

e-Government systems currently in operation

Financial Sector	Ministry of Finance and Economic Empowerment	<p>Contributions Network System</p> <p>The system comprises of an electronic one-stop shop for the payments of Income Tax and VAT returns and contributions of the private sector to Government which is operational since May 2000. This has been extended to cater for contributions to NPS/NPF/IVTB since July 2001. E-filing and e-payment of corporate tax and the e-filing of corporate information and e-payment of fees to Registrar of Companies were launched and is operational.</p> <p>Tradenet System</p> <p>The introduction of the TradeNet system has greatly improved trade cycle in Mauritius. As such Customs services are being handled more efficiently as businesses deal with Customs from the comfort of their offices. There is minimal physical presence, thus drastically reducing queuing time. Introduced in 1994, the TradeNet system, based on Electronic Data Interchange, has been implemented in phases to ensure gradual change from traditional methods and better acceptance to this new way of dealing with Customs.</p>
	Ministry of Finance and Economic Empowerment - The Treasury	<p>Treasury Accounting System (TAS)</p> <p>An integrated system has been developed for the Treasury Accounting System based on Oracle Financials and all Ministries and Departments are online with the system since 2000.</p>
	Ministry of Finance and Economic Empowerment - Registrar General Department	<p>Registrar General Department</p> <p>The Case Hypothecaire System and Cashier System was setup at the Registrar General Department (RGD) in 2002. Inhouse scanning of Case Hypothecaire manual volumes</p>

		<p>followed by inhouse scanning of manual indexes were then carried out at the level of the RGD. The RGD then set up a computerized system linking the Case Hypothecaire System to the scanned images.</p>
Business Sector	Ministry of Finance and Economic Empowerment – Companies Division	<p>Companies and Businesses Registration Integrated System (CBRIS)</p> <p>A system involving the Computerisation of license, cash, companies, partnerships, trusts, offshore & search procedures at Registrar of Companies Division has been set up in 1997. The system has been reviewed in 2005 with the implementation of the Companies and Businesses Registration Integrated System (CBRIS) with increased functionalities with respect to business registration.</p>
Health Sector	Ministry of Health and Quality of Life	<p>The computerisation at the Ministry of Health and Quality of Life started in 1996 and since then the following systems have been put in place:</p> <ul style="list-style-type: none"> • Stores system; • Integrated hospital & patient care system at the Jawaharlal Nehru Hospital; • Central Health Laboratory system including requests for tests and test results; • Integrated system for the activities of Area Health Centres; • an Integrated Hospital Management System for the Cardiac Centre; and • Blood Transfusion System. <p>Furthermore, an e-Health Plan has been prepared to harness ICT in Public Health services in Mauritius. It has as primordial objective to improve the work processes of the</p>

		<p>Ministry of Health and Quality of Life (MOHQL), its Departments and health agencies and to improve healthcare provided to all citizens. The e-Business Plan recommended the following main projects for implementation:</p> <ul style="list-style-type: none"> • Health Services Comprehensive Process Manual • National eHealth Portal • Clinical Information Systems • Administration Information Systems • Management Information Systems
<p>Education Sector</p>	<p>Ministry of Education and Human Resources</p>	<p>Over the last few years, MOEHR has invested in computer equipment, connectivity, professional development of Educators and digital content to encourage ICT in schools All primary and secondary schools have access to Internet.</p> <p>Furthermore, the Sankoré project was implemented with the provision of interactive whiteboards in Standard IV together with relevant content.</p> <p>Computer equipment such as laptops, projectors and data logging equipment has also been provided to Science laboratories to increase the usage of ICT in schools.</p> <p>In March 2014, the Ministry of Education and Human Resources in collaboration with the Ministry of Information and Communication Technology, has implemented a project for the distribution of Tablet Computers to Form IV Students and Educators of 157 publicly-funded Secondary Schools in Mauritius and Rodrigues for educational purposes.</p>

		Tablets are equipped with relevant applications and have access to Internet resources for enhanced teacher-student interaction.
Law and Order	Prime Minister`s Office, Police Dept. Passport and Immigration Office	<p>Passport Personalisation System A new Passport Personalisation System has been set up since October 2005 for the issue of passports.</p> <p>Border Control System A Border Control System has been implemented and is live since January 2009.</p>
	Judicial Department	<p>Since 1994, the following systems have been setup with a view to facilitate the activities of the Judicial Department:</p> <ul style="list-style-type: none"> • System for follow-up of cases lodged till delivery of judgments and retrieval of past judgments by using Zyindex Text retrieval system • Digital Court Recording System to recording and retrieve Court Hearings; • Court Management System to support the activities of the Intermediate, Industrial and District Courts; • Library system for accessing judgments and legislation through the internet; <p>In April 2013, an e-Filing System has been implemented at the Commercial Court for commercial cases.</p>
	Prison Department	<p>A Detainees Information System has been set up at the Mauritius Prison Department (MPS) in 1994 followed by the setting up of a Video Conferencing link at Women's wing, Beau Bassin and the Phoenix prison to the New Court House at Port-Louis for remand and bail purposes in 2004.</p> <p>In December 2009, an e-Business</p>

		<p>Plan for the MPS was developed to provide customer-centric services and enhance collaboration among different stakeholders such as Health, Education, Police and Justice.</p>
	<p>Mauritius Police Force (MPF)</p>	<p>The following systems have been set up at the level of the Mauritius Police Force (MPF) since 1997:</p> <ul style="list-style-type: none"> • Electronic records at Anti Drug Smuggling Unit; • Automatic Fingerprint Identification System (AFIS) for the management of fingerprints and criminal records; • Tracking system for police vehicles using Global Positioning System (GPS) Technology; • Implementation of an application software for the Crime Record Office (CRO) server and connecting all Police Stations to the Police Network via CRO <p>Furthermore, an e-Business Plan for the Traffic Branch has been prepared in 2008 for harnessing ICT to enhance the operations and service delivery. The Plan recommended the following projects which have been identified for implementation.</p> <ul style="list-style-type: none"> • Integrated Driving License Management System (IDLMS) at Traffic Branch Head Quarters • Implement Document Management System • Decentralize Services to DHQS and Police Stations including Rodrigues • Convert Existing Licenses to New Licenses <p>Penalty Point Management System (PPMS) A Penalty Point Management System</p>

		<p>(PPMS) for the management of penalty points for drivers in Mauritius and Rodrigues has also been implemented in April 2013.</p> <p>Crime Occurrence Tracking System (COTS)</p> <p>In November 2012 the Crime Occurrence Tracking System (COTS) was implemented on a pilot basis to empower MPF with a tool for effective and efficient tracking of crime occurrences in the country using emerging ICT solutions. The system encompasses the following:</p> <ul style="list-style-type: none"> • Computerisation of Occurrence Book & Master Registers • Tracking of movement of case file or dossier • Generation of Statistical Information • Maintenance of confidentiality
<p>Welfare and Social Benefits</p>	<p>Ministry of Social Security, National Solidarity and Senior Citizens Welfare and Reform Institutions</p>	<p>The system at the Ministry of Social Security, National Solidarity and Senior Citizens Welfare and Reform Institutions dates back to 1997 with the computerisation of the of retirement, widows, invalids, orphans pensions, industrial injury and Medical Unit and subsequently the computerisation of contributions from employers/calculation of pension points in 1999 and the computerisation of the Local Offices in 2004.</p>
<p>Agro Industry</p>		<p>The Livestock technical system, services, control & regulatory has been computerized since 2001.</p> <p>In 2012, an e-Agriculture Action Plan was developed with the purpose of harnessing ICT to enhance the operations and service delivery of the Ministry of Agro-Industry and Food Security and parastatal organisations involved in the</p>

		<p>agriculture sector. The Action Plan aims at reviewing the actual processes and recommend appropriate ICT solutions in terms of suitable hardware as well as application, system software and communication facilities for a more effective and efficient use of IT.</p>
<p>Employment</p>	<p>Ministry of Labour, Industrial Relations & Employment</p>	<p>Work Permit System A Work Permit system has been developed in 2000 and caters for the activities of the Work Permit Division and is operational.</p> <p>e-Work Permit Plan In 2012, an e-Work Permit Plan was developed and the objective was to define an appropriate Information & Communication Technologies (ICT) Strategy to improve the work processes of the Work Permit Division, employment agencies as well as relevant stakeholders with emphasis on improving productivity, quality and service delivery.</p> <p>The e-Work Permit Plan proposes a review of the work processes at the Work Permit Division and recommends appropriate ICT solutions in terms of hardware, system and application software and communication facilities. The Vision is to introduce a fast, paperless and user-friendly Work Permit System that is accessible anytime and anywhere. The system will enable online application of work permits, printing of work permit on Smart Card and establishing links to external organisations to automate authentication process, validation and input of critical data.</p> <p>Labour Market Information System (LMIS) Operational since 2007, the Labour Market Information System (LMIS), an integrated web enabled system,</p>

		<p>assists the Employment Division of the Ministry of Labour, Industrial Relations & Employment in its core functions. With the LMIS up-to-date labour market information is more readily available to better address human resource planning across the different sectors of the economy. Information, personalised according to categories of stakeholders, be it decision makers in Government, employers, job seekers, training institutions and others, is available online.</p>
National Assembly		<p>e-Parliament The project consists of transformation of internal workings and administrative functions of parliament but also provision of information and citizen interaction and participation in the decision and policy making process.</p> <p>Under the e-Parliament initiative, a Digital Recording System (DRS) has been implemented for the sittings of Parliament and is operational since March 2009.</p>
Arts & Culture	Ministry of Arts & Culture - National Archives	<p>National Archives Government has implemented the eArchives system, which provides access to historical documents in electronic format. The Public can easily search and consult the historical documents anytime and anywhere. The system is operational since July 2010.</p>
Local Authorities	Ministry of Local Government and Outer Islands	<p>E-Governance Project An e-Business Plan for the computerisation of the local authorities (5 Municipal and 4 District Councils) was prepared in 2007. In 2011, based on the recommendations of the plan, an e-Governance portal was implemented. Local authorities (LAs) IT systems interface with the e-Governance portal which is hosted</p>

		<p>on the Government Online Centre. The building blocks of the LA systems include revenue management, finance, HR & payroll, library management, cadastre, complaints management, etc. The portal will provide informative services and online application/queries for the services provided by the LAs.</p>
<p>Administrative Systems</p>	<p>Ministry of Service Administrative Reforms</p> <p>Civil and</p>	<p>Registry The Registry System is a common application that is hosted at the Government On Line Centre (GOC) and accessed by Ministries and Departments. It is a web-based system developed under Oracle. The system has been configured such that each Ministry and Department has access to its data only. The software provides all features of a Registry such as recording of incoming/outgoing mails, monitoring of file movements and bring up (BU).</p> <p>Electronic Attendance System The Electronic Attendance System was introduced in 2002 to replace the traditional manual attendance register. The System is based on Proximity Card Technology. It records electronically arrival and departure times of officers through Proximity Card readers linked to computers. The System enables the organisations to keep an accurate record of the attendance of officers. It is also an efficient means for the computation of additional hours of work as well as absences and lateness of officers.</p>
<p>GINS/GFN</p>	<p>Ministry of Information and Communication Technology</p>	<p>An important component of the e-Government infrastructure is the Government Intranet System (GINS) which connects individual government departmental networks</p>

		<p>into a secure intranet. This facilitates collaboration, information sharing and co-ordination of activities within the Civil Service.</p> <p>The GINS, set up in 2005, interconnects Ministries and Departments into an Intranet and provides a common and highly secure platform for information sharing between the government agencies through the Government Online Centre (GOC). As at date, the GINS network interconnects more than 100 Departments.</p> <p>Furthermore, so as to enhance the performance of the Government Intranet System and hence achieve a better response time for accessing Government Applications, Internet, Email Services and to provide ample bandwidth for forthcoming applications such as Unified Collaboration Platform, the Government Fibre Network (GFN) project was initiated in 2011 and migrated twelve government sites from SHDSL technology to Optical Fibre based on Gigabit Passive Optical Network (GPON) technology.</p> <p>SkyGovNet Plan The project consisted of carrying out a feasibility study for the setting up of a high speed sustainable Wide Area Network (WAN) also referred as Skygovnet.</p>
<p>eServices</p>	<p>Ministry of Information and Communication Technology</p>	<p>About 65 e-Services are available on the Government Portal. Some examples are:</p> <ul style="list-style-type: none"> • Application for Learner’s Driving Licence • Application for Vacancies at Public and Disciplined Forces Commission • Application for Appointment for Vehicle Examination

		<ul style="list-style-type: none"> • Application for Women Courses • Application for Environment Complaint
ePayment	Ministry of Finance and Economic Empowerment	<p>The e-payment system supports payment by credit/debit cards with a view to reducing time spent to make payments to Government.</p> <p>The Generic E-Payment system is operational since June 2013 on the new platform of the Government Online Centre.</p>