUS/CRPD_C_MUS_2-3_7812_E.docx

Government launched the project **Digital & Social Media Marketing**, targeting Women-led Micro, Small & Medium Enterprises (MSMEs) especially women entrepreneurs to adapt to new methods of digital marketing. The programme consists of Awareness and Training sessions. This project is to guide Micro Small Medium Enterprises (MSMEs) to avail of new opportunities for Online presence and Digital & Social Media Marketing (DSMM) for boosting their business and expand their client base.

The main objectives are: to encourage women-led enterprises to adopt IT tools, social media and digital marketing for expanding client and market base; initiate use of ICT and creation of social media business accounts; introduce basic digital marketing tools and skills; build up skills in user friendly graphic and video tools for posting; support adoption of e-commerce. This project was awarded as **WSIS Champion 2021 - World Summit on the Information Society** by the International Telecommunications Union.
<https://www.itu.int/net4/wsis/stocktaking/Prizes/2021/Champions?jts=3NBWE4&idx=11&page=8#start>

Government has also implemented the "**fasil**" marketing campaign which is targeted to all citizens including women and vulnerable groups. "fasil" which means easy in creole is a campaign to make it easy for citizens to access Government e-Services, mobile apps, e-Payment services among others through a consolidated website, infographics, how-to videos as well as marketing using sponsored campaigns on Facebook, Instagram, YouTube, LinkedIn, Google Ads among others.
<https://fasil.govmu.org/fasil/>

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

Mobile App **LEPSWAR** for **victims of Elimination of Gender Based Violence** in Mauritius operational 24 hour, seven days a week. The Mobile App serves to increase Victim's Safety by providing the right platform for victims of GBV to feel secure, protected and taken care of by authorities concerned in order to maintain a stable and healthy life.

<https://fasil.govmu.org/fasil/lespwar/>

<https://play.google.com/store/apps/details?id=com.lespwar>

LESPWAR mobile app was awarded as **WSIS Champion 2021 - World Summit on the Information Society** by the International Telecommunications Union.)
<https://www.itu.int/net4/wsis/stocktaking/Prizes/2021/Champions?jts=3NBWE4&idx=11&page=17#start>

The Ministry of Social Integration, Social Security and National Solidarity operates a 24-hour basis hotline service as well as support desk. Additionally, the following facilities have been provided to persons with disabilities for reporting of complaints:

- a. the **Citizen Support Unit Portal** which may be accessed online or throughout the island at the different Citizen Advice Bureaux; and
- b. other hotlines are run by the Police, the Ministry of Gender and Family Welfare, the Ministry of Health and Wellness and the Ministry of Education, Tertiary Education Science and Technology.

The NDRRMC is in the process of implementing a **National Multi Hazard Emergency Alert System (NMHEAS)** for the Republic of Mauritius. The NMHEAS provides a reliable high performance system with the necessary infrastructure to disseminate warnings and alerts to a maximum number of people and stakeholders within a reasonable time frame by broadcasting such warnings and alerts through a number of channels, namely telecom networks, television, radio, social media, display signs and public broadcasting systems. The system has been designed to deliver alert message via various formats including audio/visual/text so that **people with disabilities are not left behind when it comes to disaster/emergency alerts.**

Refer to United Nations' report "UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES" dated October 2020 on Mauritius
https://tbinternet.ohchr.org/Treaties/CRPD/Shared%20Documents/MUS/CRPD_C_MUS_2-3_7812_E.docx

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The **Citizen Support portal** provides a single interface for women and other vulnerable groups to request information, obtain services and engage with Government agencies.

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.

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

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

Government launched the project **Digital & Social Media Marketing**, targeting Women-led Micro, Small & Medium Enterprises (MSMEs) especially women entrepreneurs to adapt to new methods of digital marketing. The programme consists of Awareness and Training sessions. This project is to guide Micro Small Medium Enterprises (MSMEs) to avail of new opportunities for Online presence and Digital & Social Media Marketing (DSMM) for boosting their business and expand their client base.

The main objectives are: to encourage women-led enterprises to adopt IT tools, social media and digital marketing for expanding client and market base; initiate use of ICT and creation of social media business accounts; introduce basic digital marketing tools and skills; build up skills in user friendly graphic and video tools for posting; support adoption of e-commerce. This project was awarded as **WSIS Champion 2021 - World Summit on the Information Society** by the International Telecommunications Union.

<https://www.itu.int/net4/wsis/stocktaking/Prizes/2021/Champions?jts=3NBWE4&idx=11&page=8#start>

The Government's Public University (University of Mauritius) is building capacity and encouraging **girls to take up ICT studies**

<https://www.youtube.com/watch?v=1JzNOWWfXk>

A **Braille library** which is a first-of-its kind in Mauritius and dedicated to visually impaired students has been launched.

<https://govmu.org/EN/newsgov/SitePages/2019/Braille-library,-first-of-its-kind-in-Mauritius,-dedicated-to-visually-impaired-students-launched.aspx>

The Constitution of the Republic of Mauritius is now available in **Braille version**.

<https://govmu.org/EN/newsgov/SitePages/2018/Minister-Gobin-launches-Braille-version-of-Constitution-of-the-Republic-of-Mauritius.aspx>

Mauritius has already incorporated the provisions of the **Marrakesh Treaty in the Copyright Act of 2014**. Section 23 of the Copyright Act permits the reproduction, without the authorisation of the author or other owner of copyright, of published works in accessible format **for the benefit of persons with visual impairment** and those who are **print disabled**. Section 23 also allows for the distribution and availability of copies exclusively to those persons on certain conditions. The Marrakesh Treaty will soon be ratified as it will **facilitate access to published works for persons who are blind or visually impaired**.

Arrangements have been made throughout the Republic of Mauritius to enhance accessibility to **free broadband internet facilities**. **Wi-Fi is available free of charge** through 111 post offices, 57 Social Welfare Centres and 139 Community Centres and **350 hot spots** set up by the Mauritius Telecom in both rural and urban areas throughout the Republic of Mauritius. This measure allows women and people of other vulnerable groups to access Internet and avail of e-Government services:
<http://www.wifimauritius.mu/>

Around **21 Braille displays** were distributed to blind students which allow them to read information from their computer screen. Moreover, the Ministry of Education, Tertiary Education, Science and Technology is in the process of procuring Braille Note for blind students in secondary schools so that they can access information easily.

The Ministry of Education, Tertiary Education, Science and Technology provides **Personal Computers (PC) fitted with Screen Reader and Screen Magnifier Software** to all students with visual impairment. These PCs enable these students to follow the curriculum more easily. **Braille displays** were also distributed to **blind students** in Mauritius.

Classrooms have been digitalised through innovative ICT equipment (Sankoré project) so as to enhance the **teaching/learning experience of student with disabilities**. The Ministry of Education is also providing **Braille Note for visually impaired students at secondary level**.

Refer to United Nations' report "UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES" dated October 2020 on Mauritius
https://tbinternet.ohchr.org/Treaties/CRPD/Shared%20Documents/MUS/CRPD_C_MUS_2-3_7812_E.docx

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

Digital Government Transformation Strategy (refer to sections mentioned above)
<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

e-Information

The Ministry of Information Technology, Communication and Innovation has launched an awareness campaign called "fasil" which stands for easy in creole (mother tongue of Mauritians) to increase adoption of e-Government initiatives through the **digital marketing channels** (e.g. YouTube, Facebook, Google Ad Networks). Access to the various e-Services are consolidated via the following channels:

Main website of fasil
<https://fasil.govmu.org/fasil/>
Online Services

<https://fasil.govmu.org/fasil/digital-services/>

Explainer Videos

<https://fasil.govmu.org/fasil/videos/>

Facebook Page

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

Twitter Page

<https://twitter.com/fasilmoris>

Youtube Page

https://www.youtube.com/channel/UCPiX0eN_JbDd0dozP6MxDsg/

Instagram Page

<https://www.instagram.com/fasilmoris/>

LinkedIn Page

<https://www.linkedin.com/company/fasilmoris>

Official Facebook and YouTube Page for COVID-19

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

<https://www.youtube.com/c/coronavirusmoris>

Information on Government is provided on facebook to the Public by the Government Information Service (GIS)

<https://www.facebook.com/GIS.Mauritius/>

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/>

Public can also provide feedback on the Government portal

<https://govmu.org/EN/Pages/feedback.aspx>

e-Consultation and e-Decision Making

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/>

Online Consultation by Information and Communication Technologies Authority (ICTA)

<https://www.icta.mu/mediaoffice/consultations.htm>

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/>

Please include any guidelines for government officials/institutions on the use of social media.

Guideline for government officials on the use of social media is available at:

<https://mitci.govmu.org/Documents/Strategies/Setting%20up%20of%20Social%20media%20accounts%20V7%2020170918.pdf>
https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Flyer_social.pdf
<https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Cybersmartbrochure.pdf>
https://ncb.govmu.org/portal/sites/ncb/securityguidelines/Flyer_cyberbullying.pdf
<https://ncb.govmu.org/portal/sites/ncb/securityguidelines/InstantMessagingandChatRooms-PlatItSafe.pdf>

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

The Citizen Support Portal publishes information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making

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

Government organises **weekly workshops around the island to raise awareness on the Citizen Support Portal**. Non digital savvy Citizens can walk in those workshops and lodge their complaints with CSU officers which are recorded online in the CSU portal. **The resolution of complaints lead to the benefit of the city/village of the Citizens. Citizens can also contribute by submitting suggestions for Government to take actions.**

Government is adopting a 'whole-of-government' approach and is determined to enhance coordination among different governmental institutions so that they deliver an integrated and personalised service to the population. He also underlined that his aim is to transform each CAB into a '**citizen kiosk**' where citizens are not only able to register their complaints but also make use of **latest technologies like QR Code, mobile money, as well as digital signature and get access, through a single platform**, to several services that Government offers.

<https://pmo.govmu.org/News/SitePages/PM--CSU-will-be-present-on-a-weekly-basis-at-each-of-the-35-CAB.aspx>

The **website** of the **Human Rights Division** in Mauritius provides all relevant information on various issues pertaining to the State of Mauritius in respect of its obligations as regards the Convention on the Rights of Persons with Disabilities.

<https://humanrights.govmu.org/Pages/default.aspx>

Refer to United Nations' report "UN CONVENTION ON THE RIGHTS OF PERSONS WITH DISABILITIES" dated October 2020 on Mauritius

https://tbinternet.ohchr.org/Treaties/CRPD/Shared%20Documents/MUS/CRPD_C_MUS_2-3_7812_E.docx

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

Yes No

If yes, please provide link and detail.

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

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

e-Government Strategy 2013 – 2017

<https://cib.govmu.org/Documents/Reports/eGovernment%20Strategy%202013-2018.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/>

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

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

<https://cib.govmu.org/Documents/Reports/Digital%20Government%20Strategy%202018-2022.pdf>

e-Government Strategy 2013 – 2017

<https://cib.govmu.org/Documents/Reports/eGovernment%20Strategy%202013-2018.pdf>

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

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) *

International Cooperation

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.

UNDP is providing support to the Government of Mauritius as part of the country's national response to contain the impact of COVID-19 through digital transformation projects such as the laboratory information management system, electronic document management system, business continuity plan and e-Business plan for modernising the Statistics Mauritius among others.

<https://www.undp.org/content/dam/rba/docs/COVID-19-CO-Response/undp-rba-covid-mauritius-apr2020.pdf>

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

<https://govmu.org/EN/newsgov/SitePages/2015/Open-Data-Readiness--Mauritius-well-positioned-to-start-implementing.aspx>

Mauritius has been chosen, for a period of at least four years, as the **International Telecommunication Union** (ITU) Centre of Excellence in the priority area of Cybersecurity in Africa.

<https://www.platformafrica.com/2020/10/01/mauritius-chosen-as-itu-centre-of-excellence-in-cybersecurity/>

North-South Cooperation

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.

<https://govmu.org/EN/newsgov/SitePages/2015/ICT-%E2%80%93-Mauritius-and-Estonia-to-sign-e-Governance-MoU.aspx>

<https://govmu.org/EN/newsgov/SitePages/2017/Mauritius-and-Estonia-sign-MoU-on-Digital-Cooperation.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://www.mcci.org/en/media-news-events/business-updates/eu-cyber-resilience-programme-cyber4d/>

Information and Communication Technologies Authority (ICTA) has an MoU with **India** on PKI.

https://www.icta.mu/mediaoffice/2009/PKI_Imp.htm

Mauritius has collaborated with **China** for the development of two smart cities in the north, namely the JinFei Smart City and Riche Terre Smart City.

<https://govmu.org/EN/newsgov/SitePages/2017/BOI-discusses-investment-opportunities-with-China-Africa-Development-Fund.aspx>

Regional Cooperation

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.

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

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**. The Mauritius-Africa Fund has negotiated and signed four MoUs to develop Special Economic Zones in **Senegal, Cote d'Ivoire, Ghana, and Madagascar**.

In **Senegal**, the Fund has invested 51 million Franc CFA (Rs 3,733,200) for 51% of the shares in Société des Infrastructures d'Affaires Atlantique S.A., incorporated in Senegal. The Special Purpose Vehicle will manage 53 hectares of land near Dakar.

In **Cote d'Ivoire**, Mauritius-Africa Fund has negotiated preferential access for Mauritian firms to invest in the construction of a Cyber Tower, twin administrative towers, a business hotel and an aqua park within the Technology Park in Grand Bassam.

In **Ghana**, the Fund will invest 1,194,000 Ghanaian Cedis (Rs 9.8 million) in the share capital of Ghana Smart City Ltd, a joint venture with the Government of Ghana. The project will consist of the construction of a Cyber Tower in Central Accra and the development of a Technology and Business Park in Dawa.

In **Madagascar**, the Malagasy Government has identified 80 hectares of land for the Mauritius-Africa Fund to develop a "Zone Economique Speciale" in Fort Dauphin.

<https://govmu.org/EN/newsgov/SitePages/2017/Ivory-Coast-solicits-Mauritian-investors-to-develop-a-Biotechnology-and-ICT-Free-Zone-project.aspx>

<https://govmu.org/EN/newsgov/SitePages/2018/Mauritius-and-Ghana-determined-to-implement-projects-by-the-Ghana-Smart-City-Ltd.aspx>

<https://govmu.org/EN/newsgov/SitePages/2017/Channeling-investment-into-the-African-continent-through-the-Mauritius-Africa-Fund.aspx>

44. Please provide any other information related to e-government development in your country.

Mauritius performance in UNDESA's **E-Government Development Index (EGDI)** is a **Key Performance Indicator** as part of the strategic objectives for the Ministry of Information Technology, Communication and Innovation in the National Budget 2021/2022.

Refer to Page 349

https://budgetmof.govmu.org/Documents/V_16_012021_22MTCL.pdf

A List of Citizen-Centric e-Services.

Utilities

Public can pay their utility bills online through different channels:

Mobile Payment (Water, Electricity and Telephone all in one mobile app) :

<https://www.myt.mu/mobile/mytbillpay/>

e-Payment Electricity: <https://ceb.mu/customer-corner/paying-your-bill>

e-Payment Water: <https://pay.cwa.mu/pay-your-bill.html>

e-Payment Telephone: <https://shop.myt.mu/pay-your-telecom-bill/>

Taxes

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

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

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

Life Events

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

The following webpage provides information on how to apply for the service
<http://csd.pmo.govmu.org/English/registration/Pages/death.aspx>

Ability to apply for birth certificates online

The following webpage provides information on how to apply for the service
<http://csd.pmo.govmu.org/English/registration/Pages/birth.aspx>

Fines/Fees

Public can pay fines/fees electronically using e-Payment Services on Government websites:

E-Payment (Credit Card):

<https://govmu.org/EN/Pages/epayment.aspx>

Internet Banking:

<https://eservices.mra.mu/ibanking.html>

Direct Debit, SMS, etc:

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

Cash Offices:

<https://treasury.govmu.org/Pages/Contacts/District-Cash-Offices.aspx>

Residence

Building and Land Use Permit

https://business.edbmauriti.us.org/wps/portal/business/home/licensing/Legislation!/ut/p/z1/hY_bToQwE1afhkvoQC10vQMPK67JSnbjYm8Mhwi1QE1bVh9fWE02Ma7O3cx88_0ZxFCG2JAfRZMbIYe8m_sxFryGXuQIEYXt9vrpBllq4vR2d-_C2kXP6PAfwuY1XKgl5nt2Qs6GeBdDutkH2N35HIDyE6D7BVjHYU12CfgeFwN_hDwg1nSy-PqoNwa8ssACUfROKXvESvNhT5OoUBb6Ja4xBpuXq9r2C4rtvCK-TUMSuD6pS07o4oiGAtMGMcVrrrhYjWrf7E-mYtJi4Fr7fCq6PNJCSMm7UjVWPA-agtGqUzenTkLWtlzCzpR8mEeNb9ltFibf1Uo7G_WyVvpDs-8sMnp_a4xQ!!/dz/d5/L2dBISEvZ0FBIS9nQSEh/

Personal ID

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>

Digital ID (single-sign on Portal and e-Services)

<https://maupass.govmu.org/Account/PreRegister>

Registrations

Register a new Business

<https://portalms.mu/cbris/>

Incorporation of new company

<https://www.portalmns.mu/cbris-F1Dom/login>

Payment of Registration Fees

<https://portalmns.mu/cbris/>

Payment of Trade Fees/Licences

<https://portalmns.mu/cbris/>

Guidelines for new business

<https://companies.govmu.org/Pages/Guidelines/Guidelines.aspx>

<https://companies.govmu.org/Pages/default.aspx>

Ability to apply for building permits online

https://business.edbmauritius.org/wps/portal/business/home/licensing/Legislation/lut/p/z1/hZHLboMwEw_hiv4wHZwuiN9pDSR0ihRQ72peBhwBRjZJu3nI5BKkagm9W48Z87VaBBHCeJdepRVaqXq0masX_nsl_Qyill4YbDa3z3ewZT7e3u8efVi66AUd_kP42IYrL4Jxnk_lxbDYLWC72s-wvyMBMPoTYPsTsFyEMV3FQCj-Bv4leUK8alR23qj2tr9xwAGZtV6uWsRz--kOgyxQEplclxiDK_J56ZKMYTctKHFZSGc-oWUuKDs5oi7DrEJci1Joob1Bj-qT2EzmbDCyE8Z4osjadNDSysF4SlcOfPTGgV5pmzYXzoFatcKBRuaiG79Gbi0qaZrpEL8F1spYFzNQX37MI_faXNci8MXtCzDSA!!/dz/d5/L2dBISeVZ0FBIS9nQSEh/

Apply for land title registration online

Mauritius e-Registry (Online Registration of title deeds):

https://eregistry.govmu.org/cas/login?service=https%3A%2F%2Feregistry.govmu.org%2Fonline%2Fj_spring_cas_security_check

<https://registrar.govmu.org/Pages/Online%20Services/20%2007%202016%20online-single%20doc%20guideline.pdf>

Ability to register online for vehicle

<https://nlta.govmu.org/Pages/Procedures/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>

Permits and Licences

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>

Field Code Changed

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

Visa

https://passport.govmu.org/passport/?page_id=620

https://passport.govmu.org/passport/?page_id=605

https://dha.govmu.org/Pages/Services/RP_Permanent.aspx

Filing

Mauritius e-Registry (Online Registration of title deeds):

https://eregistry.govmu.org/cas/login?service=https%3A%2F%2Feregistry.govmu.org%2Fonline%2Flogin_cas_security_check

<https://registrar.govmu.org/Pages/Online%20Services/20%2007%202016%20online-single%20doc%20guideline.pdf>

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey:

<https://forms.office.com/r/yTrKyZCjdT>