

FINANCIAL YEAR 2021 - 2022



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LIST OF ABBREVIATIONS

CAMP	Cybersecurity Alliance for Mutual Progress
CEP	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
ICT	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
OTP	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
UNGGE	United Nations Group of Governmental Experts on Cybersecurity
OEWG	Open-Ended working Group on ICT
RA	Registration Authority



STATEMENT FROM MINISTER OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

It is my pleasure to present the Annual Report for 2021-2022 for the Ministry of Information Technology, Communication and Innovation. This year has been one of unprecedented challenges arising in the wake of COVID-19 pandemic, which has significantly impacted our local industry. Nevertheless, this Ministry has been able to take bold ICT measures with a view to placing our economy back on track.

Despite the challenges faced, my Ministry has continued to work relentlessly to support and enable the growth and development of the ICT sector. Government has set the base for an accelerated digital transformation and invested heavily in the development of ICT infrastructure. As a result, we have seen a steady increase in the adoption of digital technologies, with more people using online platforms for work, education, trading and entertainment. Today, video conferencing, work-from-home, online learning, and e-commerce have become very commonplace.

We have also placed a strong emphasis on promoting digital inclusion, ensuring that Mauritian citizens, regardless of their location, socio-economic status or ability, have access to the digital tools and services they need. We have launched several initiatives aimed at promoting digital literacy and ensuring that people can use digital technologies to improve their lives.

In addition to infrastructure and digital inclusion, we have also focused on promoting innovation and entrepreneurship in the ICT sector. The Ministry has launched several initiatives and programmes aimed at nurturing the growth of startups and supporting the development of new technologies. “Les assises de la recherche et de l’innovation” has triggered a number of innovation projects that will bear fruits in the short and medium terms.

On the front of cybersecurity, we have also introduced the Cybersecurity and Cybercrime Act 2021 to ensure that our regulatory safeguards keep pace with technological advancements.

Today, our connectivity infrastructure has become even more resilient with the expansion of broadband and the implementation of 5G networks. On top of this infrastructure, we have set up the necessary ICT enablers to accommodate the digital solutions that will accelerate digital transformation to drive our economy forward. InfoHighway, MoKloud, Maupass, MoRendezVous and MauSign are successful infrastructure foundations that will be key in enabling digital solutions both in Government and in the private sector. Our next objective is to put in place the necessary infrastructure that will accommodate large-scale platforms like e-learning and e-health for the benefit of our fellow citizens.

Furthermore, emerging technologies are planned to be tapped for boosting efficiency and productivity of our business processes through innovative digital solutions. For this, the Mauritius Emerging Technology Council, recently set up will play a determining role to identify the required resources and recommend appropriate actions and solutions.

Looking forward, we remain committed to advancing the growth and development of the ICT industry in our country. We will continue to work towards promoting digital transformation, enhancing the quality of ICT infrastructure, and supporting innovation and entrepreneurship.

In conclusion, I would like to express my sincere gratitude to all our partners, stakeholders, and the staff of my Ministry for their support and collaboration. Together, we are more than ever determined to create the enabling environment that will take us to the next level of development. And we are confident that, by working together, we can build a brighter future for our country through ICT.

Hon Deepak Balgobin

*Minister of Information Technology,
Communication and Innovation*



STATEMENT FROM PERMANENT SECRETARY OF THE MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

It gives me great pleasure to commend the launch of the Ministry of Information Technology, Communication and Innovation's Annual Report for the financial year 2021-2022.

This report is a comprehensive overview of the Ministry's activities and achievements during the year under review, and highlights our commitment to driving the digital transformation agenda in our country. It showcases the significant progress made in areas such as infrastructure development, digital literacy, innovation and regulatory framework, among others. It also provides insight into our future plans and strategies as we continue to leverage on technology to drive growth and development in our economy.

Over the past year, the Ministry of Information Technology, Communication and Innovation has introduced several new measures aimed at improving the delivery of ICT services to the citizens of our country. One of the key measures introduced was the integration of the MauPass authentication service into several government online services, which has significantly enhanced the security of digital transactions. On the security front, our digital environment has been further safeguarded with the passage of the Cybersecurity and Cybercrime Act 2021.

Furthermore, we kept on setting the enabling base for building the necessary digital services for citizens and businesses. Our efforts have been particularly rewarded with the awards of the WSIS Prize 2021 Champion to the "Mobile App for the Elimination of Gender Based Violence" in 2021 and the "Electronic Queue Management System" in 2022 respectively. I want to take this opportunity to thank all my staff for their support and contributions towards the realization of our objectives. We remain committed to working with all of you to create a more digitally enabled and inclusive society. This Ministry is on the move.

I encourage everyone to read the report and join us in our mission to make our country a leader in the digital revolution.

Mrs Sandrine Valère-Bolli
Permanent Secretary

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.

ROLES AND FUNCTIONS

OF THE MINISTRY OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION (MITCI)

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

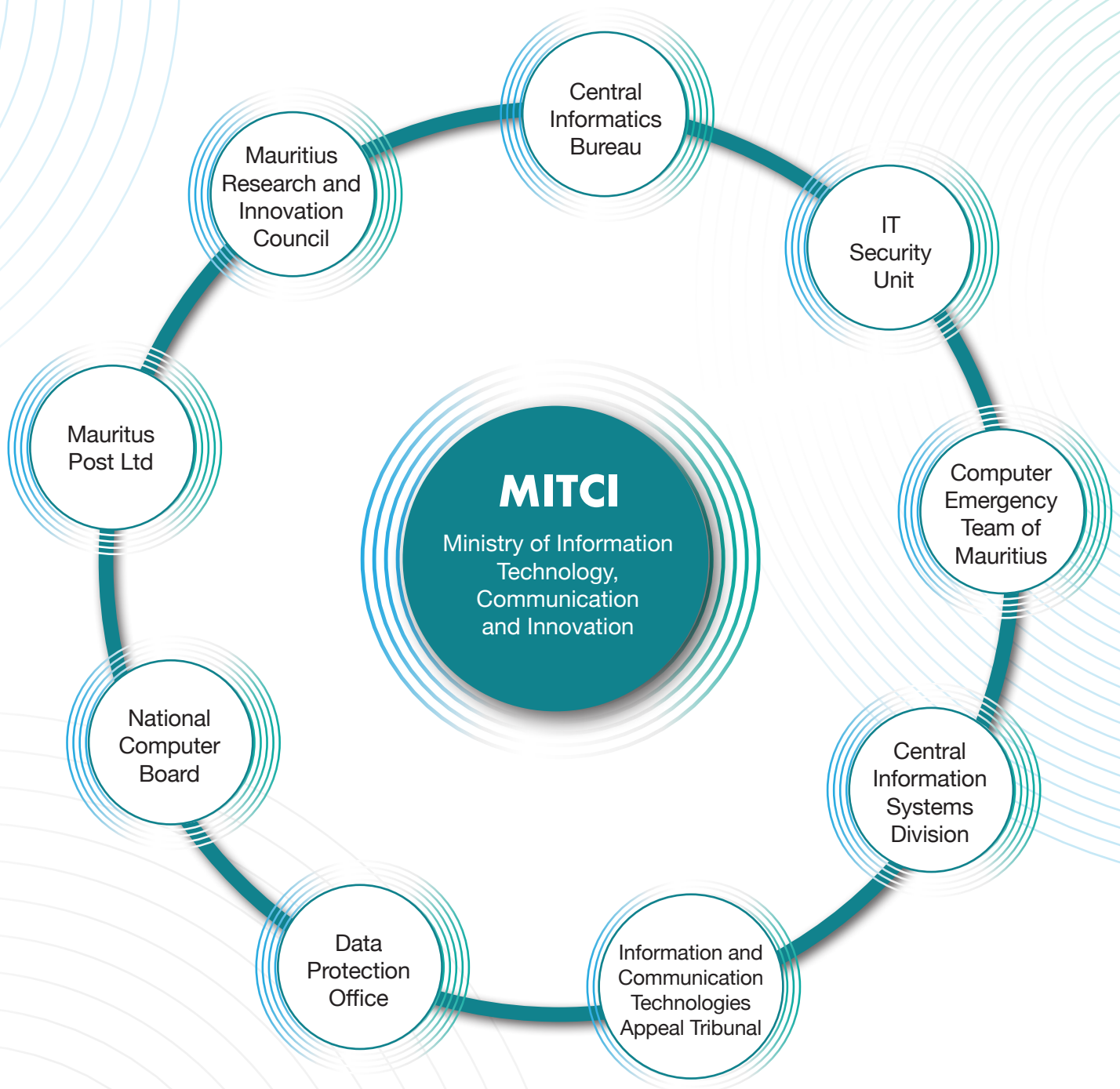
1. Creating an ultra high speed, affordable and trusted telecommunication infrastructure
2. Implementing a comprehensive capacity building programme for the development of talents in an innovation-driven economy
3. Placing citizens as the centre of public service delivery through 24/7 e-Government services
4. Positioning Mauritius as a globally competitive and attractive ICT/ BPO destination
5. Creating and maintaining a safe, secure and trusted ICT environment
6. Promoting a culture of innovation through the creation of appropriate ecosystem to support innovative start-ups

SENIOR MANAGEMENT TEAM

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

HEAD OFFICE		
1	Mrs Sandrine VALÈRE-BOLLI	Permanent Secretary
2	Mr Rajnish HAWABHAY	Chief Technical Officer
3	Mr Ramesh BHEEKHOO	Deputy Permanent Secretary
4	Mr Nazia Begum ALLY HOSSEN	Deputy Permanent Secretary
5	Mrs Oomeswaree MOTAH	Assistant Permanent Secretary
6	Mrs Shaveenatree Devi WOODUN-MAHADEA	Assistant Permanent Secretary
7	Miss Bibi Fadiilah BODHEEA	Assistant Permanent Secretary
CENTRAL INFORMATICS BUREAU (CIB)		
8	Dr Mahen SOOBRON	Director
9	Mr Poormanund RAMNIAL	Ag Deputy Director
IT SECURITY UNIT (ITSU)		
10	Mr Sanjay Bhunjun BISSESSUR	Head ITSU
CENTRAL INFORMATION SYSTEM DIVISION (CISD)		
11	Mr Vigneshwar BOODHUN	Director
12	Dr Aneerav SUKHOO	Deputy Director
DATA PROTECTION OFFICE (DPO)		
13	Mrs Drudeisha MADHUB	Data Protection Commissioner
CERT-MU		
14	Dr Kaleem Ahmed USMANI	Assistant Manager

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 (CIB)** 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:

- conduct of IT Security Awareness Sessions on site in Ministries and Departments;
- issue of various security-related publications such as one-page pictorial fact sheets;
- 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 ever-growing 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 OF THE CISD

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

SERVICES OFFERED BY THE CISD

- Maintenance of the Government Payroll System
- 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
- Application Development and implementation
- Database, System and Network Administration
- Application Software Maintenance
- Commissioning of computer equipment
- First-Level technical support on PC hardware and software
- Provision 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;
- Issues or approves codes of practice or guidelines for the purposes of the DPA;
- 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;
- 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 ensures that any adverse effect of the proposal on the privacy of individuals is minimized;
- Engages in sensitization 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-faceted 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.

NCB has two departments: Government Online Centre (GOC) and Computer Emergency Response Team (CERTMU). It is to be noted that the CERT MU operated under the NCB up till May 2022.

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, undertaken by CERT MU
- 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 by the CERT MU
- Catalysing adoption of Open Source
- Open Data & Geo-Spatial portals

(iii). E-Powering Business

- 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)

(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 improve the quality of life;
- Foster a research, innovation and entrepreneurship culture;
- Encourage the development and application of advanced and innovative technology to meet the needs of industries;
- Enhance private sector participation in research and development and innovation; and
- Promote commercial utilization 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 2022

GRADE	NUMBER OF OFFICER	REMARKS
Permanent Secretary	1	
Chief Technical officer	1	
Deputy Permanent Secretary	2	
Assistant Permanent Secretary	3	
Procurement and Supply Cadre	3	1 Manager, Procurement and Supply 1 Assistant Manager, Procurement and Supply 0 Principal Procurement and Supply 1 Procurement and Supply Officer
Finance Cadre	6	1 Manager, Financial Operation 1 Assistant Manager, Financial Operations 2 Financial Operations Officers 2 Assistant Financial Operations Officers
Human Resource Cadre	2	1 Manager Human Resource 1 SHRE promoted Assistant Manager Human Resources 1 Human Resource Executive
Internal Control Cadre	1	1 Assistant Manager Internal Control
System Analyst	2	
Assistant System Analyst	1	
Computer Support Officer/ Senior Computer Support Officer	2	
General Services	63	5 Office Management Executives 8 Office Management Assistants 44 Management Support Officers/ Employed to give assistance at MSO level 5 Office Auxiliaries 1 Head Office Auxiliary
Receptionist/ Telephone Operator	3	
Driver	5	
Stores Attendant	1	
Trainee under YEP	24	7 posted at Head Office 7 posted at CISD 10 posted to Ministry of Health and Wellness

STAFFING POSITION OF THE CENTRAL INFORMATICS BUREAU
AS AT 30 JUNE 2022

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Deputy Director	0	1 Lead Programme Manager, CIB assigning the duties of Deputy Director, CIB
Lead Programme Manager	15	1 on Leave Without Pay
Programme Manager	15	1 posted to the Head Office
Assistant Procurement and Supply Officer	1	
Assistant System Analyst	1	
General Services	7	1 Office Management Executive 1 Office Management Assistant 2 Management Support Officers 3 Office Auxiliaries
Assistant Procurement and Supply Officer	1	
Driver	1	
STM Intern	1	
YEP Intern	1	

STAFFING POSITION OF THE DATA PROTECTION OFFICE
AS AT 30 JUNE 2022

GRADE	NUMBER OF OFFICER	REMARKS
Data Protection Commissioner	1	
Principal Data Protection Officer	1	
Data Protection Officer/ Senior Data Protection Officer	1	1 on leave without pay

Assistant Data Protection Officer	0	
System Analyst	1	
Assistant Financial Operations	1	
General Services	6	1 office Management Assistant 3 Management Support Officers 2 Office Auxiliaries
Receptionists/ Telephone Operator	1	
Trainee under YEP	4	

STAFFING POSITION OF THE IT SECURITY UNIT AS AT 30 JUNE 2022

GRADE	NUMBER OF OFFICER	REMARKS
Head, IT Security Unit	1	
Programme Manager	20	1 posted to the Head Office
General Services	5	1 Office Supervisor 4 Management Support Officers

STAFFING POSITION OF THE CENTRAL INFORMATION SYSTEMS DIVISION AS AT 30 JUNE 2022

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Deputy Director	1	
Technical Manager	2	
Senior Systems Analyst	18	Includes 1 officer on leave without pay
System Analyst	37	Includes 2 officers on leave without pay
Assistant Systems Analyst/ Senior Assistant Systems Analyst	63	Includes 4 officers on leave without pay

Assistant Operations Manager	1	Officer assigned duties of Operations Manager
Computer Operations Controller	2	
Computer Support Officer/Senior Computer support Officer (on roster)	44	Includes 1 officer appointed as Temporary statistical Officer w.e.f 23.08.21 and 1 officer on leave without pay
Data Entry Supervisor	1	Officer assigned duties of Data entry Controller
Senior Data Entry Officer	2	
Data entry Officer (Personal)	7	
Technical Assistant (ex- SMEDA)	1	
Procurement and Supply Cadre	2	
Finance Cadre	2	
Human Resource Cadre	1	
General Services	13	
Confidential Secretary	2	
Driver	1	
Office Auxiliary	5	
Trainee under YEP	5	
Interns (Service to Mauritius Programme)	4	

**STAFFING POSITION OF THE
INFORMATION AND COMMUNICATION TECHNOLOGIES APPEAL TRIBUNAL
AS AT 30 JUNE 2022**

GRADE	NUMBER OF OFFICER	REMARKS
Chairperson	0	
General Services	0	

PART II

MAJOR ACHIEVEMENTS FOR FINANCIAL YEAR 2021-2022

SETTING UP OF THE MAURITIUS EMERGING TECHNOLOGIES COUNCIL

In its pursuit for enhanced economic performance and excellence through digital transformation, Mauritius has relentlessly endeavoured to embrace the latest technologies and their applications to the local context, through diverse initiatives over the past decades. These accomplishments have put Mauritius on the world map of Global Innovation and Technology and has made us a reference in the region and globally.

The Mauritius Emerging Technologies Council Act, which was passed in the National Assembly on 30 June 2021, assented to and proclaimed by His Excellency the President of the Republic of Mauritius on 01 July 2021 and 02 August 2021 respectively. The Act came into operation on 02 August 2021.

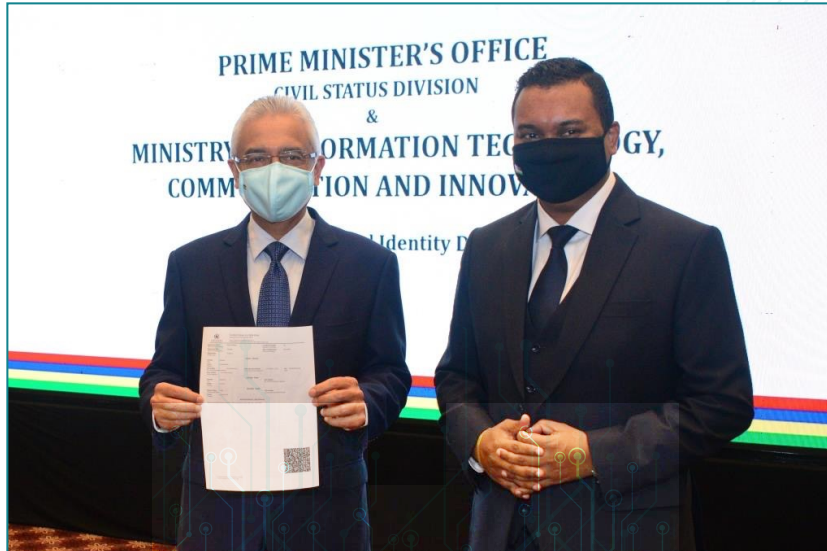
The functions of the Council are to:

- (a) act as a centre of excellence for emerging technologies;
- (b) rationalise and coordinate the strategies of the Government for the promotion and adoption of emerging technologies and facilitate collaboration with other persons and exchange of ideas and knowledge;
- (c) create strategic links between research and development, innovation, intellectual property and other components of the knowledge economy in the specific area of emerging technologies;
- (d) establish national, regional and international linkages with institutions having objectives similar to those of the Council;
- (e) adopt a strong business focus to drive entrepreneurship and growth to facilitate start-ups and assist researchers to launch, build and grow successful businesses employing emerging technologies with the participation of the private sector;
- (f) create and manage a research and application repository in the area of emerging technologies; and
- (g) adopt and implement appropriate accountability standards in the various operations of the Council.

The objective of the Ministry behind establishing the Mauritius Emerging Technologies Council, is not only to harness the full potential of the ever-evolving technologies and platforms or to bridge the gaps of a fully established Industry 4.0 ecosystem, but to lay the foundation for Industry and Society 5.0 as is the case in countries such as Japan, Switzerland and Finland, where digital transformation is combined with creativity and human values to develop a sustainable society.

LAUNCHING OF THE MOKLOUD PLATFORM

The Mokloud platform was launched on Thursday 16 September 2021 at Government House in Port Louis by the Prime Minister. It is a secured digital safe for storage, signing, accessing and sharing of documents. This platform is a major breakthrough that opens a new chapter towards paperless governance. Through this platform, Mauritians can download their Birth and Marriage Certificates online and this will reduce queues at the Civil Status Division. As a next step, the Mokloud App would be launched.



DUBAI EXPO 2022

In the context of the Dubai Expo 2020, the Ministry of Information Technology, Communication and Innovation of the Republic of Mauritius in collaboration with the Economic Development Board of Mauritius hosted an ICT Business Forum on 10th January 2022 in Dubai.

The Business Forum themed “Mauritius at the centre of digital revolution” aimed at showcasing the success of Mauritius’s digital story as well as underpinning the country’s emergence as a global business and technology hub presenting huge opportunities for the world.

The event saw the participation of over a hundred delegates comprising key representatives of the public sector and private sector operators of Mauritius as well as the dynamic participation of potential investors and clients.

The official opening ceremony was graced by the presence of HE. Humaid Ben Salem, Secretary General of the UAE, Chamber of Commerce and Industry.



ENHANCED COLLABORATION BETWEEN MAURITIAN GOVERNMENT AND META TO TACKLE MISINFORMATION - 24 NOVEMBER 2021

As part of its collaboration with international partners in the telecommunications sector, the Ministry has been dealing with META, owner of Facebook. The objective was to build awareness on responsible online behaviour, critical thinking and understanding social issues shared via digital technology, with the ultimate objective of enabling safe, responsible and productive use of the social media platform.

Accordingly, this Ministry in collaboration with META conducted the following workshops in Mauritius: -

(a) Misinformation Deep Dive session for High Level Government Stakeholders on 24 November 2021

An in-depth session on Meta's approach to misinformation and regulatory implications held with policymakers, regulators, academics and industry experts to educate key influencers on the approach to deal with misinformation. The objectives of this session were to:

- (i) inform/update health authorities and policymakers of the approach to tackling Covid-19 misinformation, especially vaccine misinformation;
- (ii) present a comprehensive approach to help tackle information crisis (product launches and media literacy campaign); and
- (iii) get feedback on the effectiveness of efforts to tackle misinformation.

(b) Launch of the Africa Small Medium Business (SMB) Report on 25 November 2021

Meta launched the report, 'Unlocking Africa's Potential: How social media is powering small businesses in Africa'. This report examined how the digital economy, as evidenced through the Facebook Apps, creates value for Small and Medium Businesses that are operating in Africa. This survey-based report explored the adoption and use of social media and messaging platforms across 8 African countries namely, South Africa, Nigeria, Kenya, Ghana, Senegal, Cote D'Ivoire, Democratic Republic of the Congo and Mauritius. Meta engaged with Mauritian officials on the findings of the study to support the country's economic recovery efforts. The target audience included the Ministry of Industrial Development, SMEs and Cooperatives and a number of Small and Medium Enterprises, amongst others.



ACHIEVEMENTS FOR FISCAL YEAR 2021- 2022

(i) CERT-MU Achievements

1. Establishment of Legal Framework on Cybersecurity/Cybercrime:

Assisted MITCI in drafting the provisions of the Cybersecurity and Cybercrime Act and its alignment with Budapest and Malabo Convention. The Act was proclaimed in November 2021.

2. Technical Measures:

- Operationalization of Security Operations Centre (SOC);
- Setting up of a Critical Information Infrastructure Protection Framework;
- Organization of Cybersecurity Drills (1 national and 1 international cyber drill);
- Setting up of a Mauritius Cyber Threat Information Sharing Platform (MAUSHIELD).

3. Establishment of Consultancy Services (revenue generating services):

Assisted State Bank of India to secure its MasterCard Reconciliation system

4. Capacity Building:

Organised 4 technical trainings for Mauritius and in the African region through the ITU Centre of Excellence. More than 30 countries have benefitted from these training programmes.

5. Conferences and Seminars:

Organisation of FIRST Technical Symposium in collaboration with AfricaCERT in December 2021

Organisation of a regional Cyber Resilience Conference in collaboration with Cyber4Dev in April 2022.

6. International collaboration:

Assisting Rwanda for its FIRST affiliation (Compliance check being carried out as a first sponsor);

Assisting Seychelles in setting up the operational process for their CSIRT;

Contributing to UNGGE and OEWG processes.

(ii) Central Informatics Bureau (CIB) Achievements

50 major computerization projects have been implemented amongst which the following are flagship projects:

- **National Authentication Framework (MAUPASS)**

The Authentication Framework (NAF) provides a convenient, trusted and secure solution for authentication to facilitate the delivery of online services to consumers. Citizens will use a single username/password to access any Govt Service. The System also provides 2FA for the use of sensitive e-services.

- **Electronic Queue Management System (MoRendezVous)**

EQMS (deployment at Pere Laval and Ganesh Chaturthi)

MoRendezVous is an Electronic Queue Management System (EQMS) which has been integrated in Government services to help organizations to manage queues more efficiently and organize the waiting process by informing customers about their place in the queue and waiting time.

- (i) At the Ministerial Meeting of the National Task Force on Father Laval Pilgrimage 2021, under the chair of the Hon. Prime Minister, it was decided that MoRendezVous/EQMS would be rolled out at the Centre Père Laval in view of maintaining sanitary measures. The EQMS/MoRendezVous application was successfully implemented and used for the Pere Laval pilgrimage and over 21000 online appointments/bookings were made.



MoRendezVous App adapted to the Father Laval pilgrimage

- 13 August 2021

- (ii) The MoRendezVous /EQMS was also successfully customized and implemented for 54 temples under the Mauritius Marathi Mandali Federation (MMMMF) for the Ganesh Chaturthi festival 2021. (10-11 Sept 2021). Over 2000 online appointments bookings were made during the Ganesh Chaturthi festival.



- **Certificate Authority (MAUSIGN)**

The project consisted of the setting up of the MauSign Certification Authority (CA) to operate within the National Public Key Infrastructure of Mauritius and included the licensing by the Controller of Certificate Authorities (CCA).

- The CIB which gives assistance to other Ministries had also the following main projects completed:

- **Machine Readable Travel Document (MRTD System) – Civil Aviation Department**

The project comprises issuing of Machine-Readable Travel Documents to crew members for facilitating access at airports. This project includes, among others, a card production system, Image and Signature Capture systems and an OCR system.

- **Computerisation of Assessment Review Committee**

Computerisation of the Assessment Review Committee consists of e-filing of Applications, a new website and a computerized back-end to process, schedule and manage cases.

- **Passenger Information System**

The system provides data regarding boarding passengers from airlines to border Control (PIO) and law Enforcement Agencies (Customs, ADSU, NSS, CID, CTU, etc.) prior to arrival of the passengers. The system will provide relevant authorities alerts of passengers present in watchlists of agencies and support rule-based targeting.

- **Sanitary and Phytosanitary (SPS) Information Management System**

Implementation of the online services for sanitary certificates for animal export for the livestock and Veterinary Division. The new services will allow interactions with public and private veterinaries. This will include registration of private veterinaries, online submission of Sanitary application, Online payment and submission of supporting documents in electronic formats.

- **Mobile App for Citizen Support Portal**

The project consists of the development of a CSU Mobile App which citizen can use to register and track complaints.

- **Mobile app for National Heritage Sites**

The project entails the development of a mobile app for the national heritage sites.

- **Government Intranet Network System - GINS Rental**

The Government Intranet Network System (GINS), interconnects Ministries and Departments into an Intranet and provides a common platform for information sharing between the government agencies through the Government Online Centre (GOC). The GINS, the infrastructure through which public institutions communicate and collaborate, interconnects Ministries and Departments into an Intranet. This intranet has been designed based on the GOC as a hub. As such telecommunications links have been installed between Ministries and Departments to the GOC which acts as the focal point. The GINS network is an enabler infrastructure for all Government services, it provides a secure backbone connectivity that connects Government to Government, Government to Business and Government to Citizen. Citizen accesses government services through the GINS network.



Signature of Framework Agreement for Government Intranet System

- 09 June 2022

International Awards (World Summit on the Information Society-WSIS)

Year	Award	Project
2021	WSIS Prize 2021 Champion - Action Line C10 Ethical dimensions of the Information society	Mobile App for the Elimination of Gender Based Violence
2022	WSIS Prize 2022 Champion - Action Line C6 Enabling environment	Electronic Queue Management System

(iii) IT Security Unit Achievements

- The Automated ICT Security Incident System has continued operations at all Ministries and Departments. During the year, 11 IT security incidents have been reported across government sites covering spamming, hardware failure, unauthorised access, web/application system/GES unavailability.
- Security considerations have been completed for all government systems specifications requested in this financial year with involvement at various phases of digital projects.
- The Unit has completed 43 audits of departmental infrastructures/systems with formulation of over 900 remedial actions to respective Ministries.
- 37 awareness sessions have been conducted across Ministries/Departments sensitizing some 770 public officers on existing threats in the ICT landscape and measures to be taken to counteract these dangers.
- The Unit also provides advice in the information security sector to the National IT Standards Committee (ITSC) set up under the Mauritius Standards Bureau. The Unit has been providing technical assistance to the ITSC by reviewing the family of standards focusing on information security with 27 international standards having been reviewed during the period for adoption at the national level.

(iv) Mauritius Research and Innovation Council Achievements

- The Ground Station was launched and was instrumental in operating the Mauritian NanoSatellite (MIR-SAT1 - Mauritius Imagery and Radiocommunication SATellite 1). This included control and manoeuvre, collection of payload data and tests.
- Through its funding schemes targeted at promoting research and innovation, the MRIC financed 77 projects and 6 programmes in priority areas such as emerging technologies, ocean and marine resources, and smart agriculture/ food processing.
- The National SME Incubator Scheme (NSIS) endeavors to consolidate the entrepreneurial ecosystem in Mauritius through a special Public Private Partnership in which Government and accredited private sector incubators work in partnership to foster the creation, growth, and development of innovative startups. In 2021-22, 58 incubatees were supported through the 7 accredited incubators under the NSIS.

- The National Innovation Campaign, Inové Moris, was launched in December 2021 and it aimed at rekindling the innovation spirit amongst the Mauritian population and make the public aware of the opportunities available at the MRIC along with other partner organisations to facilitate their path on the innovation journey. This campaign targeted all citizens of the Republic of Mauritius evolving in both formal and informal sectors. A website www.inovermoris.mu was also launched on this occasion. On 11th March 2022, a trip was organised from Quatre Bornes to Port Louis on board a newly wrapped train to promote the MRIC's National Innovation Campaign and in the context of the 2022 National Day celebrations. The National Innovation Campaign has culminated in the organisation of "Les Assises de la Recherche et de L'Innovation" in Mauritius from 27th to 29th April 2022. Roadshows sensitising the Rodriguan population about innovation and the MRIC were also organised prior to Les Assises de la Recherche et de L'Innovation in Rodrigues (Rodinov 2022) from 27th to 29th July 2022.
- A national dialogue was initiated to provide insights on national and sectoral research priorities and challenges. This process led to Les Assises de La Recherche et de L'Innovation in Mauritius which saw the involvement of around 500 participants, 75 organisations and experts from 8 countries. A similar exercise was planned to be carried out in July 2022.
- A Gender-based Violence Observatory (GBVO) was established at the MRIC for an initial period of 24 months. The GBVO aims to (a) become the coordinating body for the compilation, centralisation and analysis of secondary data on all forms of Gender-Based Violence (GBV) in the Republic of Mauritius; (b) undertake or commission applied social research projects on related thematic areas of topical relevance and (c) make evidence-based recommendations to address gender-based violence. The establishment of the GBVO follows the signing of a Memorandum of Understanding with the Ministry of Gender Equality and Family Welfare (MGEFW) to facilitate access to data, avoid duplication of efforts and operate in consultation with key stakeholders and this was deemed of strategic importance. The establishment of the GBVO is a landmark in the fight against GBV in the Republic of Mauritius. The MRIC secured funds to the tune of Rs 13.8 M under the National Resilience Fund to implement the Gender-Based Violence Observatory (GBVO).
- The National Innovation Challenge (NIC) showcased, nurtured and rewarded the best ideas leading to potentially life changing solutions from the Mauritian population. 115 innovative ideas were received for the challenge and 51 projects were selected to proceed to the filmed audition stage. From these 51 applicants, 42 attended the audition exercise, which was conducted in December 2021 by a Jury panel comprised of renowned experts with mixed competences and expertise in innovation. The outcome of the auditions was the selection of 22 finalists; each finalist was awarded a seed money of Rs 50,000. The final audition took place on 29th and 30th March 2022 and the finalists' announcement and award ceremony was done on 22nd April 2022 at Le Meridien Ile Maurice. There were three winners each from the Jury selection and the People's Choice Awards and two winners from the Special Jury Awards.



- Along with the operationalization of our traditional seven schemes, a number of special calls for proposals have been launched since March 2020 to respond quickly and effectively to national crises or opportunities. For example, the SCP COVID-19 was launched to help develop/adapt or expedite production of technologies and services that will assist the health and relevant authorities in their work and in the deployment of measures to mitigate the impact of the COVID-19 while the SCP Blue Resilience was launched to respond to the process of remediation and restoration following the shipwreck and oil spill resulting from the grounding of the MV Wakashio. These special calls led to the development of innovative products and solutions such as the Reusable Nanofiber Cellulose Face Mask, a prototype face shield/visor and face mask buckle, cloud-based solution to assist in the well-being of senior citizens, gamified portal and rapid Artificial Intelligence powered mobile process builder.
- Signature of contract between the MRIC, the Ministry of Commerce and Consumer Protection & Verde Frontier Solutions Ltd - 02 September 2021**

The Public Sector Transformation Scheme (PSTS) is a budgetary measure announced in the 2020-2021 Budget Speech as follows: "A Public Sector Transformation Scheme will be introduced by the Mauritius Research and Innovation Council (MRIC) to encourage innovative companies and start-ups to develop applications for the public sector". The PSTS is aimed at supporting innovative collaborative projects that test new approaches/ technologies by start-ups and SMEs for improving processes and enhancing service delivery in the public sector. The objective is to support innovative projects that will enable, through a collaborative approach, the development, pilot testing and evaluation of new solutions to deliver better outcomes in the public sector.

Project title: Price monitoring and control application (MRIC/PSTS-2101)

Company	Verde Frontier Solutions Ltd
Beneficiary	Ministry of Commerce and Consumer Protection
Funding from MRIC	MUR2 million

In the context of the announcement by Parliament of the creation of an 'Observatoire de Prix', the Ministry of Commerce and Consumer Protection (MoCCP) considered the implementation of a modernized and efficient system to enable close monitoring of prices of goods. The aim of the MoCCP was to develop a digital system which is easy to use and fully integrated, and that will allow officers and other concerned stakeholders to monitor prices of goods. This mechanism will also enable the development of a price database that confers a bird's eye view of the whole supply chain in the country.

In partnering with the MoCCP, the company Verde Frontier Solutions Ltd proposed to develop a cloud-based platform that will possess the following features: (1) A web-based product information management system for local produce, (2) A mobile-friendly application for price inspectors to record infractions, (3) An Infraction and Fine module for managing defaulters (4) A ticketing module for complaints logging and follow-up and (5) An analytical platform for authorities to monitor prices, infractions and complaints.

A Contract Signing Ceremony was held on the 2nd of September 2021 to launch the collaborative project. The event was conducted at the Conference Room, Ministry of Information Technology, Communication and Innovation in the presence of The Hon. Darsanand Balgobin, Minister of Information Technology, Communication and Innovation, and The Hon. Soodesh Satkam Callichurn, Minister of Commerce and Consumer Protection, Minister of Labour, Human Resource Development and Training.

- **Signature of contract between the MRIC, the Ministry of Commerce and Consumer Protection & Verde Frontier Solutions Ltd - 02 September 2021**



The Mauritius Research and Innovation Council and the United Nations Development Programme Country Office for Mauritius and Seychelles signed a Memorandum of Understanding on the 7th of February 2022 in the presence of the Hon. Deepak. Balgobin, Minister for Information Technology Communication and Innovation and Her Excellency Ms. Amanda Serumaga, Resident Representative, United Nations Development Programme for Mauritius and Seychelles;

Through this MoU, the MRIC and the UNDP Country Office for Mauritius and Seychelles agree to: collaborate in exploration and solutions mapping exercises; share data about the innovation ecosystem of Mauritius, Rodrigues and the other islands of the Republic of Mauritius; collaborate in multi-stakeholder experiments and programmes; facilitate access to technical expertise and knowledge on thematic areas of mutual interest; and participate in events organised by the other party.

(v) Central Information System Division (CISD) Achievements

- CISD implemented an Online Technical Support System to accept online requests for IT Support from officers of the Civil Service. This system allowed central monitoring of requests in order to provide an efficient service. Rolling out of Online Technical Support Request System was carried out in September 2021.
- Thirty-Two trainings conducted for CISD staff to keep up with capacity building amidst drastic reduction in training budget.
- The implementation of the Pay Research Bureau 2021 Recommendations was undertaken by the Payroll Unit of CISD.
- Timely monthly payroll processing for 55,000 employees in the Civil Service.

1. Proactive monitoring of Government Systems and IT Equipment by the Command and Control Centre (CCC)

- The CCC of the CISD allows proactive monitoring of critical government systems. The CCC has significantly increased its monitoring to encompass **88** systems, **847** servers, **550** network nodes and issues alerts for degrading performance or unavailability.
- Migration from Zabbix 4 to Zabbix 6 which include reconfiguration of Zabbix agents on all systems and servers to new platform. This exercise is still ongoing as all documentation is being continually updated. Being a specialised unit, all updates and upgrades have been done in-house instead of sub-contracting to a third party.

2. Technical Support and Commissioning of IT Equipment

- **Operations and Technical Support:** CISD has attended 12,837 requests for technical interventions from all Ministries/departments of which 5,342 requests were logged in the Online Technical Support Request System.
- **Commissioning of IT Equipment:** 2,022 Pcs/Laptops/Printers/Scanners and other IT equipment have been commissioned.
- **Commissioning and Technical Support on GINS:** 17 commissioning certificates for servers/networking devices/video conferencing equipment were issued. 180 LAN/WAN interventions were performed in GINS.

3. Voice over IP (VOIP)

CISD HQ implemented an open source VoIP system in July 2021. Staff of CISD posted in more than 50 Ministries/Departments have been provided with IP Phones thereby allowing free telephone communication among CISD Staff. The VoIP is hosted at GOC (Government Online Centre). A reduction in telephone cost of around Rs 2,000 monthly was observed with the implementation of the system in CISD HQ.

Upon successful implementation, the system is envisaged to be rolled out to other Ministries/Departments. Testing is envisaged at PSC and the Meteorological Services. Proof of concept has already been done at the National Assembly.

4. Maintenance of Government Websites

Government website is a powerful communication medium and is a model for dissemination of information both nationally and internationally. The following tasks were completed:

- Creation of six new websites including three on a new platform (WordPress).
- CISD is presently maintaining a total of 177 websites for Ministries and Departments, Embassies and Consulates.

5. Tailor Made Applications to promote Digital Transformation in the Government

Based on requests received for the digitisation of business processes, the Application Development Unit (ADU) of CISD has successfully developed five new software applications and four e-forms for different Ministries and Departments together with 37 applications which are currently being maintained.

6. Specialised Technical Intervention on Critical ORACLE-based Systems

The Oracle Technical Support Unit of CISD provides technical support to thirty-five live Oracle-based systems in the Government including:

- Timely troubleshooting and problem resolution
- Installation and configuration of Oracle database, middle-tier and other Oracle-based products
- Performance and Tuning of Oracle database
- Health check and monitoring
- Download and Installation of Oracle patches
- Infrastructure recommendation for new payroll project

A total of 177 interventions of a specialised nature were performed on Oracle related issues.

7. Research and Development Initiatives

- Reconfiguration and testing of 21 Servers obtained from Ministry of Education and MNIS for internal use such as backup, software development, stand-by environment and payroll UAT.
- Research on alternative email platforms. An open-source email platform was identified for eventual use but implementation could not be undertaken due to lack of funding.

(vi) National Computer Board Achievements

Children Innovative Learning and Design (ChILD)



The Children Innovative Learning and Design (ChILD) programme is a new ICT educational initiative which pertains to the initiation of Coding and Robotics to Grades 4, 5 and 6 students at primary level. The National Computer Board (NCB) in collaboration with the Ministry of Education, Tertiary Education, Science and Technology has been entrusted to implement ChILD programme in primary schools across the island.

The ChILD programme was officially launched in April 2022 by the Hon. Mrs Leela Devi Dookun-Luchoomun, Vice-Prime Minister, Minister of Education, Tertiary Education, Science and Technology, and the Hon. Deepak Balgobin, Minister of Information Technology, Communication and Innovation at the Rajcoomar Gujadhur Government School (Central Flacq).

The ChILD programme aims at introducing Robotics Kits to upper primary students while equipping them with the required coding capabilities. This innovative and enlightening programme allows the children to design and build their own robots using the DIY (Do It Yourself) concept. The main objective of initiating our Kids and Youngsters to Coding and Robotics is to foster a predilection for science and engineering so as to inspire them to embrace STEAM (Science, Technology, Engineering, Arts and Mathematics) subjects.

As at June 2022, NCB has successfully rolled out its first cohort of the ChILD programme in 23 primary schools across the island and some 5,400 students benefited from this initiative. The programme is of 15-Hr duration and consists of three modules: (i) Scratch 3.0 (ii) LEGO Education WeDo 2.0 Core Set (iii) BBC Micro: Bits.

The training is delivered in the computer labs of the Primary Schools by the ICT Teachers (ICT Support Officers) who participated in a capacity building workshop (training-of-trainers) prior to the rolling-out the ChILD programme. It is worth noting that very positive feedbacks have been received on the ChILD programme from the School Community.

World Telecommunications and Information Society Day (WTISD 2022)

WTISD is an international annual event celebrated worldwide on 17 May. The theme for this year was “Digital technologies for older persons and healthy ageing”.

To commemorate this event, NCB with the collaboration of Senior Citizens Council conducted the Digital Literacy Programme for Senior Citizens in Cyber Caravan as below:

1. Tuesday 17 May @ Farmers Service Centre Goodlands - 20 Senior Citizens
2. Thursday 19 May @ Souillac Arya Sabha Hall - 31 Senior Citizens

Thus, total of 51 Senior Citizens have benefited from this programme.

Girls In ICT 2022

NCB organised four Boot Camps to celebrate Girls in ICT Day 2022 in collaboration with the Ministry of Information Technology, Communication and Innovation and the Ministry of Education, Tertiary Education, Science and Technology. The Boot Camps, held during the Easter School Holidays targeting students of State Colleges of Grades 10 to 12, were conducted over 2 days for each Zone.

Zone	Dates	Venue
1	18 & 19 April 2022	Droopnath Ramphul State College
2	21 & 22 April 2022	Rajcoomar Gujadhur State Secondary School
3	25 & 26 April 2022	Dunputh Lallah State Secondary School
4	28 & 29 April 2022	Dr Maurice Curé State College

A total of 145 girls from 36 schools participated. These participants were introduced to block coding, programmable devices, robotics and 3D printing through hands-on exercises. A mini competition to allow participants to code a hands-on project with the Lego Boost robot was also organised. A jury comprising Representatives of NCB and the above-mentioned Ministries evaluated the presentations.

Teknolozi dan ou porte

Teknolozi dan ou Porte, an ICT-driven initiative of the National Computer Board (NCB) aimed at promoting innovation and the adoption of latest technology among the Mauritian population. The objective of this digital outreach project is to address the digital divide and to encourage citizens to adopt the latest ICT technologies and fully utilize all online government services.

The program promotes safe use of digital technologies to access information, communication, e-Governance services, job skills, learning, and financial services such as online banking and e-health services. It includes both technical and social dimensions with the goal of empowering housewives, senior citizens, people with disabilities and the unemployed to develop not only technical abilities, but also life skills and access to services. They encompass universal literacy, creative literacy and literacy in multiple disciplines.



**‘Teknolozi dan ou porte’ launched in Central Flacq
to promote the adoption of technology among citizens**
- 20 October 2021

Components

- Emerging Technologies: Coding with Lego, Mindstorm, IoT, 3D Printing demos and awareness.
- ChILD in primary schools in that region – Coding Microbit
- Awareness/Literacy: ICT Literacy & Social Media (Housewives & Unemployed), Awareness for Senior Citizens
- A Kiosk Informatik for:
 - Cyber Security awareness, including on social media and reporting on Maucors
 - GOC Support Desk for encouraging citizens to use Government online services
 - Assistance in Installing and using Mobile apps for accessing public services
 - Mau Sign

Events organized:

- Flacq District @ Hibiscus Multipurpose Hall in Central Flacq on 20 October 2021
- Moka District @ Bazaar St Pierre on 14 & 15 May 2022
- Riviere du Rempart District @ Riverside Shopping Mall, Riviere du Rempart on 21 & 22 May 2022
- Savanne District @ Souillac Square on 11 & 12 June 2022
- Black River District @ Cascavelle Shopping Mall on 25 & 26 June 2022

(vii) Data Protection Office Achievements

1. Fact sheet on Legitimate Interest

The office published a fact sheet on legitimate interest to assist controllers and processors understand the meaning of this terminology as per the provisions of the DPA and the way it can be applied in their business operations. The fact sheet covers the following main aspects:

- Lawful processing of personal data
- Legitimate interests as a lawful criterion for processing
- Criteria of legitimate interest
- Steps to consider when performing the legitimate assessment
- Examples

The fact sheet is published on the website of the office.

2. New Computerised System

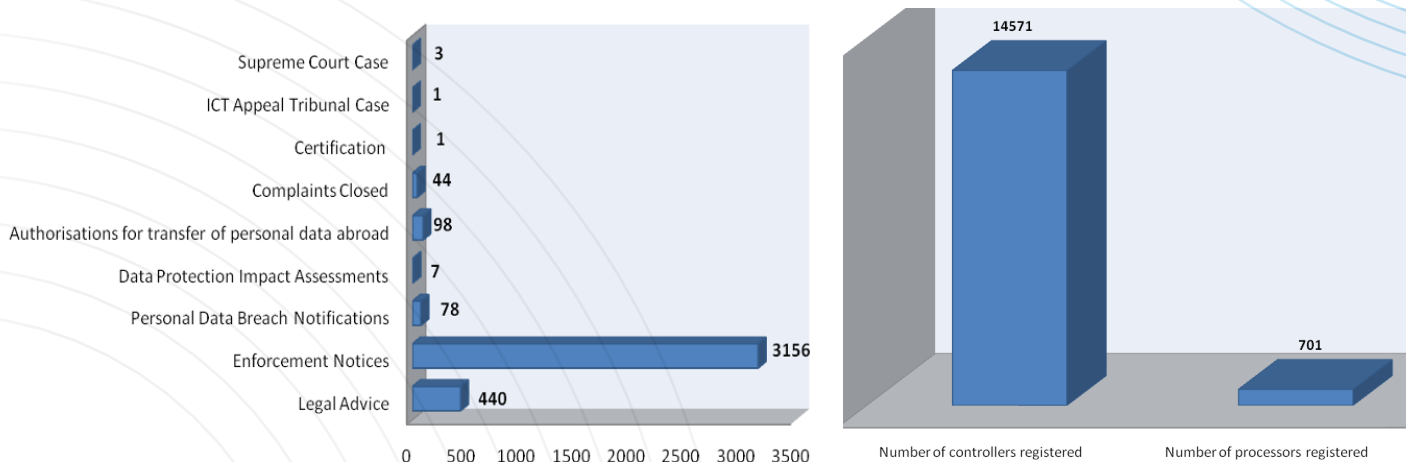
The DPO has embarked on a project to computerise its services to the public which will allow for the online submission and e-payment of controller/processor applications, the automatic generation of certificates of registration, the electronic submission of complaints, authorisations of transfer of personal data abroad, data protection impact assessments, certifications, data breach notifications and compliance audits. The new computerised system is expected to go-live in December 2022.

3. European Union Adequacy

In conjunction with the adequacy requirements established by the European Union, the office prepared and submitted a report to the European Commission (EC) Directorate for its study and perusal with a view to a subsequent adequacy finding for Mauritius. The report aims to provide an overview of the Mauritian system in order for the EC to conduct an objective assessment.

This office had several online meetings with the EC and submitted various documentations upon their request. The office is awaiting further update from EC.

4. Enforcing Data Protection Statistics 2021 - 2022



(viii) **Mauritius Post Ltd Achievement**



A First Day Cover on the Mauritius Kestrel which has been declared the National Bird of Mauritius in the context of the 30th Anniversary of the Republic of Mauritius and a new postage stamp, were launched, on 12 March 2023 at Pétrin Visitor's Centre, in Pétrin, by the Minister of Information Technology, Communication and Innovation, Mr Deepak Balgobin. The Attorney General, Minister of Agro-Industry and Food Security, Mr Maneesh Gobin, and other eminent personalities were present on the occasion.

- **Opening of a Post Office at Cascavelle**

New Post office opened at Cascavelle. For this new Post Office, a new connection has been installed for connection to PostGlobal system with higher bandwidth. This new connection has allowed us to provide the Post Office with an email facility. This connection has been deployed on pilot phase and other services will be deployed over the same link.

- **The Growth Phase of the Mauritius Post Foreign Exchange Co. Ltd**

The initiation of the MPFE in the Financial Services Market in Mauritius was a strategic opening to meet the major challenge of the Mauritius Post Ltd who is ongoingly facing the challenge of traditional mail decline and e-substitution. Being a major pillar of the Economy and with an acceptable market share, this move has been fruitful, as slowly but surely, the company is now reaping the rewards through an increased customer base, enhanced brand affinity and equity and ultimately an enhanced financial stability. Since its inception in the Market, the Company had to strive very hard as it had as major counterparts, Western Union and MoneyGram dominating the Market Share.

The hardest part of the strive came when the Covid Pandemic affected the worldwide economy whereby the Government of Mauritius had to impose 2 lockdowns in two consecutive years as strict measures to prevent spreading. These years were indeed very difficult times for the company, and yet still, the company achieved great strides and has now positioned itself on a highly competitive edge. This has been possible through the marketing efforts exerted by the company along with a customer centricity policy to provide a service of proximity to our customers. In addition, the financial policy imposed by the company has as well benefited in terms of its financial stability.

The Year 2021/22 has been an exceptional year in terms of business turnover and announcement is being made that the company has achieved a Record Figure despite the difficult Forex Market Conditions. The restricted flow of Foreign Currencies in the Market had rendered the company to impose some major policies in the administration of customers. However, such policies had not affected us from making such exceptional business turnovers, and this means that people are making more use of MPFE Services, and the brand has been spread almost everywhere in the country.

- **Development of the Call Centre Concept**

The Mauritius Post Foreign Exchange Co. Ltd obtained a Foreign Exchange Dealer's License to operate the RIA Money Transfer Services, both inbound and outbound at 6 dedicated branches. However, this limited number of branches was not adequate to adhere to our policy for customer Service, Centricity and Satisfaction. The Company had some crowding issues at these dedicated branches where many customers were queuing up and had to wait lengthily to obtain RIA Services. We had many customers from different regions, and they had to move from one geographic area to another.

To remedy these issues, the company had strategized on a new concept and the Call Centre was introduced and approved by the Bank of Mauritius in July 2021. This concept has been introduced at 25 Post Office over and above the 7 dedicated offices to provide Inbound Services only.

- **Diversification and Modernisation Strategy**

In line with its Diversification Strategy and in view of meeting the evolving needs of its financial customers, the MPFE will be introducing Money Changing Services after obtaining approval from the Bank of Mauritius

PART III FINANCIAL PERFORMANCE

I. FINANCIAL HIGHLIGHTS

In the Estimates 2021-2022, 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 Office and Procurement Divisions;
- (ii) The Central Informatics Bureau (CIB); and
- (iii) The Central Information Systems Division (CISD).

Details	2021-2022 Estimates (000)
VOTE 6-1 - TOTAL EXPENDITURE	828,000
of which Recurrent	628,000
Capital	200,000

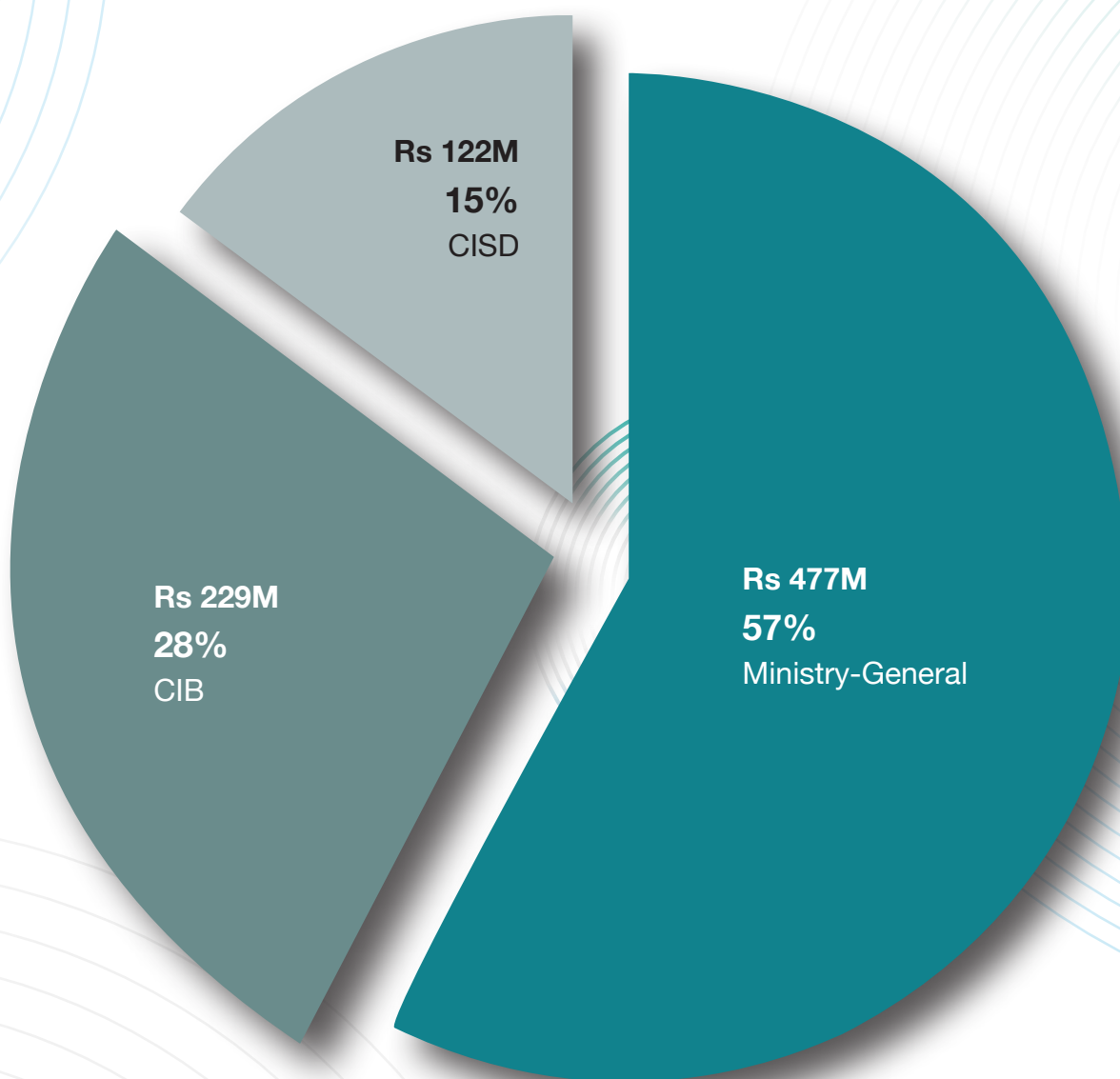
Sub-Head 6-101: GENERAL	477,000
Recurrent Expenditure	343,000
Capital Expenditure	134,000

Sub-Head 6-102: CENTRAL INFORMATICS BUREAU	229,000
Recurrent Expenditure	171,000
Capital Expenditure	58,000

Sub-Head 6-103: CENTRAL INFORMATION SYSTEMS DIVISION	229,000
Recurrent Expenditure	114,000
Capital Expenditure	8,000
TOTAL	828,000

ALLOCATION OF FUNDS FOR MITCI IN 2021-2022

Ministry of Information Technology,
Communication and Innovation



- Ministry - General
- CIB
- CISC

II. STATEMENT OF REVENUE AND EXPENDITURE

1. Statement of Revenue

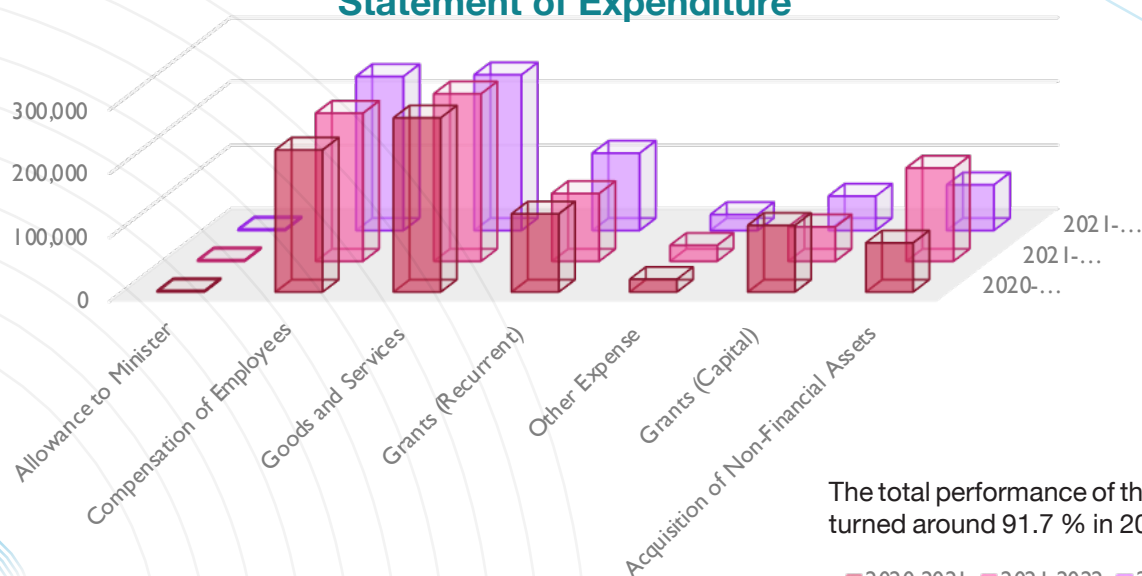
Revenue	2019- 2020 Actual (Rs 000)	2020- 2021 Actual (Rs 000)	2021- 2022 Actual (Rs 000)
Data Protection Office	6,380	13,992	3,140

Revenue collected by the Ministry are fees payable for Registration and Renewal of Licences at the Data Protection Office.

2. Statement of Expenditure

Head/Sub-Head of Expenditure	2020- 2021 Actual (Rs 000)	2021-2022 Estimates (Rs 000)	2021- 2022 Actual (Rs 000)
Allowance to Minister	2,400	2,400	2,400
Compensation of Employees	222,753	232,000	241,326
Goods and Services	272,997	262,400	243,894
Grants (Recurrent)	122,550	106,200	121,190
Other Expense	20,000	25,000	25,000
Grants (Capital)	104,600	54,000	53,774
Acquisition of Non- Financial Assets	77,100	146,000	71,498

Statement of Expenditure



The total performance of the Ministry turned around 91.7 % in 2021-2022.

■ 2020-2021 Actual (Rs 000)
 ■ 2021-2022 Estimates (Rs 000)
 ■ 2021-2022 Actual (Rs 000)

STRATEGIC DIRECTION

Transition of Mauritius to an innovation-driven nation

- Implement new schemes to promote the development of innovation solutions.
- Support research and knowledge transfer with private firms to stimulate innovation

Increase in availability of international bandwidth in Mauritius and Rodrigues

- Operation of international submarines cables

Strengthen cyber security

- Set up a Security Operations Centre and reinforce the Computer Emergency Response Team.
- Introduction of a National Cyber Security Strategy for 2023-2025
- Introduction of a Critical Information Infrastructure Protection and National Cyber Incident Response Plan

Enhance and promote business continuity

- Re-engineer the Government Online Centre
- Set up a Disaster Recovery site to increase resilience

Encourage effective interaction of citizens with Government through user-friendly public e-services

- Enhance Government Portal to achieve end to end e-services
- Bridge the digital divide by setting up of facilities to assist citizens to apply for online services

Accelerate digital transformation in Government

- Set up a Digital Transformation Agency to lead digital transformation across Ministries and Departments

