



Arab Republic of Egypt

The Egyptian Information Society Initiative

e-Government

&

Administrative simplification efforts

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E-Government Program Director



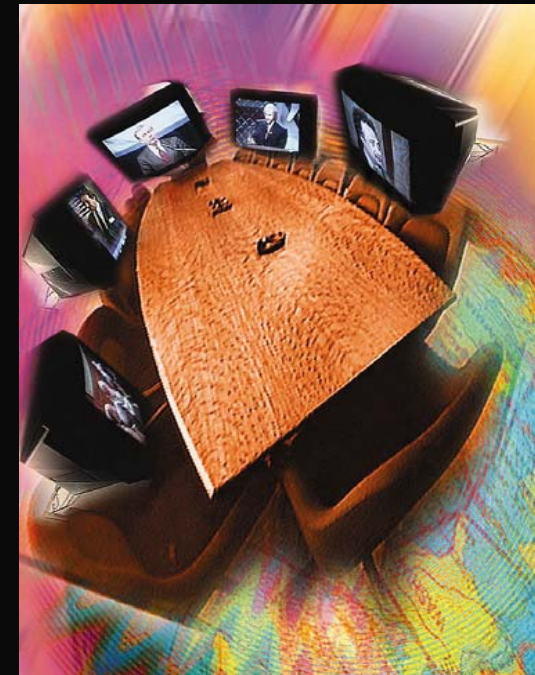
Vision



Delivering services to customers at their finger tips according to their taste and style with appropriate *efficiency* and allowing them to participate in the decision making process

Customers:
Citizens, Business men, Investors, Companies,
...

The first step to have efficient service is to eliminate administrative burdens





*The vision is guided by
three main principles*



Citizen centric service delivery:

The program slogan is *"government now delivers"* which reflects government intention to develop a one stop shop e-services approach focused at citizen's needs.

Community participation:

EISI Government is a project with nation wide impact, thus community participation is a must. Citizens' demands are constantly being analyzed and reflected, and private/public sector companies are active participants in project's implementation and management.

Efficient allocation of government resources:

The project proposes techniques for increasing the level of efficiency of the Egyptian government. Productivity, cost reduction, and efficient allocation of resources are among the major expected outcomes from project implementation.



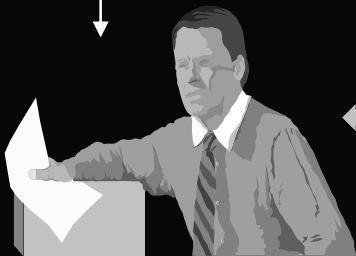
Transformation



EISI-Government Program

Government Now Delivers

The Simplest Way

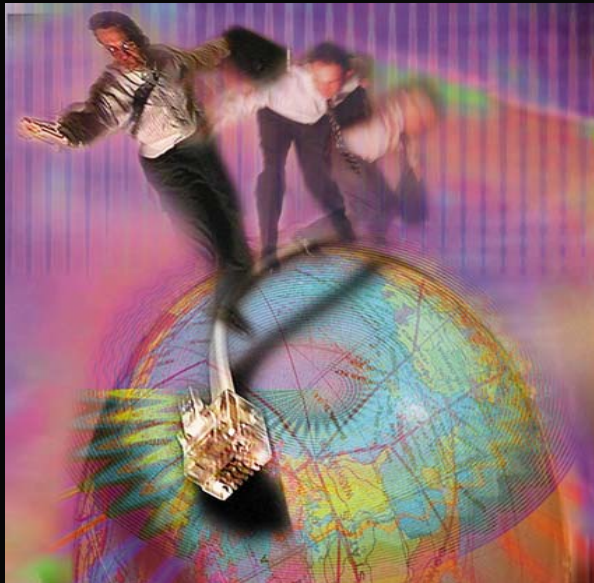


Ministry of State for Administrative Development

E-Government Program



Administrative Simplification eGov. Objectives



- **Tailoring government services to meet citizens expectations.**
citizens expect administrative simplification
- **Creating a conducive environment to investors.**
administrative simplification attracts investors
- **Availing accurate and updated government information.**
- **Increasing Government efficiency through modern management techniques and new working models.**
- **Reducing government expenditure**



Fact !!!!



NO Successful eGov.
Without
considering and implementing
administrative simplification



Examples



- **One-stop shops**

Physical e-Alex , Customer Centers

Web-portals www.egypt.gov.eg

- **Simplification & elimination of steps in procedures.**
- **Time limits.**
- **Prizes and Incentives.** MSAD Competition
- **Creating national data warehouse and data mart.**
- **Sharing government information.** Our Dream
- **Monitoring and measuring administrative burdens.**



What Are We Missing



- Cooperating with international and regional organization
- Developing a national strategy for administrative simplification
- Spreading Administrative culture among employs.
- Designing training programs to public officials
- Establishing co-ordination mechanisms across government
- Revising the monitoring tools



Thank You

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