MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION



ANNUAL REPORT FINANCIAL YEAR 2020/ 2021



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LIST OF ABBREVIATIONS

CAMP	Cybersecurity Alliance for Mutual Progress
СЕР	Citizen Engagement Programme
CERT-MU	Computer Emergency Response Team of Mauritius
CIB	Central Informatics Bureau
CISD	Central Information Systems Division
DPA	Data Protection Act
DPO	Data Protection Office
DYEP	Digital Youth Engagement Programme
EQMS	Electronic Queue Management System
GDPR	General Data Protection Regulation
GINS	Government Intranet Network Systems
GOC	Government Online Center
G-SIRT	Government Security Incidence Response Team
ІСТ	Information and Communication Technology
ICTAT	Information and Communication Technologies Appeal Tribunal
ISS	International Space Station
ITSU	IT Security Unit
MITCI	Ministry of Information Technology, Communication and Innovation
MNIC	Mauritius National Identity Card
MNIS	Mauritius National Identity Scheme
MPL	Mauritius Post Ltd
MRIC	Mauritius Research and Innovation Council
NAF	National Authentication Framework
NCB	National Computer Board
ОТР	One-time Password
PIO	Passport and Immigration Office
SEN	Special Educational Needs
MSME	Micro Small Medium Enterprises



UIEP Universal ICT Educational Programme

WPU Work Permit Unit

Statement from Minister



It gives me great pleasure as Minister of Information Technology, Communication and Innovation to endorse this issue of the Annual Report of my Ministry for the period 2020 to 2021. The achievements of this Ministry have been won not without challenges, and for this I am very thankful to the staff of my Ministry as well as all the offices and departments operating under its aegis.

The year 2020, as you know, was marked by the outbreak of COVID-19. The pandemic has slowed down the pace of the world economic activities dramatically. Mauritius was not spared. And it was the first time that such a situation was witnessed in the country where almost all the sectors of the economy came to a halt. ICT was among the very few sectors that could resist the economic shock. In fact, ICT facilities put in place were leveraged to support other sectors in delivering services. Work-from-home, online trading, online learning, and video conferencing became very commonplace. Subsequently, the contribution of ICT to GDP climbed to 7.0% in 2020 as compared to 5.6% in 2019.

Paradoxically, the pandemic has been a catalyst to boost the ICT sector in Mauritius. 2020-2021 saw the implementation of flagship projects for the benefits of citizens and the business environment, namely, the Electronic Queue Management System rebranded as MoRendezVous and the MauPass digital identity framework. The recent passage of the Mauritius Emerging Technologies Council Act provides for the setting up of the Mauritius Emerging Technologies Council to push new and emerging technologies into targeted business sectors to precisely boost the efficiency and performance of those sectors. More projects are already in the pipeline and will definitely bear fruit in months to come. We are putting much emphasis on the digitalisation of services to ease the lives of our people and set the base to drive our economy to new horizons.

Hon Darsanand Balgobin

Minister of Information Technology, Communication and Innovation

Statement from Permanent Secretary



I wish to extend my gratitude to the editing team for the production of this Annual Report which also reflects the countless efforts of every single individual of this Ministry in propelling us toward our goals. The Year 2020/2021 has seen the setting up of major building blocks for advancing our Digital Transformation Agenda. Besides the implementation of IT solutions that help accelerate the Digital Transformation process, we have also introduced the necessary safeguards that make of our digital ecosystem a safer place for Government, businesses and citizens to interact.

To say the 2020–2021 year was challenging is truly an understatement. This year has also been a time of great introspection for us all. The global COVID-19 pandemic has affected and continues to affect our societies and economies, thereby greatly accelerating changes to our values and the way we work. We have indeed sailed through as best as we could and if there can be a positive take on these difficult times, it is witnessing the strength and determination of every staff in striving harder to ensuring continuity in our operations.

The post-pandemic period now calls for the urgent and accelerated digitalisation of services for the convenience of each and every one. And the Ministry of Information Technology, Communication and Innovation has not rested on its laurels to make things happen. The MoKloud digital safe, and the MauPass digital identity system, for instance, will be key in painting our digital economy landscape and can be easily integrated in information systems of both public and private institutions for enhanced value addition. All these solutions will surely act as the breeding ground for taking our digital agenda to the next level.

With a view to boosting all sectors of our economy and, in particular, to stimulating the digital economy, we are looking forward to pushing emerging technologies in our local industry. The benefits to be reaped are expected to be multifold in terms of enhanced productivity and efficiency, and optimised usage of



our scarce resources. This Ministry, in collaboration with other stakeholders of the ICT Sector is well poised, to drive the changes required for Mauritius to face the future boldly.

To conclude, I would like to thank all staff of the Ministry for their outstanding commitment and professionalism in delivering on the priorities and achievements outlined in this report. Looking to the year ahead I am confident that we will continue to deliver high quality services and outcomes in the ICT sector.

Ms Sandrine Valère Permanent Secretary Ministry of Information Technology, Communication and Innovation

PART I – ABOUT THE MINISTRY

VISION, MISSION AND OBJECTIVES

VISION

A well connected, knowledge-based and high income society, through a culture of innovation and the adoption of technology.

MISSION

To provide a high speed communication infrastructure, develop a digital economy and strengthen innovation in industry by improving delivery of service as well as the dissemination of information through the optimal use of emerging technologies.

OBJECTIVES

- Formulate appropriate policies and provide the necessary legal framework for the development of ICT and its optimal use across all sectors.
- Facilitate, through the implementation of an e-Government programme, the provision of Government services electronically anytime anywhere for the greater convenience of the public.
- Promote and facilitate the development of the ICT sector.
- Ensure that the ICT culture permeates all levels of the society to bridge the digital divide to the extent possible.
- Promote the development of ICT enabled services including e-business.
- Encourage the adoption of new technologies and best practices in the ICT.
- Promote capacity building in ICT.

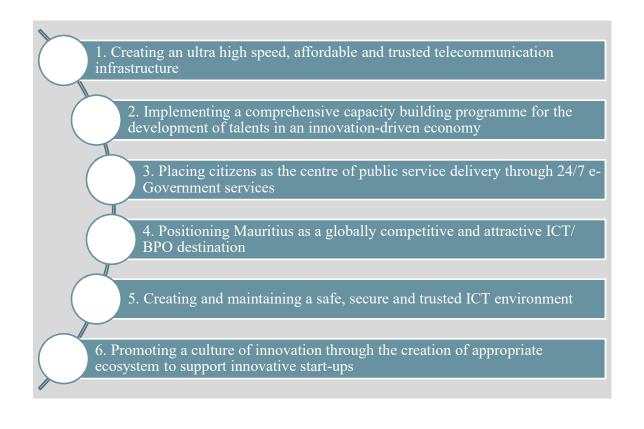
<u>Roles and functions of the Ministry of Information Technology, Communication and</u> <u>Innovation (MITCI)</u>

The Ministry of Information Technology, Communication and Innovation (MITCI) is playing a key role in ensuring that information and communication technologies trigger socio-economic development across the whole spectrum of our daily life and promoting high quality research and innovation.

The Ministry is spearheading the making of a Smart and Intelligent Mauritius which will be instrumental in the transformation of our country into a high income economy and an all-inclusive Information Society.

In this context, the Ministry, in collaboration with all players in the sector, is focusing on the following strategic waves in order to ensure that the right ecosystem is created to realize the targets set by this Government.

Key Functions of MITCI



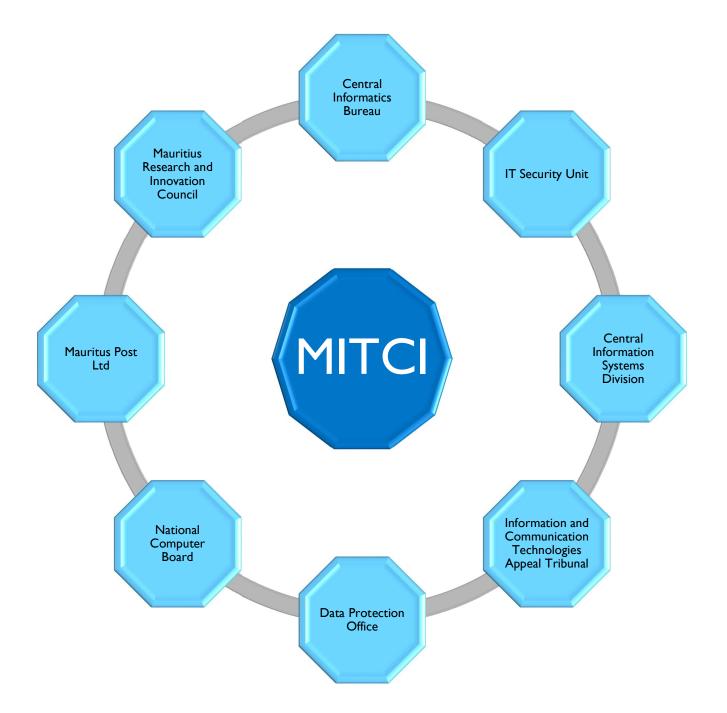
Senior Management Team

The following officers constitute the Senior Management Team of the Ministry:

	HEAD OFFICE		
1	Ms Sandrine VALERE	Permanent Secretary	
2	Mr Rajnish HAWABHAY	Chief Technical Officer	
3	Mr Ramesh BHEEKHOO	Deputy Permanent Secretary	
4	Mr Navindsing JUGMOHUNSING	Deputy Permanent Secretary	
5	Mrs Nazia Begum ALLY HOSSEN	Assistant Permanent Secretary	
6	Mrs Oomeswaree MOTAH	Assistant Permanent Secretary	
7	Mrs Shaveebatree Devi WOODUN-MAHADEA	Assistant Permanent Secretary	
8	Miss Bibi Fadiilah BODHEEA	Assistant Permanent Secretary	
	CENTRAL INFORMATICS BURI	EAU (CIB)	
9	Dr Mahen SOOBRON	Director	
10	Mr Poormanund RAMNIAL	Ag Deputy Director	
	IT SECURITY UNIT (ITSU)		
11	Mr Sanjay Bhunjun BISSESSUR	Head ITSU	
	CENTRAL INFORMATION SYSTEM D	IVISION (CISD)	
12	Mr Vigneshwar BOODHUN	Director	
13	Dr Aneerav SUKHOO	Deputy Director	
	DATA PROTECTION OFFICE	C (DPO)	
16	Mrs Drudeisha MADHUB	Data Protection Commissioner	



Departments and other bodies operating under the aegis of the Ministry



Key Responsibilities of Departments/ Other Bodies falling under the aegis of MITCI

(1) CENTRAL INFORMATICS BUREAU (CIB)

The Central Informatics Bureau promotes e-Governance through the provision of project management, consultancy and advisory services to Ministries and Departments for the successful implementation of e-Government projects and on ICT matters.

OBJECTIVES OF THE CIB

- 1. Provide strategic directions to Ministries and Departments in their digital transformation.
- 2. Initiate, implement and monitor ICT projects in Ministries and Departments.
- 3. Work in partnership with Ministries and Departments to improve how they deliver digital services.
- 4. Provide products and platforms that can be reused across Ministries and Departments.
- 5. Involve in procurement and choice of ICT Solutions.
- 6. Empower public officers by building digital skills capability across Government.
- 7. Formulate methods to deliver and continuously improve services for users.
- 8. Propagate the ICT culture within the Civil Service.

SERVICES OFFERED BY THE CIB

(i) Consultancy Services

Assisting Ministries and Departments in identifying opportunities for improving their respective services through ICT.

(ii) Programme Management

Ensuring that ICT projects are properly managed in collaboration with end-users and all other stakeholders.

(iii) ICT Advice

Providing advice to user of Ministries and Departments regarding the technical aspects of IT processes, including hardware, software, architecture and services as well as adoption of new technologies and trends.

(2) IT SECURITY UNIT (ITSU)

The **IT** Security Unit (ITSU) was established and staffed in August 2004 to act as a key contact point for IT Security in Government. ITSU performs IT security audits in the Civil Service based on international standards on Information Security and industry best practices. These security audits provide the organization with an overall assessment of its IT security level.

OBJECTIVES OF THE ITSU

- 1. To implement Government policies with regard to IT Security.
- 2. To assist Ministries/Departments in the implementation of security standards.
- 3. To disseminate information on IT security.
- 4. To carry out security audits.

SERVICES OFFERED BY THE ITSU

With a view to enhancing knowledge of ICT security measures for a safer ICT usage, the IT Security

Unit undertakes several activities, namely:

- departments;
- issue of various security-related publications such as one-page pictorial fact sheets;
- 4 sensitization of public officers using electronic means including a virtual learning platform.

The IT Security Unit (ITSU) acts as a key contact point for managing and providing guidance on ICT security related incidents which are reported within Ministries/Departments. The specialist Government Security Incidence Response Team (G-SIRT) has also been established at the level of

the Unit. The G-SIRT responds effectively to ICT Security incidents in the Civil Service. It provides both reactive services as well as proactive services in order to combat cyberthreats.

Under this initiative, the ITSU/MITCI was accepted as a founding member of the international Cybersecurity Alliance for Mutual Progress (CAMP) aiming to serve as a building block to halt evergrowing online threats to enhance resolution of cybersecurity issues. The Unit monitors and controls an Automated ICT Security Incident Handling System to achieve better tracking and timely resolution of incidents.

(3) CENTRAL INFORMATION SYSTEMS DIVISION (CISD)

The Central Information Systems Division (CISD), formerly known as Data Processing Division (DPD), was created in 1971. The CISD is responsible for the operational aspects of ICT projects and it provides ongoing ICT technical support for all computerized system in Ministries/ Departments within the Civil Service.

The CISD has 2 main sections namely the Technical section (Analyst cadre) and the Operations section (Technical Support and Data Entry cadre).

OBJECTIVES

Providing Reliable, Timely and Cost-Effective ICT Support Services to Government Institution

SERVICES OFFERED

- Haintenance of the Government Payroll System
- **U** Development and Maintenance of Government Websites
- Administration of the Government Email Services (GES)
- + Technical assistance in the choice of computer hardware, software and related services
- 4 Application Development and implementation
- **4** Database, System and Network Administration
- 4 Application Software Maintenance

- Commissioning of computer equipment
- 🕌 First-Level technical support on PC hardware and software
- Frovision of Central Backup Service for data in Ministries and Departments
- Computer Operations
- 🖶 Data Capture

(4) DATA PROTECTION OFFICE (DPO)

The DPO is operational since 16 February 2009. It enforces the provisions of the Data Protection Act 2017 (DPA) which strengthens the control and personal autonomy of individuals over their personal data in line with the principles of the European Union General Data Protection Regulation.

FUNCTIONS

As a regulator with enforcement powers, the DPO has the following functions:

- Ensures compliance with the DPA and any regulations under it;
- **4** Issues or approves codes of practice or guidelines for the purposes of the DPA;
- **4** Maintains a register of controllers and processors;
- Exercises control on all data processing operations, either of its own motion or at the request of a data subject, and verifies whether the processing of data is done in accordance with the DPA;
- **H** Promotes self-regulation among controllers and processors;
- Investigates any complaint or information which gives rise to a suspicion that an offence may have been, is being or is about to be, committed under the DPA;
- Takes such measures as may be necessary to bring the provisions of the DPA to the knowledge of the general public;
- Undertakes research into, and monitor development in data processing and ensures that there is no significant risk or adverse effect of any developments on the privacy of individuals;
- Examines any proposal for automated decision making or data linkage that may involve an interference with, or may otherwise have an adverse effect, on the privacy of individuals and

- Engaging in sensitisation campaign to create and promote awareness and provide assistance; and
- Cooperates with supervisory authorities of other countries, to the extent necessary for the performance of its duties under the DPA, in particular by exchanging relevant information in accordance with any other enactment.

(5) NATIONAL COMPUTER BOARD (NCB)

The National Computer Board (NCB) was set up in 1988 by the National Computer Board Act to promote the development of Information and Communication Technologies (ICT) in Mauritius. It is a parastatal body administered by a Board of Directors and operates under the aegis of the Ministry of Information Technology, Communication and Innovation.

The NCB has recently redefined its strategies to respond more effectively to new national aspirations in view of multi-facetted challenges emerging in the wake of globalization and threatening the very resilience of the country's economy. Its core mission is now to accelerate the transition of Mauritius into a regional ICT hub and ensure the swift realization of government's objective to make the ICT sector a key pillar of the economy.

The activities provided by the National Computer Board under its 3 core poles are as follows:

(i) E-Powering People

- Digital Youth Engagement Programme (DYEP)
- Citizen Engagement Programme (CEP)
- Universal ICT Educational Programme (UIEP)
- Cyber Security awareness
- 3D printing sessions for students
- e-Services for Citizens

(ii) E-Powering Business

- 3D Printing & Design
- Awareness on Emerging Technologies
- Digital Start-ups Programmes

- Tech talks, Workshops & Training
- Organise B2C and B2B events
- Online Database of ICT Operators
- ICT Indicators website
- Cyber security assistance, audits & drills
- Catalysing adoption of Open Source
- Open Data & Geo-Spatial portals

(iii) E-Powering the Public Sector

- Managing the Data Centre of Government
- Hosting of Websites & Back Office applications of Ministries and Departments
- Web and Applications development
- E-mail service for Public Service
- Hosting and Managing of Government Portal
- Internet access on the Government Intranet Network Systems (GINS)
- NCB has two departments: Government Online Centre (GOC) and Computer Emergency Response Team (CERTMU)

(6) MAURITIUS POST LIMITED (MPL)

The Mauritius Post Ltd aims to be recognized as a world class provider of trusted, innovative and quality communication services. Also the MPL is committed to provide reliable, efficient and trusted services to all citizens.

OBJECTIVES

- Improves the Inter-operability of network infrastructure;
- Ensures sustainability and modern products through diversification and e-commerce strategies; and
- > Fosters effective market sector functioning.

(7) MAURITIUS RESEARCH AND INNOVATION COUNCIL (MRIC)

The Mauritius Research and Innovation Council (MRIC) is a corporate body set up on the 01 September 2019 through the proclamation of the Mauritius Research and Innovation Council Act 2019. The Council acts as the apex body which advises the Government on matters concerning applied research, innovation and research and development issues. The Council which is actively engaged in the promotion of high-quality research and in fostering innovation, also funds research and innovation projects in areas of national priority and encourages strategic partnerships for research and innovation.

OBJECTIVES

- Promote and coordinate applied research, innovation and research and development according to the needs of the country and to improve the quality of life;
- **4** Foster a research, innovation and entrepreneurship culture;
- Encourage the development and application of advanced and innovative technology to meet the needs of industries;
- 4 Enhance private sector participation in research and development and innovation; and
- Promote commercial utilisation of the results of research and development and innovation, in the national interest.

GENDER POLICY STATEMENT

"We strongly believe in diversity and acknowledge that equality is part of valuing our employees and vital for our greater efficiency"

The Ministry of Information Technology, Communication and Innovation seeks to attract, develop and retain the right people with necessary capabilities without any gender discrimination.

We are committed to a gender-inclusive and equitable workplace and to develop and implement solutions to remove any practices hindering that goal.

We aspire to instill the culture that encourages and enables all employees to thrive, regardless of gender.

We are all responsible for the creation of a gender-inclusive and equitable workplace. By working together to understand and break down potential barriers, we will drive the change we seek by:

- ensuring all genders are equally included, valued, empowered and rewarded;
- ensuring gender equality is understood and embraced at all levels;
- fostering an environment of authenticity and openness which allows all employees to fully participate and have every opportunity to succeed;
- providing gender neutral outcomes where all employees benefit; and
- actively challenging and addressing structural and cultural impediments to enhance gender equality through career progression.

ABOUT OUR PEOPLE

STAFFING POSITION OF MITCI AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Permanent Secretary	1	
Chief Technical officer	1	
Deputy Permanent Secretary	2	
Assistant Permanent Secretary	4	Including 1 on leave without pay
Procurement and Supply Cadre	3	 Assistant Manager, Procurement and Supply Principal Procurement and Supply Officer Procurement and Supply Officer
Finance Cadre	5	 Manager, Financial Operations Assistant Manager, Financial Operations Financial Officers/ Senior Financial Officer Assistant Financial Officers
Human Resource Cadre	3	 Manager, Human Resources Senior Human Resource Executive Human Resource Executive
Internal Control Cadre	2	 Assistant Manager, Internal Control Internal Control Officer
System Analyst	2	
Assistant System Analyst	2	Including 1 on leave without pay
General Services	40	 5 Office Management Executive 8 Office Management Assistant 4 Confidential Secretaries 16 Management Support Officers 3 Word Processing Operators 1 Head Office Auxiliary 3 Office Auxiliary/ Senior Office Auxiliary
Computer Support Officer/ Senior Computer Support Officer	2	
Receptionist/ Telephone Operator	2	
Driver	5	
Stores Attendant	1	
Trainee under YEP	5	



STAFFING POSITION OF THE CENTRAL INFORMATICS BUREAU AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Lead Programme Manager	10	
Programme Manager	20	
Assistant Procurement and Supply Officer	1	
Assistant System Analyst	1	
General Services	9	 Office Management Executive Office Management Assistant Confidential Secretary Management Support Officer Office Auxiliary/ Senior Office Auxiliary
Driver	1	
STM Intern	1	
YEP Intern	1	

STAFFING POSITION OF THE DATA PROTECTION OFFICE AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Data Protection Commissioner	1	
Principal Data Protection Officer	1	
Data Protection Officer/ Senior Data Protection Officer	3	Including 1 on leave without pay
Assistant System Analyst/ Senior Assistant Systems Analyst	1	
Assistant Financial Operations	1	
General Services	7	 Office Management Assistant Confidential Secretary Management Support Officer Office Auxiliary/ Senior Office Auxiliary
Receptionists/ Telephone Operator	1	
Trainee under YEP	1	

STAFFING POSITION OF THE IT SECURITY UNIT AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Head, IT Security Unit	1	
Programme Manager	20	
General Services	5	1 Office Supervisor
		1 Confidential Secretary
		3 Management Support Officer

STAFFING POSITION OF THE CENTRAL INFORMATION SYSTEMS DIVISION AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Deputy Director	1	
Technical Manager	2	
Senior Systems Analyst	17	
System Analyst	31	 1 on leave without pay 1 on secondment to the Commonwealth Climate Finance
Assistant Systems Analyst/ Senior Assistant Systems Analyst	62	Including 2 on leave without pay
Assistant Operations Manager	1	
Computer Operations Controller 9 (on roster)	2	
Data Entry Controller	1	

STAFFING POSITION OF THE CENTRAL INFORMATION SYSTEMS DIVISION AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Deputy Director	1	
Technical Manager	2	

STAFFING POSITION OF THE INFORMATION AND COMMUNICATION TECHNOLOGIES APPEAL TRIBUNAL AS AT 30 JUNE 2021

GRADE	NUMBER OF OFFICER	REMARKS
Chairperson	1	
General Services	3	1 Office Management Executive
		1 Confidential Secretary
		1 Office Auxiliary / Senior Office Auxiliary

PART II – MAJOR ACHIEVEMMENTS FOR FINANCIAL YEAR 2020-2021

Achievements for Fiscal year 2020- 2021

(i) Certification Authority – MauSign CA

The implementation of the MauSign Certification Authority (CA) has started in Financial Year 2020/2021 is operational since 10 August 2021 and operates within the National Public Key Infrastructure of Mauritius.

The MauSign CA is managed by the National Computer Board and provides:

- Card signing services for the Mauritius National Identity Card (MNIC)
- Digital certificates for the Mauritius National Identity Scheme (MNIS)
- > Digital certificates to citizens, organisations and servers of organization
- eSign service to organisations (ASPs) so that citizens who are holders of the MauPass 2FA can digitally sign the electronic documents/transactions when they interact with these organisations

The MauSign CA facilitates the secure electronic transfer of information for a range of activities for G2C, G2B as well as B2C transactions. With the use of digital certificates and the e-Sign service, individuals and organisations will be able to digitally sign, i.e. generate digital signatures for electronic transactions requiring higher level of trust. The level of trust in electronic transactions is thus increased with the Mausign CA.

(ii) Electronic Queue Management System (EQMS)

An Electronic Queue Management System (EQMS) has been integrated in Government services which help organizations manage queues more efficiently and reduce the waiting period by informing customers about their position in the queue and waiting time.

Citizens are able to register in the EQMS via the Internet (https://morendezvous.govmu.org) or through the morendezvous mobile application. In the first instance, the service has already been implemented at the following sites namely:

- Passport and Immigration Office (PIO)
- ➢ Work Permit Unit (WPU)
- > Pharmaceutical Unit at Dr Bruno Cheong Hospital
- Event Booking for Ganesh Chaturthi festival
- Event Booking for Pere Laval Pilgrimage

The EQMS provides the following functionalities amongst others:

- Queue and service counter management
- Ticket dispensing through physical means (digital kiosk) or through online means (web and mobile app)
- Notification of turn of the citizen through different means (audio, visual, mobile app, online...)
- Reporting/statistics features

(iii) National Authentication Framework (NAF)

NAF provides a SINGLE window for authentication of users and also provide a convenient and secured access to all e-Government services. NAF is a comprehensive framework to deliver e-services to the intended user in a secure manner. NAF has been implemented using different types of single or multifactor authentications such as, One Time Password (OTP) using mobile phone or OTP token.

Currently there are 2 main channels through which e-Services are accessed, namely:

- > e-Services via Government Portal (<u>www.govmu.org</u>); and
- > Individual e-Services provided by Public Agencies, Ministries and Departments.

(iv) Ratification of the Council of Europe Protocol amending the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data

Mauritius has signed and deposited, on 4 September 2020, its instrument of ratification of the Protocol amending the Convention for the Protection of Individuals with regard to Automatic Processing of Personal Data, also known as modernized Convention 108 or Convention 108+. Mauritius has thus become the 6th State after Bulgaria, Croatia, Lithuania, Poland and Serbia as well as the first country in Africa to ratify Convention 108+.

The modernized Convention 108+ is geared towards a set of high data protection standards while enabling an even better environment for innovation and inclusive economic growth. It is the only legally binding multilateral instrument on the protection of privacy and personal data and is adapted to the new realities of an increasingly connected world. It is based on two objectives namely the free flow of data and secondly the respect for human dignity. The amending protocol is fully consistent with the General Data Protection Regulation (GDPR).

(v) Awareness / Counselling Session on 3D Printing & 3D Modelling by the NCB







In view to inculcate students on the concept of 3D Printing Technology, awareness sessions were carried out by the NCB in four colleges and institutions namely, Sir Abdool Razak Mohammed SSS-Port Louis, St Helena College-Curepipe, Regis Chaperon SSS- Quatre Bornes and Fashion Design and Institute – Quatre Bornes. 143 students benefited from the awareness sessions. The sessions were followed by a survey to identify students of higher classes specially those who pursue Design and Tech subject, to adopt the application of 3D Printing for producing prototypes for their final year projects.

Training and awareness sessions were also carried out with Micro Small Medium Enterprises (MSMEs) and Women Entrepreneur in the field of floral, jewelry, knitting, packaging and candle wax. 119 Micro SMEs benefited from the awareness sessions. The NCB worked in collaboration with the stakeholders concerned namely National Women Council, National Women Entrepreneur Council and the SME Mauritius.

(vi) Distribution of Face Shields to children with disabilities

In order to provide support in the fight against Covid-19, the NCB proceeded to the 3D printing of "face shields" intended for children in Special Educational Needs (SEN) schools in Mauritius so that they can adapt to everyday life. The NCB has brought a technological aspect by printing these protective visors through 3D printers. 1,074 face shields have been distributed in SEN schools across Mauritius.



(vii) Development of 2 mobile apps in line with the promotion of the Open data project

1. The KOTSA app while using data from the open data portal allow uses to locate surrounding places based on their real-time location.





2. The MOBISTOP app has been developed with the objective of collecting all the bus stops around the island GPS locations using crowdsourcing method. As these data are currently not available, the NCB took the initiative to develop this app. Both apps are currently under testing phase and will be released soon.

(viii) CERT-MU Achievements

1. The finalization of the National Cyber Incident Response Plan

The National Cyber Incident Response Plan was approved by the Cabinet in September 2020 and was implemented to provide a consolidated approach to the management and coordination of cyber threats or incidents of national significance. The National Cyber Incident Response Plan aims at:

- defining the roles and capabilities of the vital stakeholders during a crisis situation;
- advising and guiding towards effective incident resolution;
- ensuring proper information sharing among stakeholders; and
- serving as a vehicle for improving the management of cyber incidents and promoting coordination and communication.

2. Operationalization of the Security Operations Centre for the Government

The Security Operations Centre has been deployed at the Government Online Centre at the end of 2020 in order to better respond, monitor and coordinate the cyber-threats at the level of the government (Ministries and Departments). Through this set-up, the government's vision to secure the cyberspace in Mauritius, could be realised gradually.

3. Launching of the International Telecommunication Union (ITU)- Centre of Excellence (CoE) in the field of Cybersecurity

Mauritius was selected to be part of the International Telecommunication Union (ITU) Centre of Excellence (CoE) network in the African region in the priority area of Cybersecurity for a 4-year period, from 2019 to 2022.

The core operations of the ITU Centre of Excellence consist of delivering training activities to a national and international customer base in the priority areas for which they were chosen. The establishment of the Centre helped in the capacity building and training of ICT professionals in Mauritius as well as in the African region in cybersecurity.

The Centre was launched in 2020 and the first training was conducted in September 2020 on Cybersecurity Risk Management. All the trainings have so far been delivered by CERT-MU and were conducted online free of charge.

(ix) Launching of the MIR-SAT1



The MIR-SAT1 was successfully deployed into Space from the International Space Station (ISS) via the KIBO Module on the 22 June 2021 at 14:55 (MUT). The first signals from the satellite were well-received in Australia and USA after the satellite had deployed its antennae and solar panels on orbit. As it passed for the first time over Mauritius at 16:56 on the same day, its beacon signals were well-received by the Ground Control Station at the MRIC.

The MIR-SAT1 was the winner of the KiboCube in June 2018 and as a result, Mauritius was offered the opportunity, for the first time in its history, to build and deploy a Mauritian NanoSatellite (1U CubeSat) from the International Space Station (ISS) Japanese Experiment Module (Kibo) on a Low Earth Orbit.



PART III – FINANCIAL PERFORMANCE

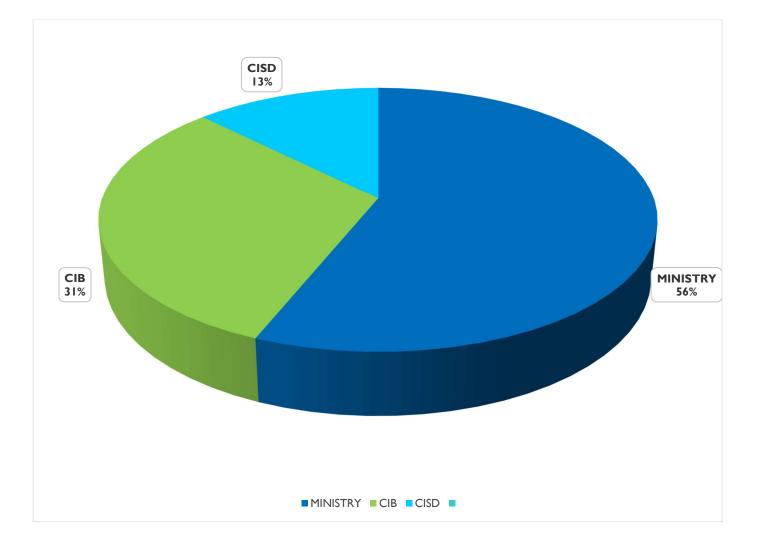
Financial Highlights

In estimates 2020-2021, the Ministry of Information Technology, Communication and Innovation was divided in 3 main Sub-Heads, namely:

- (i) General that is the Administration, Finance, Human Resource, IT Security Unit, Data Protection and Procurement Sections;
- (ii) The Central Informatics Bureau (CIB); and
- (iii) The Central Information Systems Division (CISD)

Details	2020-2021 Estimates (Rs)
VOTE 6 – 1 – TOTAL EXPENDITURE	780,000
of which	
Recurrent	546,000
Capital	234,000
Sub-Head 19-101: GENERAL	438,100
Recurrent Expenditure	299,300
Capital Expenditure	138,800
Sub-Head 19-102: CENTRAL INFORMATICS BUREAU (CIB)	244,100
	211,100
Recurrent Expenditure	149,700
Capital Expenditure	94,400
Sub-Head 19-103: CENTRAL INFORMATION SYSTEMS DIVISION (CISD)	97,800
Recurrent Expenditure	97,000
Capital Expenditure	800
TOTAL	780,000

Allocation of Fund for MITCI in 2020-2021





II. Statement of Revenue and Expenditure

Statement of Revenue

	D
Revenue	Rs
Property Income	
Sales of Goods and Services -	13,991,800.00
DATA CONTROLLER REGISTRATION AND RENEWAL FEE	
Fines, Penalties and Forfeits	
Miscellaneous Revenues	
Total Revenue from Property Income, User Fees and other Sources	13,991,800.00

Statement of Expenditure

Expenditure	Rs General	Rs CIB	Rs CISD	Rs TOTAL
Recurrent	316,881,441.14	164,704,904.74	95,747,007.63	577,333,353.51
Capital	101,491,099.90	32,662,485.22	601,399.37	134,754,984.49
		105 275 200 07	06 240 405 00	712 000 220 00
	418,372,541.04	197,367,389.96	96,348,407.00	712,088,338.



Summary Statement of Expenditure by economic categories

Details of Expenditure	Rs	Rs	Rs
	GENERAL	CIB	CISD
Allowances to Minister	2,400,000.00		
Compensation of Employees	66,728,856.69	40,488,708.00	91,567,885
Goods and Services	113,057,727.20	124,216,196.74	4,179,123
Grants	109,694,857.25	,,	, , ,
Social Benefits			
Other Expense	25,000,000.00		
Grants	84,400,455.15		
Acquisition of Non-Financial Assets	17,090,644.75	32,662,485.22	601,399
Acquisition of Financial Assets			
Total Expenditure	418,372,541.04	197,367,389.96	96,348,407

Strategic Direction

