

# Digital Government Transformation Strategy: Progress Update

1. The Digital Government Transformation Strategy (DGTS) received Government approval on 07 December 2018 and was launched by the Ministry on 19 December 2018.

2. The DGTS is a national initiative and requires the collaboration of all stakeholders (citizens, private sector and government agencies) to work together for the social and economic development of the country.

## Success rate of Digital Transformations

3. Digital transformations are widely known to be more difficult<sup>1</sup> to materialise than traditional change efforts. In general, only one-third<sup>2</sup> of digital transformation initiatives reach their goals themoreso even digitally advanced countries such as the United Kingdom<sup>3</sup> face significant challenges in implementing digital change despite accelerated digitalisation in the midst of COVID-19 pandemic.

## Impacts of COVID-19

4. In Mauritius, following onset of the COVID-19 pandemic in March 2019, a contraction of the economy was noted as Government's operational resiliency and capacity were being severely tested. Implementation of the DGTS was also impacted in terms of:

- Changes in policy and strategic direction impacting priorities of some digital initiatives;
- Assignment of key project staff of line Ministries/Departments to more pressing issues;
- Digital Government projects competing for funding in successive national budgets;
- Change in Government's recruitment policy and non-filling of funded posts further exacerbating acute shortage of core ICT staff in Government; and
- Logistical constraints such as shipping and travel restrictions among others causing project deliveries and implementation schedules to be reprogrammed.

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<sup>1</sup> Source: McKinsey&Company (2018). Unlocking success in digital transformations

<sup>2</sup> Source: Harvard Business Review (2019). Digital Transformation Is Not About Technology

<sup>3</sup> Source: National Audit Office, UK (2021). The challenges in implementing digital change

## Status on Implementation of the DGTS

5. Despite the unprecedented context and contraction of resources coupled with the usual challenges faced in the implementation of a whole-of-government digital transformation, **around 70% of the 48 recommendations** of the DGTS have been implemented as at date (Table 1). A dashboard on the percentage completion of recommendations under each Digital Government pillar of the DGTS is shown in Figure 1.

*Table 1: Percentage Completion of DGTS Recommendations per Digital Government Pillar*

<i>Digital Government Pillar</i>	DGTS Recommendations (Status)				Grand Total	%
	To be Implemented	Initiated	Partially Implemented	Implemented		
<i>Coherent use of Digital Technology across policy areas</i>		1	2	1	4	75%
<i>Creation of Data-Driven Culture in the Public Sector</i>				4	4	100%
<i>Development of Clear Business Cases</i>		1	1	1	3	67%
<i>Effective Organizational and governance frameworks</i>	1	1		3	5	60%
<i>Engagement and Participation in Policymaking and Service Delivery</i>				1	1	100%
<i>Leadership and Political Commitment</i>		1		2	3	67%
<i>Legal and Regulatory Frameworks</i>	1			1	2	50%
<i>Openness, Transparency and Inclusiveness</i>		2	2	9	13	85%
<i>Procurement of Digital Technologies</i>		2	1	4	7	71%
<i>Protecting Privacy and Ensuring Security</i>				3	3	100%
<i>Reinforced Institutional Capacities</i>		4	1	1	6	33%
<i>Strengthen International Co-operation with other Governments</i>				2	2	100%



*Figure 1: Dashboard on Percentage Completion of DGTS Pillars. Source: Central Informatics Bureau (2025)*

## Achievements

6. In the new normal, accelerated digitalisation efforts in the machinery of Government will enable the workforce to remain productive, achieve socio-economic targets and as a result sustain GDP growth during the crisis. In the same vein, the digital-by-default principle advocated in the DGTS provides Government with evidence-based policies and recommendations which are relevant and key in responding to, and recovering from, the COVID-19 pandemic. Since its launch in 2018, implementation of recommendations of the DGTS have been changing the way Government operates and interacts with its stakeholders. The DGTS has brought about **transformative set of changes** to renew public sector service delivery through greater use of digital technologies and data sharing to achieve openness, transparency, engagement, and informed decision-making as well as to offer integrated services to citizens and businesses. The DGTS led to the following milestones and achievements which are a testimony of the transformative impacts of digitilisation:

- (i) **Multi-fold increase** in:
  - **Open Datasets** from 150 to 600+ (including geolocated datasets).
  - **Mobile apps** from 7 to 14+; and
  - **Data sharing services** on InfoHighway from 250+ to 600+.
- (ii) **Digitalisation projects** (online services, mobile apps, open data, websites, portals, etc.) implemented across all 17 Sustainable Development Goals (SDGs);
- (iii) Major **citizen-centric policies** and **digital enablers** implemented: Revamped Government Portal (citizen experience and one-stop-shop), MoRendezVous (reduced pressure on counter services and less queues), MauPass (centralised secure access and one-stop-shop), MoKloud (digital-by-default policy, paperless Government and once-only principle), MauSign (secure and paperless Government), fasil (awareness and citizen engagement), Citizen Support Unit and BeSafeMoris Vaccination Pass Mobile App (e-Participation and mobile-first strategy), digital service centres (leaving no one behind), MauCas and National Business Licensing Platform (business facilitation) among many others; and
- (iv) **International recognition**:
  - Mauritius among the Top 25 digitally advanced countries in World Bank's GovTech Maturity Index (GTMI) and leading Africa;
  - The UN e-Government Development Index 2020 lauds the DGTS as a model for its *"comprehensive situation analysis that engaged people through surveys, focus groups and other means to inform the Government's digital strategy"* as well as for its *"approach of helping people better understand the value of digital government and how it can benefit them"*;
  - Mauritius cited as an example by UN e-Government Development Index 2020 in using technology to aid in the fight against COVID-19;
  - Mauritius as successful Case Study for its *"remarkable success"* in Digital Government in Commonwealth Telecommunications Organisation's 2024 report on *"Digital Transformation: Critical Success Factors and Challenges in the Commonwealth."*<sup>4</sup> funded by the UK Government; and
  - Digital government projects **awarded** at International level (WSIS ITU) -

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<sup>4</sup> [https://17e130b4-7d4b-4aa6-945f-ffb521ebf0bb.usfiles.com/ugd/30f037\\_04d63eaf4b9646f283524e2b537b9030.pdf](https://17e130b4-7d4b-4aa6-945f-ffb521ebf0bb.usfiles.com/ugd/30f037_04d63eaf4b9646f283524e2b537b9030.pdf)

## Milestones in Digital Innovation and Recognition

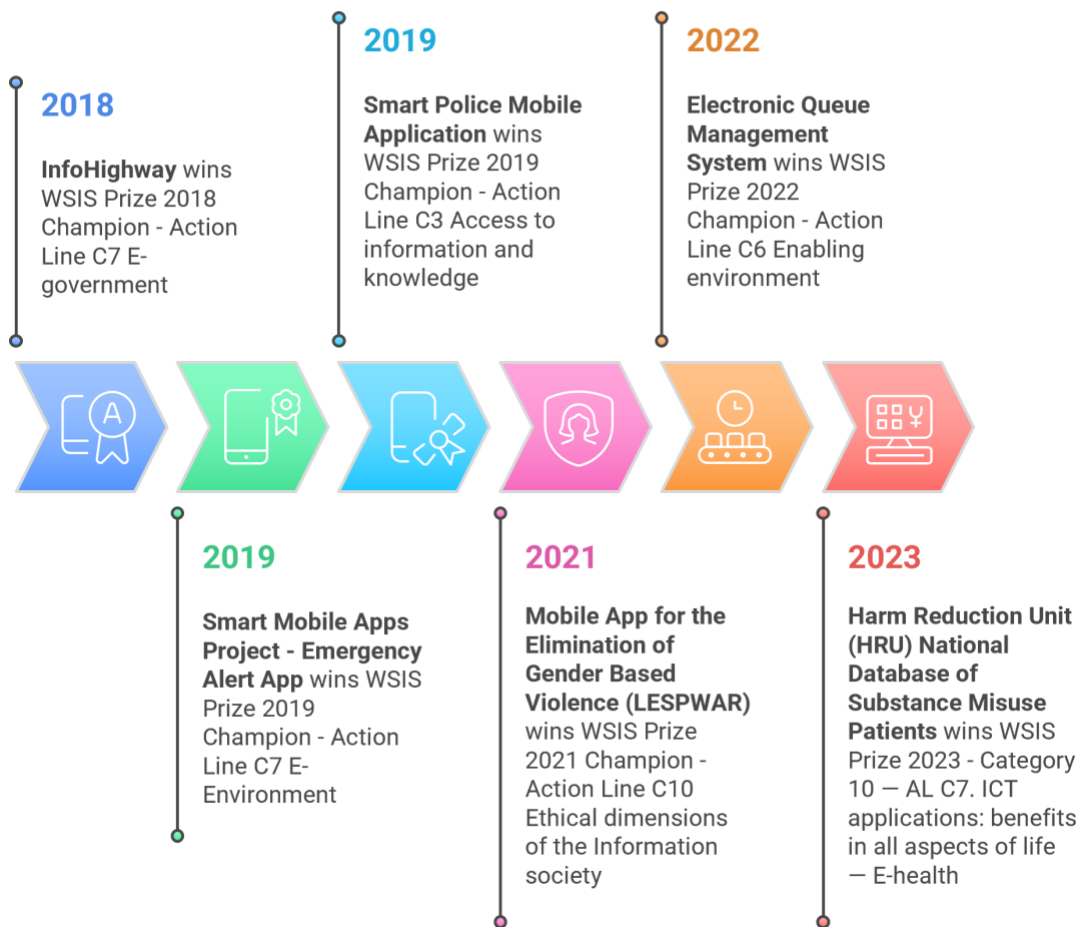


Figure 2: International Awards. Source: Central Informatics Bureau (2025)

## Annex: Implementation Status of Digital Government Transformation Strategy

#	Recommendation	Government Agency	Status	Remarks
<b>Openness, Transparency and Inclusiveness</b>				
1.1	Enforce “open by default” standard regarding non-sensitive government data	MITCI, SLO, MDPA	As at date, there are around 634 (367 in 2021) datasets and 56 geo-coded layers compared to only 50 datasets since launching of the portal in April 2018.	Partially Implemented
1.2	Sensitize Government agencies on the importance of releasing Open Data as a means to achieve transparency in public sector operations and empower Government agencies to continuously release Open Data to foster creation of innovative solutions	MITCI, MDPA	MITCI implemented the Fasil marketing campaign on the National Open Data Portal and importance of releasing Open Data through infographic and informational video on social media platforms	Implemented
1.3	Organise public engagement campaigns on the use of Open Data via hackhatons, web cups, and mobile apps competitions that improves quality of life, solve social development problems or enhance public service delivery	MITCI, MDPA, All Ministries & Departments	The MDPA is engaging with user Ministries/Departments to publish datasets which are in high demand by Public e.g. Transport sector.	Initiated
1.4	Digital Government systems should cater for stakeholders with different needs and include:	MITCI, All Ministries & Departments	CIB is already including most of these features in the technical specifications issued to Ministry/Departments.	
	a) Responsive mobile-friendly services	MITCI, All Ministries & Departments	New e-Government Portal is fully mobile-friendly. All newly created websites e.g. covid19.mu, fasil.mu, besafemoris.mu are mobile friendly.	Implemented
	b) Mobile Apps	MITCI, All Ministries & Departments	e-Government Portal is available in a mobile friendly format. e-Government Portal and its services are also available in mobile app. Mobile apps for Citizens in different sectors (Education, Transport, Environment, Energy, Social Protection, etc) is available on mauritiusapps.govmu.org	Implemented

#	Recommendation	Government Agency	Status	Remarks
	c) SMS-based notifications	MITCI, All Ministries & Departments	The Ministry of Public Service, Administrative and Institutional Reforms has recently launched an SMS service to notify Public Officers of important announcements. Status updates on Citizen Support Portal are sent through SMS. MauPass leverages on SMS for One-time password and notifications. National LIMS makes use of SMS to alert users of test results. BaSafeMoris and MoRendezVous also use SMS to interact with users.	Implemented
	d) Help material provided in the form of audio and video for increased accessibility	MITCI, All Ministries & Departments	The Ministry of Information Technology, Communication and Innovation has implemented the fasil marketing & awareness campaign with video, audio, Infographics to provide help to use e-Services. The Government Portal provides numerous accessibility features to cater for people with disabilities.	Implemented
	e) User friendly interfaces designed with user or customer experience in mind	MITCI, All Ministries & Departments	Government Portal has been revamped with user and customer experience in mind.	Initiated
	f) Assisted digital support desks for clients preferring counter services	MITCI, All Ministries & Departments	MITCI implemented Digital Services Centre through the network of Mauritius Post to provide citizens in Mauritius and Rodrigues with a one-stop access to all e-Government services. The 99 DSCs is manned by 137 Digital Service Assistants (DSAs) and 5 Digital Service Officers (DSOs).	Implemented
1.5	Review and adapt national digital skills programmes to cater for varying needs of digital natives and digital immigrants	MITCI, MDP, MOEHR	Ministry of Education has conducted Capacity Building on Online Courses to teaching staff during COVID-19 period. MITCI is working with the public Universities for provision of IT courses in different spheres – software engineering, cyber forensics, AI, robotics, Blockchain, to name a few. Polytechnic Mauritius is also offering ICT courses meant for IT technicians and middle management officers. IBM digital courses on emerging technologies such as Artificial Intelligence, Blockchain, Cloud computing, security and Big Data are currently being offered in public universities to better equip youth for future jobs. Coding courses are being given to students of grades 4 to 9 to prepare them for the world of tomorrow which will be dominated by programmable objects.	Implemented

#	Recommendation	Government Agency	Status	Remarks
1.6	Conduct capacity building programmes for Public Officials to strengthen their skills and capacity to use technology and support e-Service delivery	Civil Service College, MITCI	A number of initiatives are underway: METC in collaboration with CSC are dispensing 5 day course on Generative AI. CSC is dispensing a 3 day course on leadership which includes leveraging data-driven culture in Public Sector Civil Service College is providing a number of basic learning courses through its e-Learning platform. The platform has courses on ICT Security, Design Thinking in the New Normal among others.	Partially Implemented
1.7	Government agencies should be present on social media channel to connect with the Public and to communicate governments' decisions, programmes, etc.	All Ministries & departments, Civil Service College	MITCI has formulated a guideline for the use of Social Media Accounts by Government agencies and is available on its website. Additionally, the MDPA has designed multiple flyers which provide advice on the safe use of Social Networks. Moreover, National awareness campaign "fasil" has been launched for marketing of digital initiatives by Government. Government Information Service (GIS) is the single point of contact for disseminating information on Government to the Public through social media and Government Portal.	Implemented
1.8	Create awareness on digital initiatives implemented for the public with strong emphasis on digital marketing channels	MITCI, MDPA, GIS, All Ministries & Departments	National awareness campaign "fasil" has been launched for marketing of digital initiatives	Implemented
<b>Engagement and Participation in Policymaking and Service Delivery</b>				
2.1	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	PMO, MITCI, All Ministries & Departments	fasil.govmu.org has a feedback form for Public to use regarding digital services. Ministry of Finance uses mauritiusbudget.com to receive views on Budget. BeSafeMoris provides facility for the Public to provide suggestions on diverse sectors including COVID-19 Bill. Public can avail of Citizen Support Portal to submit queries and concerns. National Open Data portal provides a form for making data requests. Ministry of ITCI provides the e-Ideas e-Service for suggestions on digital aspects.	Implemented
<b>Creation of Data-Driven Culture in the Public Sector</b>				
3.1	Data and analytics e.g. data-driven dashboards, service usage statistics, among others should be leveraged upon by top management in government agencies to monitor and continuously improve quality of digital services and enhance decision-making and policy formulation	MITCI, GOC, All Ministries & Departments	fasil awareness campaign uses data analytics to inform management of impact of the campaigns as well as to craft future digital programmes. GOC provides statistics on the usage of e-Services. InfoHighway and Citizen Support Portal uses dashboards to inform on number of data services and requests respectively.	Implemented



#	Recommendation	Government Agency	Status	Remarks
3.2	Enforce once-only principle in Government where citizens and businesses provide information only once to Government and the information is re-used for delivering services	PMO, MITCI, All Ministries & Departments	Announced in the National Budget 2019/2020. Some 20 services are already "Once-Only" compatible. The InfoHighway data sharing infrastructure is being leveraged to provide online birth certificate, marriage certificate and COVID-19 vaccination pass through the MoKloud platform.	Implemented
3.3	Promote high degree of interoperability in systems and enhance sharing of data especially registers such as citizen, company, property, address, etc.	MITCI, All Ministries & Departments	Awareness workshop was carried out by MITCI in 2019 on InfoHighway. Fasil awareness campaign will also be promoting InfoHighway. Additional Data Sharing services are expected to be implemented in the InfoHighway. There are currently 527+ services, 25 Publishers and 130+ connections in InfoHighway. Budget 20-21 has announced a number of initiatives w.r.t. to data sharing and interoperability for business facilitation: facilitate business related public service delivery. This goes through e-services. MoKloud is operational which leverages on InfoHighway to provide Birth Certificate, Marriage Certificate and Vaccination Pass online to Public. Other services would also be operational via MoKloud.	Implemented
3.4	Instead of requesting copies of government-issued documents (e.g. copy of IDs, proof of address, birth/marriage/death certificate, etc.) during transactions, data should be sourced from Government agencies via InfoHighway, and any identification and/or verification be conducted electronically	PMO, MITCI	MoKloud is operational which leverages on InfoHighway to provide Birth Certificate, Marriage Certificate and Vaccination Pass online to Public. Other services would also be operational via MoKloud	Implemented
<b>Protecting Privacy and Ensuring Security</b>				
4.1	Develop partnerships with the private sector to collect data on security incidents and privacy violations	MITCI, CERT-MU	The Mauritian Cybercrime Online Reporting System (MAUCORS) is a national online system which allows public and companies to report cybercrimes so that CERT-MU can initiate appropriate actions. MAUCORS can provide report on number of incidents such as hacking, online harassment, offensive contents, sextortion, identity theft, cyberbullying, cyber stalking, online scams & frauds, phishing and malware among others. The information gathered through the system helps in improving our understanding of the scope and cost of, and prevailing trends of cybercrime in Mauritius.	Implemented

#	Recommendation	Government Agency	Status	Remarks
4.2	Work in co-operation with international organisations in the development of strong assessment and performance indicators regarding security and privacy	MITCI, CERT-MU	The MITCI is partnering with India and Egypt for collaboration and cooperation in digital spheres which will also include cyber security.	Implemented
4.3	Implement a National Authentication Framework, which will allow both public and private sector to authenticate citizens in the delivery of digital services	MITCI, All Ministries & Departments, Private Sector	MauPass is operational	Implemented
<b>Leadership and Political Commitment</b>				
5.1	Digital government initiatives, with high public impact, should be championed by Ministers to show high political support and gain executive endorsement	All Ministries & departments	Minister-led committees are being set up at the level of certain Ministries e.g. MITCI, NLTA, Ministry of Social Security and National Solidarity	Implemented
5.2	Agreements should be contracted between key stakeholders to ensure digital government projects are given the right priority and level of commitment	MITCI, AGO, All Ministries & Departments	Agreements are being implemented for digital initiatives in Government. E.g. - ICTA and Mauritius Telecom Ltd for provision of Internet and equipment for Digital Service Centres; - SME Division of the Ministry of Industrial Development, SMEs and Cooperatives (MIDSC) and the Mauritius Post Ltd (MPL) for an e-Commerce Platform for SMEs and Cooperatives registered with the SME Registration Unit; - SME Mauritius and the Mauritius Research and Innovation Council (MRIC) for new avenues of cooperation in the fields of Research, development and innovation, Entrepreneurship development Micro, Small and Medium-sized Enterprises engagement and Intellectual Property Rights; - Mauritius Research and Innovation Council, the Ministry of Commerce and Consumer Protection and Verde Frontier Solution LTD, for the setting up of the 'Price Monitoring and Control Application'.	Implemented
5.3	High-ranking executives should be empowered with digital skills to lead the digital transformation	MITCI	METC in collaboration with CSC are dispensing 5 day course on Generative AI. Along with technical staff, the course is also being attended by administrative staff	Initiated
<b>Coherent use of Digital Technology across policy areas</b>				
6.1	Maintain electronic inventories of digital assets such as information systems, digital services, data repositories, and licenses	MITCI, All Ministries & departments	List of operational systems and services are published on CIB website. Moreover, Fasil portal (fasil.govmu.org) provides list of online services and awareness materials (infographic, videos, etc) for using the services.	Implemented
6.2	Reinforcement of policies and standards regarding the use of ICT in public sector	MITCI	MITCI is coming up with a Digital Blueprint which will encompass the Government Stack for Government.	Initiated

#	Recommendation	Government Agency	Status	Remarks
6.3	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	PMO, MITCI, All Ministries & Departments	<p>Due to COVID-19 pandemic, Government agencies are prioritising online services over traditional channels. Government has implemented a number of digital services which are smart, end-to-end, hassle-free and contactless:</p> <p>MoRendezVous  MoKloud  MauPass  MauSign  MoRobot  Citizen Support Unit Mobile App  MauCas  Fasil  InfoHighway  Revamped Government Online Portal  BeSafeMoris  National Laboratory Information Management System  Online Birth Certificate  Online Marriage Certificate  Online Vaccination Pass  Work Access Permit  COVID-19 Information Portal (Ministry of Health)  National Business Licensing Platform  Building and Land Use Permit  Land Conversion Permit  Morcellement Permit  Occupation Certificate  Registration of Training Institution  Environment Impact Assessment (EIA) Licence  Preliminary Environment Report (PER) Approval  Excise License  Fire Certificate  Film Rebate Scheme - Mauritius  Support for Trade Promotion and Marketing Scheme  Occupation/Residence Permit  Premium Visa</p>	Partially Implemented

#	Recommendation	Government Agency	Status	Remarks
6.4	Ministries and Departments should ensure that they have a e-Business strategy/plan, which includes business process reengineering and a blueprint to achieve digital transformation of their services and processes	MITCI, All Ministries & Departments	Business Continuity Plan for whole-of-Government was formulated in collaboration with UNDP and approved by Government. Each Ministry has also setup a transformation implementation committee (TIC) to drive reforms which englobes digitalisation for their respective Ministry. Moreover, Ministry of Public Service, Administrative and Institutional Reforms is collaborating with the National Productivity and Competitiveness Council to develop a Smart Process Framework which would render government services more flexible, citizen-centric and responsive to the needs of constituents. The NPCC would implement BPR in Government agencies, undertake capacity building programmes on best practices and methodologies and promote continuous improvement in Public Service.	Partially Implemented
<b>Effective organizational and governance frameworks to co-ordinate the implementation of digital Government Strategies</b>				
7.1	Establishment of oversight and reporting mechanisms e.g. a High Level Digital Government Task Force, preferably chaired by the Prime Minister, who has the authority to engage stakeholders and make things happen in the implementation of technology-led national strategic objectives such as Digital Government Transformation Strategy 2018 – 2022 recommendations, integration and interoperability between agencies	PMO, MITCI	Steering Committee at the level of the Prime Minister's Office on digital government projects has been setup and meetings held.	Implemented
7.2	Minister-led committees should monitor implementation of digital transformation projects at the level of line Ministries/Departments and progress should be reported to and reviewed by the High-Level Digital Government Task Force	All Ministries & departments	Minister-led committees are being set up at the level of certain Ministries e.g. MITCI, NLTA, Ministry of Social Security and National Solidarity	Implemented
7.3	Funding for digital government projects should be governed at the level of High-Level Digital Government Task Force and be aligned with the priorities set by overall Digital Government Transformation Strategy	PMO	To be initiated by responsible agency	To be Implemented
7.4	Government investment in ICT should be increased such that digital priorities be given adequate funding to match the vision of a high income and smart country	PMO (Task Force), MOFED, MITCI	A Public Sector Transformation Scheme (PSTS) has been introduced by the Mauritius Research and Innovation Council (MRIC) to encourage innovative companies and start-ups to develop applications for the public sector.	Initiated

#	Recommendation	Government Agency	Status	Remarks
7.5	New funding mechanisms should be put into place to accelerate digital transformation that promotes innovation, cross-department collaboration, public welfare and end-to-end service delivery among others	MOFED, MRIC	The National Budget announced the creation of a Technology and Innovation Fund to invest up to Rs 2 million as equity in projects recommended by Mauritius Research and Innovation Council. MRIC launched special funding vehicle in April 2020 to fast-track innovative projects to counter the impacts of COVID-19.	Implemented
<b>Strengthen International Co-operation with other Governments</b>				
8.1	Strengthen international/regional co-operation with other countries on priority digital themes, and operationalise existing MOUs through charters	PMO (Task Force), MITCI	Estonia (EDMS at Min. Foreign Affairs), UNDP & Japan for strengthening health systems, UNDP for e-Business Plan of Statistics Mauritius and Business Continuity Plan for Government of Mauritius critical systems	Implemented
8.2	Government agencies involved in digital government should affiliate with international bodies to improve their digital delivery capability	MITCI, MOFED	MITCI is affiliated to Gartner for tapping up of research and expertise on Technology	Implemented
<b>Development of Clear Business Cases</b>				
9.1	Government should define key performance indicators and measure tangible and intangible benefits derived when going digital	All Ministries & departments	In the MITCI Budget, KPIs are defined for digital initiatives.	Initiated
9.2	Develop capabilities in the public sector to use business cases for evaluation and monitoring of impact of projects	PMO (Task Force), MOFED, MITCI	MOFED organised training/workshop on business cases in 2024	Implemented
9.3	Government should engage with relevant stakeholders (from the public and private sectors, as well as from the service users' community) in the design and development of business cases for national projects	PMO (Task Force), MOFED, MITCI, All Ministries & Departments	MRIC invites for innovative ideas under different schemes	Partially Implemented
<b>Reinforced Institutional Capacities</b>				
10.1	Identify and address functional gaps, optimise the operating effectiveness and simplify coordination of each Unit/Department in the digital ecosystem	MITCI	A number of exercises have been conducted inter-alia Internal Control(MITCI), National Audit Office, OPSG among others. Ministry created the Mauritius Emerging Technologies Council and will also include a restructuring exercise in the forthcoming ICT Blueprint.	Implemented
10.2	Review staffing requirements and prioritise recruitment at each unit or department delivering digital functions to address significant underinvestment in human resources	MITCI	Requests for additional staff have been made in successive financial years due to acute shortage of staff as highlighted by PRB, Public Accounts Committee, Business Continuity consultancy report (UNDP) among others. However, staff recruitment has not been prioritised.	Initiated

#	Recommendation	Government Agency	Status	Remarks
10.3	Conduct continuous and customised capacity building programmes and facilitate industry exposure on technology and business domains to ICT staff supporting the digital ecosystem	MITCI	Technology Partnership Programme was included in National Budget FY 21-22 with limited funding.	Initiated
10.4	ICT Departments similar to other departments such as Procurement, Finance, Human Resources, Registry, should be created within Ministries and departments and manned by dedicated personnel to support their daily functions and journey to digital transformation	MITCI	The issue was raised in various forums such as Public Accounts Committee (PAC), PRB, OPSG and National Audit reports. However, recruitment of staff has not been prioritised.	Initiated
10.5	Leverage on service providers' managed services to support day-to-day ICT operations in each Ministry/Department	MITCI, PPO, All Ministries & Departments	The success of InfoHighway relies on a managed services model which provides a conducive ecosystem for rapid development and deployment of data sharing services. The CIB/MITCI proposed the digital factory project in FY 20-21 for the rapid development of transactional e-Services through managed services comprising of agile developers, user experience expert (UX) among others but the proposal did not get funding.	Initiated
10.6	Empower Service or Business Product Owners in charge of services and systems at line Ministries/Departments with digital capabilities and skills to design services around citizen needs and within customer journeys	MITCI, All Ministries & Departments	Systems such as Citizen Support Portal (Prime Minister's Office), Tax Payer Portal (MRA), National e-Licensing System (EDB) and Laboratory Information Management System (Central Health Laboratory) are successful as these systems have dedicated project owners with the right authority to command change. Ministry of Public Service, Administrative and Institutional Reforms is collaborating with the National Productivity and Competitiveness Council to develop a Smart Process Framework which would render government services more flexible, citizen-centric and responsive to the needs of constituents. The NPCC would implement BPR in Government agencies, undertake capacity building programmes on best practices and methodologies and promote continuous improvement in Public Service.	Partially Implemented
<b>Procurement of Digital Technologies</b>				
11.1	Catalogue of information systems and services should be published so that Ministries and Departments can identify possibilities for re-use	MITCI, All Ministries & departments	The revamped Government portal has a section on Information & Services which provides information on e-Government systems, services, payment services, open datasets and mobile apps under different sectors. Moreover, list of Operational Systems by Ministry/Department is also available on CIB website.	Implemented

#	Recommendation	Government Agency	Status	Remarks
11.2	Review existing legal and regulatory frameworks to allow for replication of successful applications across Government	PPO, MITCI	Government has formulated a Business Continuity Plan which recommends EDMS be rolled out across Government. The Ministry of Public Service is in process of implementing an EDMS as a pilot basis at its Ministry in collaboration with UNDP in view of replicating same across Government.	Partially Implemented
11.3	Government should adopt the “e-Procurement-by-default” principle and provide training and appropriate support to both public bodies and suppliers	PPO, All Ministries & departments	The Budget FY 20-21 announced that the e-Procurement System will become mandatory for all public sector bodies	Implemented
11.4	Government should develop and publish an open database of supplier performance for ICT projects	PPO, All Ministries & departments	PPO has provided mechanism for reporting supplier performance at the level of each Ministry/Department	Implemented
11.5	Use framework agreements in the procurement of selected digital products and services	MITCI, PPO, All Ministries & Departments	The procurement of GINS (Government Intranet System) is governed under a framework agreement. A Public Sector Transformation Scheme (PSTS) has been introduced by the Mauritius Research and Innovation Council (MRIC) to encourage innovative companies and start-ups to develop applications for the public sector.	Initiated
11.6	Procurement rules need to be reviewed to facilitate procurement of technology products and services that embrace Agile methodologies	PPO, MITCI	Government has introduced a Sandbox Framework to facilitate implementation of proofs of concepts and procurement of innovative/emerging technologies	Implemented
11.7	Government needs to support agile development in Ministries/Departments through capacity building and appointment of agile coaches	MITCI	CIB is already proposing agile development in the technical specifications issued to Ministry/Departments.	Initiated
<b>Legal and Regulatory Frameworks</b>				
12.1	Analysis and review of existing legal and regulatory framework to support digital transformation	MITCI, AGO	The new Cybersecurity and Cybercrime Act 2021 (the "Act") enacted on 19 November 2021 repeals the Computer Misuse and Cybercrime Act 2003. The new legislation provides for a National Cybersecurity Committee (the "Committee") and a comprehensive legal framework to deal with cybercrime. The Civil Status Act has been amended for the issuance of Online Birth Certificate and Marriage Certificate. Public Procurement Act was amended to include provisions for Sandbox for innovative technologies. Legislative framework will be reviewed for MauPass to align with International best practices.	Implemented
12.2	Legal expertise to be sought for drafting of specialised legal agreements (e.g. Service Legal Agreements)	MITCI, AGO	To be initiated by responsible agencies	To be Implemented

Updated 25 April 2025