“ICT for Better Public Services in Egypt”

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About Egypt

- Population: 80+ M
- Fixed Phone lines penetration: 13.42%
- Mobile phone Penetration: 90%
- Number of Internet users: 30%
- Number of Gov. employees: 6+ M
- Credit Card holders: 2.5M
## Quality of Public Services

<table>
<thead>
<tr>
<th>Year</th>
<th>Overall Rank</th>
<th>Online Services</th>
<th>Infrastructure</th>
<th>Human Capital</th>
</tr>
</thead>
<tbody>
<tr>
<td>2003</td>
<td>140</td>
<td>162</td>
<td>106</td>
<td>140</td>
</tr>
<tr>
<td>2004</td>
<td>136</td>
<td>140</td>
<td>105</td>
<td>138</td>
</tr>
<tr>
<td>2005</td>
<td>99</td>
<td>59</td>
<td>103</td>
<td>140</td>
</tr>
<tr>
<td>2008</td>
<td>79</td>
<td>28</td>
<td>115</td>
<td>129</td>
</tr>
<tr>
<td>2010</td>
<td>86</td>
<td><strong>23</strong></td>
<td>110</td>
<td>138</td>
</tr>
</tbody>
</table>
Egypt / e-Government

Phase 1 (Jul 01 – Jun 07)
- Set and approve the e-Government strategic plan
- Implement and assess pilot projects
- Start geographical & sectoral deployment of some projects

Phase 2 (Jul 07 – Jun 12)
- Expand on national level
- Insure ownership
- Development of government administrative body

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GOVERNMENT SERVICES DEVELOPMENT PROGRAM (GSDP)
• PROGRAM VISION

“An effective government services framework to satisfy citizens/providers, with the assertion of transparency and integrity.”

• PROGRAM MISSION

“Facilitate the delivery of government services by simplifying the access and the process behind it, and leveraging the success of other MSAD programs to reinforce the efficiency and effectiveness of the government units with the aim to reach citizen satisfaction all within a transparent environment.”

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By publishing governmental job vacancies on BAWABA, automate the permits/license process, introduce mobile notifications on e-tenders.

Communicate with Citizens

Facilitate Access of Services through Multiple Channels

Introduce New Technologies (e-Payment/Digital Signature)

Simplify the Service Processing

Developing simple procedures of obtaining permits, establishing methods on satisfying the citizens through “citizens centric concept”, and providing citizens with the digital signature service.

Through public private partnerships, mobile services, and other schemes to be introduced once suitable environment, proper ecosystem and approved legal system are provided.

BAWABA
www.egypt.gov.eg
New access methods (Mobile, Call Centers, Street Outlets)
Providing different channels to deliver government services to the citizen, to choose which suits him/her, and to be delivered at the desired location.
GSDP | Services Delivery Channels – Cont’d

Public Services Outlets
- 500 Kiosks
- 6 Centers (Social gathering: Clubs, Universities... etc)
- 130 Graduates & NGOs

One Service Provider Window
- Courts
- Prosecutions Offices
- Municipalities
- Customs
- ...etc

BAWABA
- 186 e-Services
- 737 Services’ forms
- University Enrollment e-Service

New Channels
- Gov Jobs Portal (58,000 Subscriber)
- Doctors Charging Service (10,000 Beneficiaries)
- E-Tenders (3,000 Subscriber)
- SMS
- WAP
- Call Centers
GSDP | Services Provided

Utilities Services | Traffic Services | Real estate & Notarization Services | Education Services

e-Booking Services | Legal Services | Personal Documents Services | Geographic Government Services Locations

Cultural Services | Financing Fund Services | Taxes & Customs | Complaints & Inquiries Services

Municipalities | Investment Services

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Citizen

- Jobs portal (www.jobs.gov.eg)
- Car license renewal
- Courts services
- Issuance of official documents (birth, death, marriage, divorce, etc...)
- National ID card re-issuing
- University enrolment applications
- Car tickets payment and appeal
- e-Tax declarations
- e-Booking (Train/bus/opera house)

Business

- Filing tax declarations
- Customs services (manifest submission - ImpEx)
- Online purchase of Egyptian quality standards
- Qualified-Industrial Zone request submission
- Investment dispute settlement
- Investment Portal www.investment.gov.eg

Result:

- Citizen services: 283:
  - 186 central government services / 97 governorate services
- Business services: 47
- Foreigner services: 8
• CRM
  • Call center (19-468) / fax / e-mail / internet
  • Over 1,000,000 cases annually
  • Resolution rate: over 90%

• Internet portal blog (http://blog.egypt.gov.eg)

• Facebook fan page (https://www.facebook.com/EgyptGovPortal)

• Twitter feed (EgyptGovPortal)

• Focus groups
GSDP | Services Provided

Universities Enrollment

Until 2006

Number of Students: 380,000/year
Service cost (average): 200+ LE/student
Totally paper forms
Selections are final once submitted
Due to the lengthy processes, transfer service (exchange of students between similar faculties) could only be provided the year after, i.e. students should enroll in their selected faculties and after one year they are eligible for transfer (high cost)
Electronic submission: optional (for three years)

Starting 2007

Service is totally over the Internet
Service cost: almost null
Completely electronic (no paper work!)
Do it anywhere, anytime
Review your selections and change them if needed
Allowed for extra service that were not feasible before! (transfer service)
Average Call Center received calls: 350,000
Operation: 24*7 and over 70 call center agents
No reported mistakes, hacking, or unavailability
Before 2004

- Undocumented processes
- Untrained employees
- Long delays, possibility for corruption
- Municipalities were unable to track citizens’ requests
- Inadequate work environment
- Services available only through the Municipality

After 2004

- Processes were re-engineered and documented
- Processes were completely tracked through an automated workflow system
- Well trained staff
- One window stop and civil renovation (separation between service provider and service acquirer)
- Better work environment
- Service available through 12 Governorates portals and 88 municipalities

Won “All Africa Public Service Innovation Award (AAPSIA) in October 2008.”
Description:
A web-based portal solution that allow electronic communication and collaboration between the different procurement stakeholders.

Objectives:
• Promote fairness and transparency in the government procurement process
• Improve the ability to audit the public procurement expenditures
• Provide central registration of suppliers
• Improve service levels to buyers, suppliers and government procurement personnel.

Phase I e-Tendering
• Publishing RFPs, Q&A, technical and financial results

Phase II Procurements Availing
• Availing all procurements data including tenders, auctions and direct orders

Phase III e-Awarding
• Bids submission and awarding process
1. Promoting political engagement by adopting voting using national ID. MSAD took the responsibility to perform the following tasks:

   - Creating the Voters’ Database (using National ID database and applying eligibility rules)
   - Data cleansing and standardization of addresses
   - Mapping addresses to maps
   - Developing required applications for:
     - Allocating voters to poll stations
     - Allocating judges to poll stations
   - Building the High Commission for Elections Website and all its related tools/services
2. Facilitating the Parliament Elections process:

For the first time in Egypt availing the following services for over 50 million voters, which helped simplifying the process of voting:

- Information of the polling centers location/maps (11,181 centers), including name, address, voter number in elections’ list, and list of candidates.
- Registration for out-of-country voters (355,569 registered voters)
- Information availed through different channels such as:
  - Internet: www.elections2011.eg
  - SMS: one unified number for all operators (5151) and Call Center (140)
Thank you for your kind attention

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