



Republic of Mauritius

**MINISTRY OF INFORMATION TECHNOLOGY,
COMMUNICATION AND INNOVATION**

**INFORMATION
TECHNOLOGY**

ANNUAL REPORT FINANCIAL YEAR 2022/ 2023

IT

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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
METC	Mauritius Emerging Technologies Council
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 INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

As we reflect on the accomplishments of the Ministry of Information Technology, Communication and Innovation for the Financial Year 2022-2023, it is with immense pride that I pen down this statement. Our commitment to leveraging technology for the betterment of the Republic of Mauritius has yielded significant results, and I am pleased to witness the transformative impact of our initiatives.

The most recent initiative of the Ministry, the ChatBot Project stands out as a testament to our dedication to enhancing public services. By integrating ChatBots into the Government portal and Ministries' websites, we have streamlined interactions with the public, fostering efficiency and accessibility. The success of our Humanoid, MAIA, at major events reinforces our innovative approach to public engagement.

Furthermore, the IoT platform of the Mauritius Digital Promotion Agency (Ex-National Computer Board) has been instrumental for the implementation of the I-Council Project. The system has equipped authorities to efficiently manage projects and assets, contributing to effective governance. The IoT platform, alongside other enabling technologies, contributes to accelerating the digitalization process, driving economic growth. No doubt, the services of this platform will be extended to other Ministries and Departments, facilitating automatic data capture and enhanced information processing.

Looking ahead, our commitment remains unwavering. The MauPass Digital Identity System's extension to corporates will enhance accessibility to government online services. The development of an ICT Blueprint further underscores our dedication to harnessing ICT, including new and emerging technologies, for widespread economic development. We are strategically prioritizing key sectors to ensure impactful and sustainable growth.

I extend my gratitude to the dedicated teams within the Ministry and our collaborators for their hard work and commitment. Let us embrace this era of transformation and work collaboratively towards a future where technology serves as a catalyst for progress and prosperity for all.

Hon Deepak Balgobin
Minister of Information Technology, Communication and Innovation



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

It is my privilege to present this foreword for the Annual Report of the Ministry of Information Technology, Communication and Innovation for the Financial Year 2022-2023. Throughout the year, our dynamic and dedicated teams have worked tirelessly to propel the Ministry's vision forward, achieving milestones that are testimony to our commitment to technological advancement and innovation.

The successful realization of the Government ChatBot reflects the forward-thinking nature of our initiatives, fostering a positive image of technology in public forums. The integration of ChatBots across various platforms exemplifies our commitment to making information and services more accessible, ensuring a seamless experience for the citizens we serve.

In our journey towards embracing the ever-evolving landscape of technology, the Ministry is set to restructure key entities operating under its purview, for alignment with the dynamic reality of new technological evolution. We envision a comprehensive reorganization to enhance the performance and service delivery of the various components, ensuring that we are at the forefront of technological advancements.

The Ministry's contribution is key to the revamping of the National Identity Card system. Our ID will be available in digital format early next year. As we embark on this journey, we are guided by a vision of a digitally empowered Mauritius, where every citizen benefits from the efficiency and accessibility that modern technology can offer.

I wish to express my sincere appreciation to the dedicated teams within the Ministry for their hard work and collaborative spirit. Together, we are forging a path towards a digitally inclusive and innovative Mauritius.

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 ICT.
- ❖ Promote capacity building in ICT.

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.

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 at 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 an 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 VALERE-BOLLI	Permanent Secretary
2	Mr Rajnish HAWABHAY	Chief Technical Officer (On leave without pay as from March 2023)
3	Mr Ramesh BHEEKHOO	Deputy Permanent Secretary
4	Mrs Nazia Begum ALLY HOSSEN	Deputy Permanent Secretary
5	Mrs Parvashi MAHARAJA	Assistant Permanent Secretary
6	Mrs Oomeswaree MOTAH	Assistant Permanent Secretary
7	Mrs Shaveenatree Devi WOODUN-MAHADEA	Assistant Permanent Secretary
8	Miss Bibi Fadiilah BODHEEA	Assistant Permanent Secretary
CENTRAL INFORMATICS BUREAU (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 DIVISION (CISD)		
12	Mr Vigneshwar BOODHUN	Director
13	Dr Aneerav SUKHOO	Deputy Director
DATA PROTECTION OFFICE (DPO)		
14	Mrs Drudeisha MADHUB	Data Protection Commissioner
CERT-MU		
15	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 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; and
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

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

SERVICES OFFERED

- ❖ 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;
- ❖ Engage 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) MAURITIUS DIGITAL PROMOTION AGENCY (EX-NATIONAL COMPUTER BOARD) (MDPA)

The ex-National Computer Board (NCB) was set up in 1988 by the then 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.

In view of multi-faceted challenges emerging in the wake of globalization and threatening the very resilience of the country's economy, the setting up of new institution with a new vision and mission statement was agreed upon. With the coming into force of the Mauritius Digital Promotion Agency (MDPA) Act in June 2023, a new organization has emerged known as the Mauritius Digital Promotion Agency. Its mandate is now to accelerate the transition of Mauritius into a regional ICT hub and ensure the swift realization of government's objective to make of the ICT sector a key pillar of the economy. Its main objects are to boost growth of the ICT sector through skills development and innovation; achieve basic ICT proficiency among all population groups and advise the Minister on the formulation of national policies in respect of the promotion, development of ICT and its applications.

The MDPA has under its responsibility the manning of the Government Online Centre (GOC) which is the Data Centre of Government.

The activities provided by the ex-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
- e-Services for Citizens

(ii) E-Powering Business

- 3D Printing & Design
- Awareness on Emerging Technologies
- Digital Start-ups Programmes
- Tech talks, Workshops & Training
- Organise Business2Citizen and Business2Business events
- Online Database of ICT Operators
- ICT Indicators website
- 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
- Hosting the infrastructure of 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 is the company responsible for postal services in Mauritius. It 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 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.

(8) SETTING UP OF THE MAURITIUS EMERGING TECHNOLOGIES COUNCIL (METC)

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 is a parastatal body set up on 02 August 2021 through the proclamation of the Mauritius Emerging Technologies Act.

The functions of the Council are to:

- (a) Act as a centre of excellence for emerging technologies;
- (b) Rationalize and coordinate the strategies of the Government for the promotion and adoption of emerging technologies and facilities collaboration for the 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.

OBJECTIVES

The objective behind the establishment of the Mauritius Emerging Technologies Council, is to harness the full potential of the ever-evolving technologies and platforms, to bridge the gaps of a fully established Industry 4.0 ecosystem, and to lay the foundation for Industry and Society 5.0, where digital transformation is combined with creativity and human values to develop a sustainable society.

ABOUT OUR PEOPLE

Staffing position of MITCI as at 30 June 2023

GRADE	NUMBER OF OFFICER	REMARKS
Permanent Secretary	1	
Chief Technical officer	1	On leave without pay w.e.f 01 March 2023
Deputy Permanent Secretary	2	
Assistant Permanent Secretary	4	
Procurement and Supply Cadre	4	1 Manager, Procurement and Supply 1 Assistant Manager, Procurement and Supply 1 Principal Procurement and Supply 1 Procurement and Supply Officer
Finance Cadre	6	1 Manager, Financial Operation 1 Assistant Manager, Financial Operations 1 Principal Financial Operations Officer 1 Financial Operations Officer 2 Assistant Financial Operations Officer (1 being assigned the duties of FOO)
Human Resource Cadre	3	1 Manager Human Resource 1 Senior Human Resource Executive 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	1	
General Services	59	5 Office Management Executive 7 Office Management Assistant 36 Management Support Officer/ Employed to give assistance at MSO level 4 Confidential Secretaries 2 Word Processing Operators 1 Head Office Auxiliary 4 Office Auxiliaries
Receptionist/ Telephone Operator	2	
Driver	5	
Stores Attendant	1	
Trainee under YEP	6	3 posted at Head Office 3 posted at CISD

Staffing position of the Central Informatics Bureau as at 30 June 2023

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	
Programme Manager	15	1 posted to the Head Office
Assistant Procurement and Supply Officer	1	
General Services	7	1 Office Management Executive 1 Office Management Assistant 2 Management Support Officer 3 Office Auxiliary
Assistant Systems Analyst	1	
Assistant Procurement and Supply Officer	1	
Driver	1	

Staffing position of the Data Protection Office as at 30 June 2023

GRADE	NUMBER OF OFFICER	REMARKS
Data Protection Commissioner	1	
Principal Data Protection Officer	1	
Data Protection Officer/ Senior Data Protection Officer	1	
Assistant Data Protection Officer	0	
System Analyst	1	
Assistant Financial Operations	1	
General Services	8	1 office Management Assistant 5 Management Support Officer 2 Office Auxiliary
Receptionists/ Telephone Operator	1	
Trainee under YEP	1	

Staffing position of the IT Security Unit as at 30 June 2023

GRADE	NUMBER OF OFFICER	REMARKS
Head, IT Security Unit	1	
Programme Manager	20	1 posted to the Head Office
General Services	3	1 Office Supervisor 2 Management Support Officers

Staffing position of the Computer Response Team, Mauritius (CERT-MU) as at 30 June 2023

GRADE	NUMBER OF OFFICER	REMARKS
Assistant Manager, CERT MU	1	
Information Security Specialist	5	
Intern (Service to Mauritius Programme)	1	

Staffing position of the Central Information Systems Division as at 30 June 2023

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Deputy Director	1	
Technical Manager	2	
Senior Systems Analyst	17	Includes 1 officer on leave without pay
System Analyst	37	Includes 2 officers on leave without pay
Assistant Systems Analyst/ Senior Assistant Systems Analyst	62	Includes 1 officer on LWP, 2 officers have applied for permanent transfer to approved service and 1 officer on study leave with pay
Operations Manager	1	
Computer Operations Controller	2	
Computer Support Officer/Senior Computer support Officer (on roster)	40	Includes 3 officers on leave without pay
Data Entry Controller	1	
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	2	
General Services	14	
Confidential Secretary	2	
Driver	1	
Office Auxiliary	5	
Trainee under YEP	3	
Interns (Service to Mauritius Programme)	2	

PART II

MAJOR ACHIEVEMENTS FOR FINANCIAL YEAR 2022-2023

ACHIEVEMENTS FOR FISCAL YEAR 2022-2023

(i) CERT-MU Achievements

1. TECHNICAL MEASURES:

- Operationalization of Security Operations Centre (SOC)
- Organization of Cybersecurity Drills (2 international cyber drill for AfricaCERT and SADC and 1 national drill for Utilities Sector)
- Setting up and the launching of a Mauritius Cyber Threat Information Sharing Platform (MAUSHIELD)
- MAUSHIELD has been awarded ITU's WSIS 2023 Champion and received a silver medal for the Public Service Excellence Award 2022
- Security information management maturity model (SIM3) accreditation with Trusted Introducer

2. CAPACITY BUILDING:

- Organized 3 technical trainings for Mauritius and the African region through the ITU Centre of Excellence. More than 30 countries have benefitted from these training programmes.

3. PUBLICATIONS:

- Published Cyber Threat Report 2022 in February 2023

4. CONFERENCES AND SEMINARS:

The Computer Emergency Response Team of Mauritius (CERT-MU), a department under the Ministry of Information Technology, Communication and Innovation organised a workshop on Cyber Resilience and Simulation on 20th April 2023 followed by a Cybersecurity Drill for the Ministry of Energy and Public Utilities on 21st April 2023 at Shri Atal Bihari Vajpayee Tower, Ebène. The workshop provided the participants with an insight of the new Cybersecurity and Cybercrime Act 2021 whereby different sections of this law was elaborated for their better understanding. Moreover, the role and functions of the National Cybersecurity Committee was also presented in order to have a gist of why this committee is important. Finally, the participants followed a panel discussion with experts from the public and private sector who enlightened them on the opportunities and obstacles of Cyber resilience. A mini exhibition was also organised in parallel with the workshop to showcase the security products and solutions by six local companies, namely Agileum, Tylers, Rogers Capital, Secure Services Mauritius Ltd, MBCOM Technologies and Cybernaptics. This was done with an objective for the participants to know what are the latest solutions and services available in the market. Some 130 participants attended the workshop which was officially opened by Honourable Deepak Balgobin, Minister of Information Technology, Communication and Innovation.

The Cybersecurity Drill that was conducted on the second day was attended by some 30 participants from different departments and parastatals of the Ministry of Energy and Public Utilities. The main objective of this drill was to assess the preparedness of this sector to resist cyber threats and enable timely detection, response, and mitigation and recovery actions in the event of cyber-attacks. Two scenarios were simulated during the drill exercise which were conducted by staffs of CERT-MU.



Workshop on Cyber Resilience and Simulation organised in April 2023

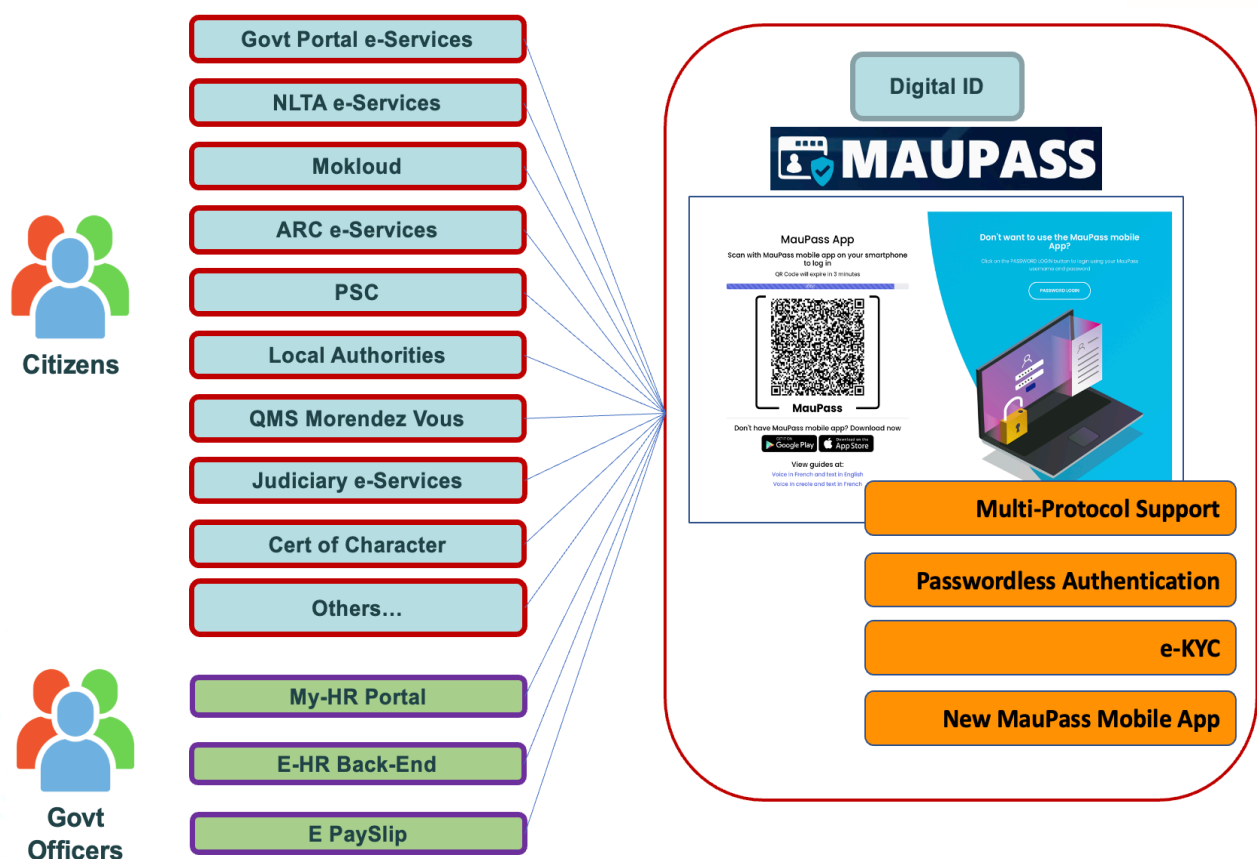
(ii) Central Informatics Bureau (CIB) Achievements

• MAUPASS 2FACTOR AUTHENTICATION WITH EKNOW YOUR CUSTOMER VIDEO LIVENESS DETECTION

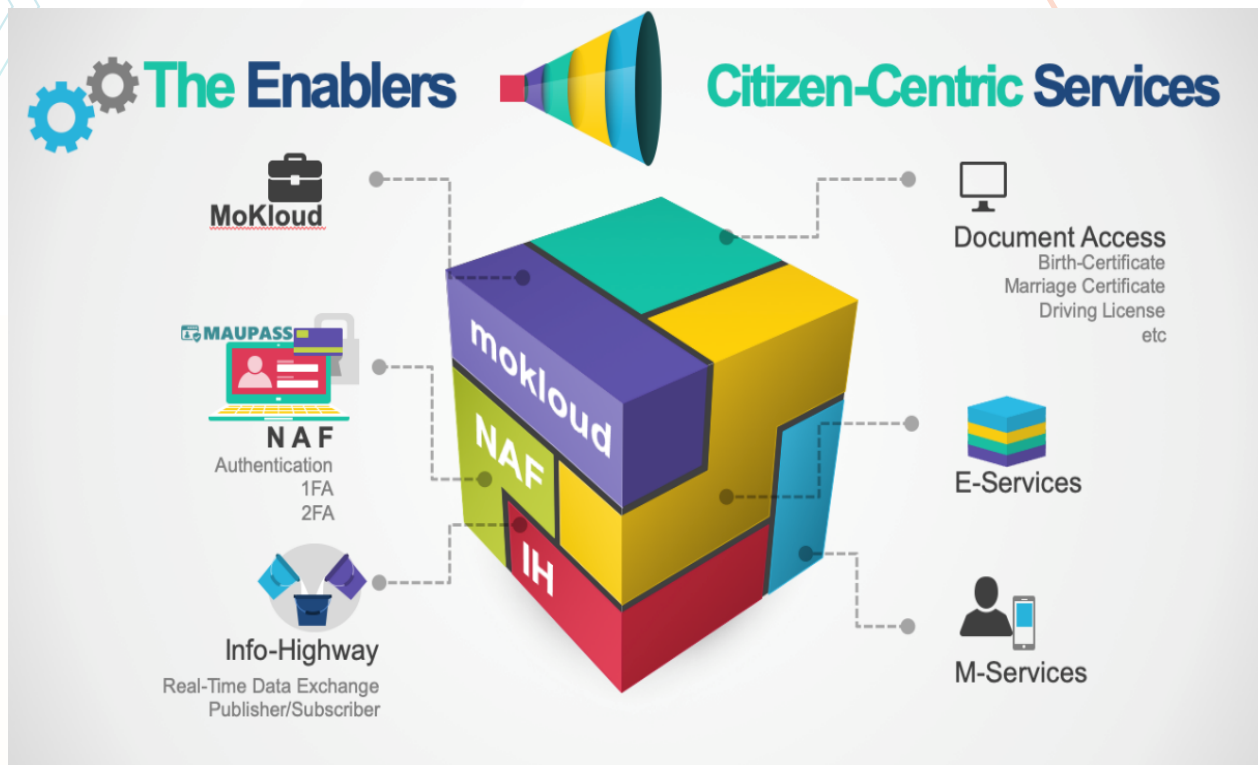
Implementation of passwordless authentication for the National Authentication Framework, MauPass. The authentication is performed by scanning a QR code on the MauPass website using the corresponding mobile app.

The MauPass platform was further enhanced with the eKYC feature for the 2FA activation.

MauPass has now become the major authentication window for accessing various services as shown below.



The diagram below depicts the ecosystem and building blocks around MauPass on how government services are delivered electronically.



• **EQMS/MoREndezVouS (EXTENSION TO REGISTRAR GENERAL'S DEPARTMENT)**

The EQMS is already implemented at:

- ❖ Passport and Immigration Office (PIO)
- ❖ Work Permit Unit (WPU)
- ❖ Pharmaceutical Unit at Dr Bruno Cheong Hospital
- ❖ Mauritius National Identity Card (MNIC) – Port Louis branch
- ❖ Mauritius National Identity Card (MNIC) – Rose Hill branch
- ❖ Mauritius National Identity Card (MNIC) – Flacq branch
- ❖ Registrar General's Department (RGD)

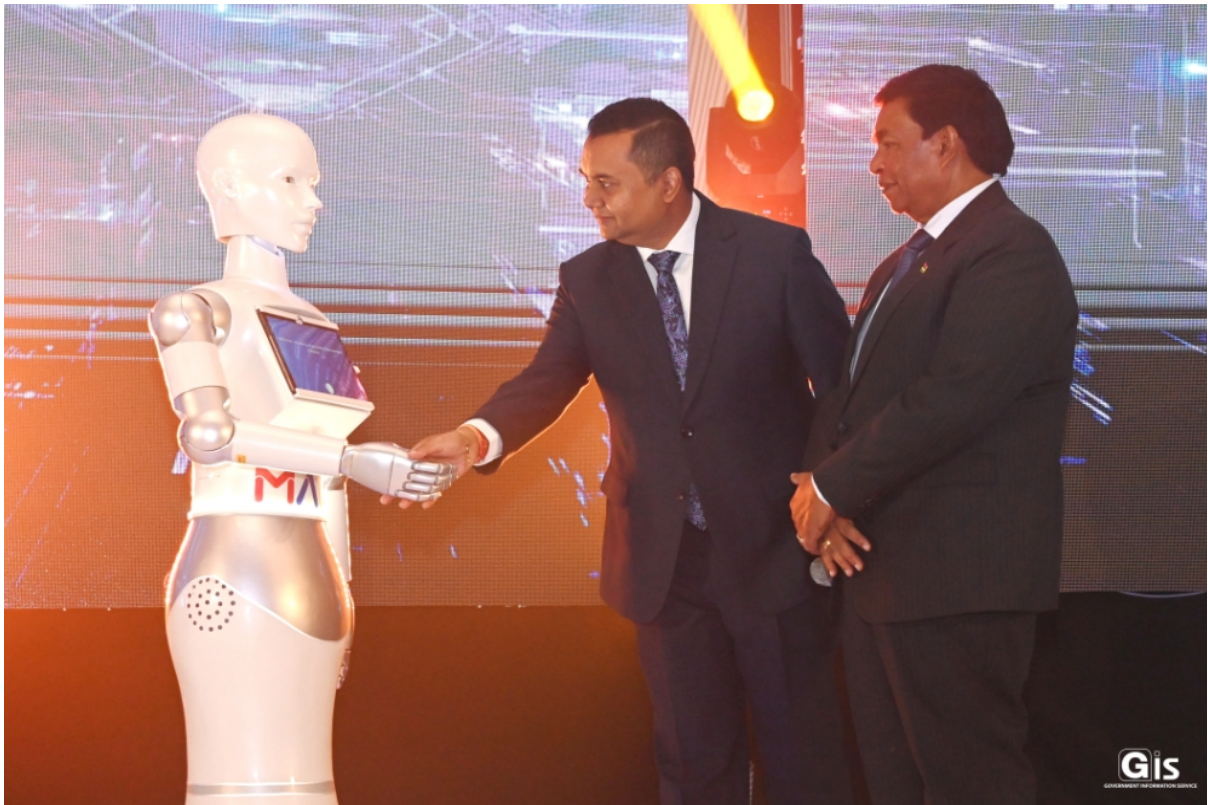
Extension of the Electronic Queue Management System, Mo Rendez Vous, to the Registrar General's Department.

• **CHATBOT PROJECT**

The Government Chatbot, which is powered by ChatGPT, has been launched in June 2023. The ChatBot responds to enquiries which otherwise would have required a phone call from the citizen or a movement of the citizen to a Government office.

Implementation of chatbots in our Government agencies totally transformed the communication between citizens and Government with the following key benefits:

- ❖ Citizens have quick/instant response to common queries
- ❖ The chatbot services is accessible 24/7 and anywhere
- ❖ The services offered through the chatbot will relieve citizens of many administrative hassles of sending emails, making phone calls and moving from one office of Government to another to answer their queries
- ❖ The use Artificial Intelligence helps to improved customer experiences across the different channels



Launch of "MAIA" the humanoid porting the Government Chatbot to enhance government services

(iii) IT Security Unit Achievements

[General data, tasks etc may be taken from previous years submissions or previous published Annual Report]

- 55 IT security sensitisation sessions have been dispensed in 17 Ministries & Departments to more than 1000 public officers.
- The Unit has completed some 49 audits of departmental infrastructures/systems for respective Ministries.

(iv) Mauritius Research and Innovation Council Achievements

- The Mauritius Research and Innovation Council has financed 86 projects and 4 programmes under its Research and Innovation schemes in FY 2022-2023. 62 start-ups at different incubation stages were also supported by 5 accredited Incubators through the National SME Incubator Scheme. (Figures as at 30th June 2023)
- **Global Innovation Index** - Mauritius ranked 1st in Africa and 45th out of 132 countries in the Global Innovation Index 2022. The 2022 edition of the Global Innovation Index (GII) presented the latest global innovation ranking of 132 economies on 29th September 2022, relying on 81 different indicators, with Mauritius improving its rank from 52nd position in 2021 to 45th position in 2022 overall and still 1st among Sub-Saharan African nations. In Sub-Saharan Africa, only Mauritius (45th) and South Africa (61st) rank among the top 80.
- **National Roadmap for Research and Innovation** - The MRIC spearheaded Les Assises de la Recherche et de l'Innovation 2022, a platform for a national dialogue which provided the conducive framework for policy revamping while concurrently providing insights on emerging and frontier innovations. As a result of this exercise, a National Roadmap for Research and Innovation has been developed for Mauritius and is being implemented. Six thematic areas were identified for Mauritius: 1. Blue and Green Innovation 2. Health and Wellness Innovation 3. Financial Innovation 4. Social and Grassroots Innovation 5. Travel, Tourism and Entertainment Innovation 6. IT, Emerging and Enabling Innovation. A special roadmap for Rodrigues was also developed in consultation with stakeholders in Rodrigues. The four thematics identified in Rodrigues were Blue Innovation, Green Innovation, Health and Wellness/Tourism Innovation and Social and Grassroots innovation.
- **Live Conversation between Mauritian Students and Emirati Astronaut, Dr Sultan AlNeyadi** - Some 350 Students from the Republic of Mauritius interacted live with Emirati astronaut, Dr Sultan AlNeyadi, who is currently onboard the International Space Station. This event has been possible thanks to the collaboration between the Ministry of Information Technology, Communication and Innovation, the Mauritius Research, and Innovation with the Mohammed Bin Rashid Space Centre of the United Arab Emirates. The event took place at Sir Harilall Vaghjee Hall, Government House, Port-Louis on Thursday 11th May 2023, in the presence of 250 students from 47 schools and 9 higher education institutions in Mauritius. 80 students from secondary schools in Rodrigues and 21 students in Agalega attended online. H.E. Eddy Boisezon Ag President of the Republic of Mauritius and H.E. Salem Al Marri, Director of the MBRSC were the chief guests for the event. Hon. D Balgobin as well as Hon. L.D Dookun, VPM were also present to the event.



Mauritian students interact live with Emirati Astronaut on board ISS - 11 May 2023

- **Signature of Framework Agreement between the MRIC and Mohammed Bin Rashid Space Centre (MBRSC), UAE** – On cooperation in the field of outer space and space technologies was signed by the Minister of Information Technology, Communication and Innovation, Honourable Deepak Balgobin, and the Director General of the Mohammed bin Rashid Space Centre, H.E. Salem Humaid Al Marri.



Mauritius Research and Innovation Council and the Mohammed Bin Rashid Space Centre sign Framework Agreement - 23 January 2023

- **Collaboration with India Space Research Organisation (ISRO), India** - The MRIC is assisting ISRO to track its satellite when the spacecraft is in contact with the MRIC Ground Station(G/S). The Council is utilising the G/S setup for MIR-SAT1 without any change of hardware. The collaboration includes assisting ISRO for Tracking, Command and Ranging (TCR). The MRIC G/S collect the satellite telemetry data (health data) and send directly to ISRO, India. Command data from ISRO, India is sent to the satellite via the MRIC ground station.
- **MOPRI** - The MOPRI application developed by Verde Frontier Solutions Ltd in collaboration with the Ministry of Commerce and Consumer Protection (MCCP) was launched on the 18th May 2023, and addresses the need for the MCCP to implement a modernized and efficient system to enable close monitoring of prices of goods. This project emanates from the Public Sector Transformation Scheme (PSTS) as a budgetary measure that was announced in the 2020-2021 Budget Speech, aimed at encouraging innovative companies and start-ups to develop applications for the public sector. The application includes a website and allows interfacing for retailers, Customer Protection Unit officers and customers. The MOPRI application provides an established methodology for collecting and verifying information giving all stakeholders an effective and comprehensive platform for price control and monitoring in the country. Importantly, this application also complements the requirements of the MCCP in relation to its Observatoire des Prix



Launching of mobile application 'MOPRI' for better price control of consumer products - 18 May 2023

- **National Innovation Campaign in Rodrigues** - The National Innovation Campaign in Rodrigues was organised at Marechal on Friday 22nd July 2022, at Port Mathurin on Saturday 23rd July 2022 and at La Ferme on Monday 25th July 2022 to sensitise the community on the importance of innovation.

- **Gender Based Violence Observatory** - A Gender-Based Violence Observatory has been set up at the Mauritius Research and Innovation Council through a collaboration with the Ministry of Gender Equality and Family Welfare (MGEFW) to respond to the broad consensus for the need to understand trends in GBV and plug the gaps in the GBV data collection system and to the realization that improving the data collection system is central to inform policy makers and assist the design and implementation of effective policies to combat GBV.
- **National Innovator Hall of Fame** - The National Innovator Hall of Fame, an initiative of the MRIC, has been developed to recognise and reward the contribution of local innovators in sprouting development. The importance of rewarding innovation has been recognised internationally through the inception of various innovation awards. It is widely agreed that innovation and intrinsic human motivation for creation go hand in hand. Thus, the objectives of the National Innovator Hall of Fame are to (1) Recognise and reward local outstanding innovators; (2) Fuel innovation and creativity among the local people; (3) Gauge the level of innovation and creativity in Republic of Mauritius and (4) Catalyse the innovation culture in the younger generation. An award ceremony was organised on 3rd June 2023 at Le Meridien Ile Maurice to honour winners and runners-up in the following categories (SME, Public Organisation, Individual, and NGO). Two awards were also given for the Best Innovator – Rodrigues and a Special Jury's Award.



Winners of National Innovator Hall of Fame initiative rewarded - 03 June 2023

- **Science, Technology and Innovation Needs for SDGs** - The MRIC was selected along with 5 other African countries (Namibia, South Africa, Gambia, Rwanda and Seychelles) to partner with the European Commission to join the EU project - STI for SDGs Roadmaps in Africa. The program aims at strengthening STI capacities and building more resilient and sustainable societies to the Council.

(v) Central Information System Division (CISD) Achievements

1. RESEARCH AND DEVELOPMENT INITIATIVES

- Reconfiguration and testing of 21 Servers obtained from Ministry of Education and Mauritius National Identity Scheme (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.
- New Payroll Server was set-up
- Updating of chatbot database
- Setting up of Nextcloud for National Sanctions Secretariat
- Report submitted on Drains Infrastructure Construction Ltd
- Gap Analysis report submitted to Ministry of IT, Communication and Innovation on iRedmail

(vi) Mauritius Digital Promotion Agency (Ex-NCB) (MDPA) Achievements

1.1 CHILDREN INNOVATIVE LEARNING AND DESIGN (ChILD)

The ChILD programme is an ICT educational initiative which pertains to the initiation of Coding and Robotics to Grades 4, 5 and 6 students at primary level. The ChILD programme aims at introducing Robotics Kits 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.

Achievement for FY 2022-2023

As at June 2023, the MDPA has attained 7,388 students as follows:

- **7,388 primary students (7,027 primary schools & 361 SEN schools) Trained in Coding and Robotics. (49 primary schools and 12 SEN schools are involved in this programme.)**
- **68 primary educators Trained through Capacity Building / Train-the-Trainer Workshops in Coding and Robotics.**

1.2 DIGITAL MAKER PROGRAMME (DMP)

The Digital Maker Programme (DMP) is an initiative aimed at equipping citizens including students with skills and knowledge to create, design and innovate using technology. The programme is part of the government's plan to promote STEAM (Science, Technology, Engineering, Arts and Mathematics) subjects at school level. The following activities were carried out in FY 2022-2023

Training in Programmable Devices and Sensors as a learning-based approach using block based programming & devices including sensors for initiating youngsters into robotics & programming.

Digital Civic Centre as an initiative to help citizens & businesses with services related to digital skills & technology empowerment thru face to face digital empowerment sessions.

Bootcamps aims at providing intensive training to secondary students in Coding and Robotics.

Digital Women Empowerment aims to empower women to be digitally ready and to have the basic digital skills to enjoy greater convenience and participate meaningfully in a digital society.

Short Video Competition is a competition that encourages secondary students to create short videos on a specific theme or topic related to technology or innovation.

As at June 2023, the MDPA had attained 2,627 citizens as follows:

- ❖ 30 secondary educators in 3 train-the-trainer Workshops Trained in Programmable devices and sensors
- ❖ 625 secondary students Trained in Programmable devices and sensors
- ❖ 800 citizens empowered in Digital Skills & Technology Empowerment
- ❖ 373 secondary students in 10 Bootcamps (8-MUR & 2-ROD) Trained in Coding & Robotics
- ❖ 520 Women Digital Empowered in Digital Literacy Trainings
- ❖ Senior Citizens trained: 53
- ❖ 226 secondary student (Girls) participated in Short Video Competition in 50 teams
- ❖ On 20th July 2023 an Award ceremony was organised for Short Video Competition and Bootcamp 2023

1.3 DIGITAL LAB ON THE GO (DLOG)

Digital Lab on the Go (DLOG) is a new project of the MDPA to disseminate & showcase emerging technologies and new ICT trends such as Virtual Reality (VR), Internet of Things (IOT), Robotics; Programmable devices such as Arduino & Microbits; Block-based programming; 3D Design & Printing among others. DLOG is a mobile digital coach incorporated with new technologies & virtual concepts and expertise of tech experts.

Achievement for FY 2022-2023:

As at June 2023, the MDPA has attained 5,231 students in 57 schools (18) primary and (39) secondary schools.

1.4 TEKNOLOZI DAN OU PORTE (TDOP)

Teknolozi dan ou Porte (TDOP) an ICT-driven initiative of MDPA with the aim to promote 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 utilise all online government services.

Achievement for FY 2022-2023

As at June 2023, MDPA organised 8 editions of TDOP with 10,500 visitors' turnouts as follows:

- **Edition 1: At Plaisance Shopping Village, Grand Port from 16-18 September 2022 with 1,500 visitors**
- **Edition 2: At Mahogany Shopping Promenade, Pamplemousses from 15-16 October 2022 with 1,000 visitors**
- **Edition 3: At Salon de L'Industrie Locale at SVICC, Pailles from 02-04 December 2022 with 1,000 visitors**
- **Edition 4: At Grand Baie La Croisette, Riviere du Rempart from 21-22 January 2023 with 1,200 visitors**
- **Edition 5: At Coeur de Ville Flacq, Flacq from 25-26 February 2023 with 1,500 visitors**
- **Edition 6: At Bagatelle Mall, Moka from 17-19 March 2023 with 3,000 visitors**
- **Edition 7: Coding & Robotics Bootcamp and workshop in Rodrigues from 11-14 April 2023 for 102 students**
- **Edition 8: At Phoenix Mall, Plaine Wilhems from 28-30 April with some 1,200 visitors**

1.5 3D MANUFACTURING

The MDPA has been actively promoting the concept of Digital Fabrication in various sectors such as Education, Fashion, Agriculture and Manufacturing especially for SMEs.

For this financial year, awareness campaigns conducted as follows:

- All MITD institutions – 486 students
- Secondary institutions – 638 Students
- Polytechnics Mauritius – 40 Students
- Early Childhood Education Authority – 346 Educators
- Special Education Needs Authority – 30 Educators

3 sectoral workshops were organised that targeted

- The Fashion industry
- The Education Sector
- The SME Sector

Achievement:

As at June 2023, MDPA produced 601 3D Printed objects and has reached out 2,156 citizens. The statistics are as follows:

- **215 Print Services for students**
- **386 Print Services for SMEs**
- **1525 Students Trained in 3D Design and Printing**
- **30 SMEs Trained in 3D Design and Printing**

1.6 GOVERNMENT INTERNET OF THINGS NETWORK

The Government IoT (Internet of Things) Network Platform project is an initiative to establish a centralized platform for the management and analysis of data generated by IoT devices. The project aims to create an ecosystem of connected devices and sensors that can generate real-time data, which can be analysed to gain insights into various aspects of the country's infrastructure, environment, and economy.

Achievement:

As at June 2023, the MDPA has set up a **National IOT Platform, 4 Regional Antenna and a National IOT Policy** as follows:

- National IOT Platform on Things Network Technologies developed by the team Planning Research and Development at NCB & hosted at Government Online Centre
- National IOT Policy
- Regional Thing Network Antenna "Station 1" at Moka District Council
- Regional Thing Network Antenna "Station 2" at Flacq District Council
- Regional Thing Network Antenna "Station 3" at Mt Signal
- Regional Thing Network Antenna "Station 4" at FAREI
- Pilot "Smart farming project at FAREI" in progress
- Pilot "smart meter project at CWA Quartier Militaire" in progress
- Assistance to NEL "Smart Water Quality realtime Monitoring" in progress

1.7 OPEN DATA PORTAL

The Open Data Portal project is an initiative to provide access to a wide range of public sector data through a single online portal. The project aims to promote transparency, accountability, and innovation by making government data available to citizens, businesses, researchers, and other stakeholders.

Achievement:

As at June 2023, MDPA is finalizing the upgrading of the **Open Data and the Geoportal Portal, 75 New Datasets** were added and over 50 Datasets were updated. The Open Data Portal currently hosts 451 Datasets while the Geoportal projects around 20 Geospatial Maps.

1.8 GEOGRAPHIC INFORMATION SYSTEM (GIS) ASSET SYSTEM

The GIS Asset System is an initiative developed and hosted at the Government Online Centre that incorporates data from various sources, such as satellite imagery, aerial photography, and ground-based surveys. The system allows local authorities to track the location, condition, and other attributes of their assets, and generate reports and analysis based on that data.

(vii) Data Protection Office Achievements

1. E-DPO SERVICE

The Data Protection Office has implemented a new system, e-DPO, which is an Integrated System that enables controllers and processors to do their registration online on the website of the Data Protection Office. The e-service became live on 7 December 2022 and is available 24/7 and provides for:

- ❖ Online registration and renewal of controllers and processors with e-payment facility,
- ❖ Online search of registered controllers and processors,
- ❖ Online lodging of complaints and
- ❖ submission of forms (personal data breach notification form, data protection impact assessment form, transfer of data form, certification form and compliance audit form).

2. CERTIFICATION UNDER SECTION 48 OF DPA

In September 2022, the Data Protection Office issued the first Certificate of Compliance to a private company from the financial sector.

Certification is voluntary and demonstrates transparency and compliance with the DPA. It helps controllers or processors to demonstrate accountability and compliance with the Data Protection Act and build confidence and trust in the organisation together with the wider public.

(viii) Mauritius Post Ltd Achievement

1. REINFORCEMENT OF E COMMERCE CORRIDOR

Domestic E-commerce corridor has undergone improvement by reinforcing equipment and human resource to maximise processing of daily packets to efficiently handle the substantial day-to-day influx of inland parcels received at Post Office Counters.

2. THE VIRTUAL POST BOX/MY UNIVERSAL SHOP

All detained items are currently being processed in MUS whereby customers are being sent SMS messages to effect payment online in regards to taxes and duties. Customers can pay by credit card and using mobile money.

3. RELOCATION OF POST OFFICES

The Tamarin Post Office has successfully been relocated to a new office within Super U's shopping mall, having all brand-new amenities free of charge.

The Case Noyale Post Office has been accommodated in a newly rented building on the royal road near Civil status office to replace the old one which is in a very critical state for the security of both staff and customers. Efforts are being made to secure sponsors for the renovation of the old seaside building.

4. MOBILE SERVICE EXTENSION

Our main objective for extending mobile services to remote areas like Banane / Dubreuil / Bassin is to offer service to the residents by providing convenient access to essential services such as bill payment, postage, and pension transactions. It enhances inclusivity and ensures that vital services reach even those in harder-to-reach locations.

5. UPLIFTING BLACK RIVER

Black River Post Office was in a very bad state being a historical building, but huge investment was needed. Fortunately, the Mauritius Post Ltd received sponsorship by MJ development for the renovation of the whole building. An Official function held on 09 October 2023 in presence of Minister Mr. D. BALGOBIN of the MITCI to mark the opening of the newly renovated office.

6. SOUVENIR SHEET

MPL worked out Souvenir Sheet for China to commemorate the 50 years of Diplomatic relationship and MPL was granted 3500 Souvenir sheets worth Rs. 350,000 gain after sale.

7. NEW HARDWARE FOR THE DIGITAL SERVICE CENTRE

47 new ALL-IN-ONE computers and 80 ALL-IN-ONE printers were delivered by Mauritius Telecom under the Digital Service Centre project.

Moreover, it is to be noted that under this new agreement, the service provider (Mauritius Telecom) has been required by ICTA that the bandwidth for Internet connection be upgraded and also to provide 3G backup connections.

8. NEW SERVICES IN POSTGLOBAL

The PostGlobal application system has been upgraded to allow real time transactions with the following agencies:

- CIM Finance
- NanoCASH

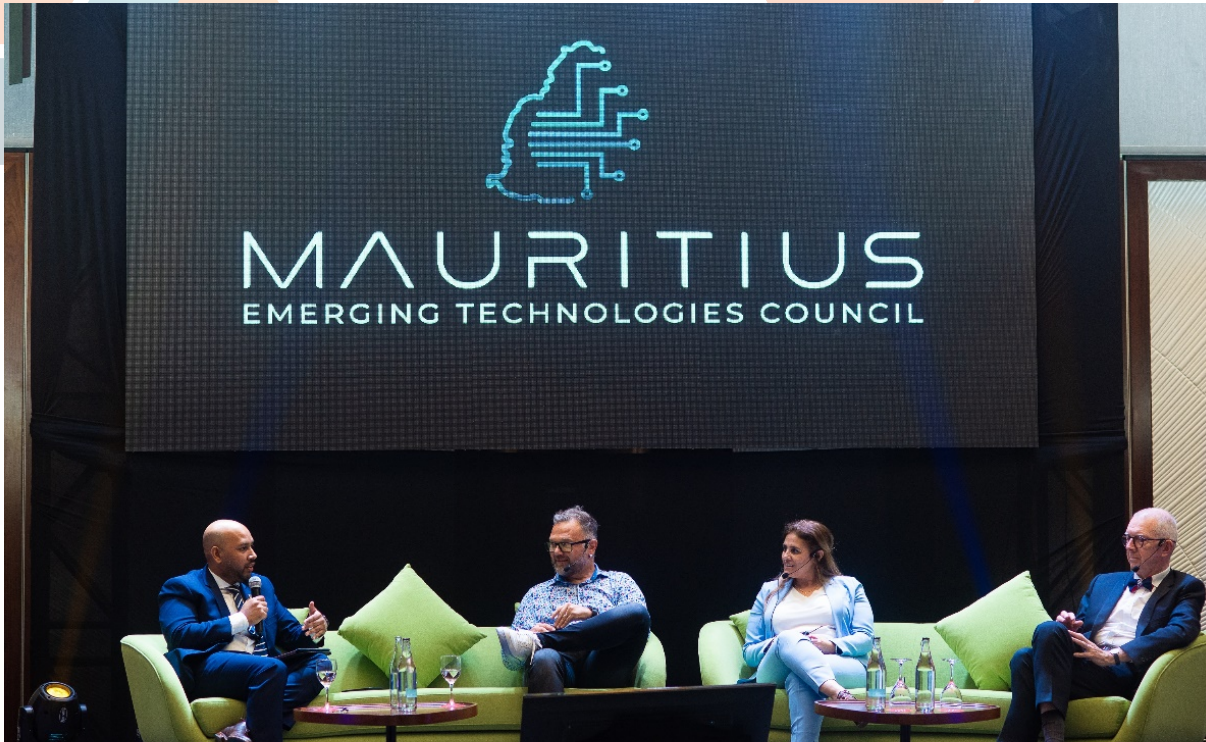
The system allows payment using debit and credit cards.

9. POSTGLOBAL CUSTOMER PORTAL

Pilot run with HSBC on the PostGlobal Customer Portal. The Customer Portal is a platform that allows contract customer to perform pre-booking of postal items prior to coming to the Post Office. This platform also allows track and trace functionality.

10. ECOMMERCE PLATFORM FOR SMEs WITH THE COLLABORATION OF MINISTRY OF INDUSTRIAL DEVELOPMENT, SMEs AND COOPERATIVES

List of 25 suppliers from SMEs have been contacted and a database of 5351 SMEs has been prepared to facilitate Ecommerce.



CIO Summit 2023: The METC officially launched by Minister Balgobin - 25 May 2023

(ix) Mauritius Emerging Technologies Council Achievements

MAURITIUS CIO SUMMIT 2023: A KEY MILESTONE IN DIGITAL ADVANCEMENT

The CIO Summit 2023, organized by the Mauritius Emerging Technologies Council and the launch of the Mauritius CIO Association, marked a significant step in the nation's embrace of digital technologies. This event focused on the integration of AI and other emerging technologies, underscoring their role in enhancing business efficiency and workforce empowerment.

HIGHLIGHTS AND THEMES:

AI INTEGRATION: Emphasis on the transformative role of AI in digital innovation and operational efficiency.

LEADERSHIP AND INNOVATION: Provided a platform for IT leaders to adapt to an AI-driven environment and foster innovative solutions.

EMERGING TECHNOLOGIES: Covered themes like digital business strategies, data platforms, customer experience transformation, and sustainability.

Impact on Mauritius:

- Enhanced understanding and adoption of digital technologies.
- Insights into global digital economy trends and sustainable development.
- Supported the advancement of modern software development approaches.
- This event significantly contributed to positioning Mauritius at the forefront of digital technology adoption and innovation.

Approximately 100 Tech leaders have joined the CIO association since its launch.

PART III

FINANCIAL PERFORMANCE

I. FINANCIAL HIGHLIGHTS

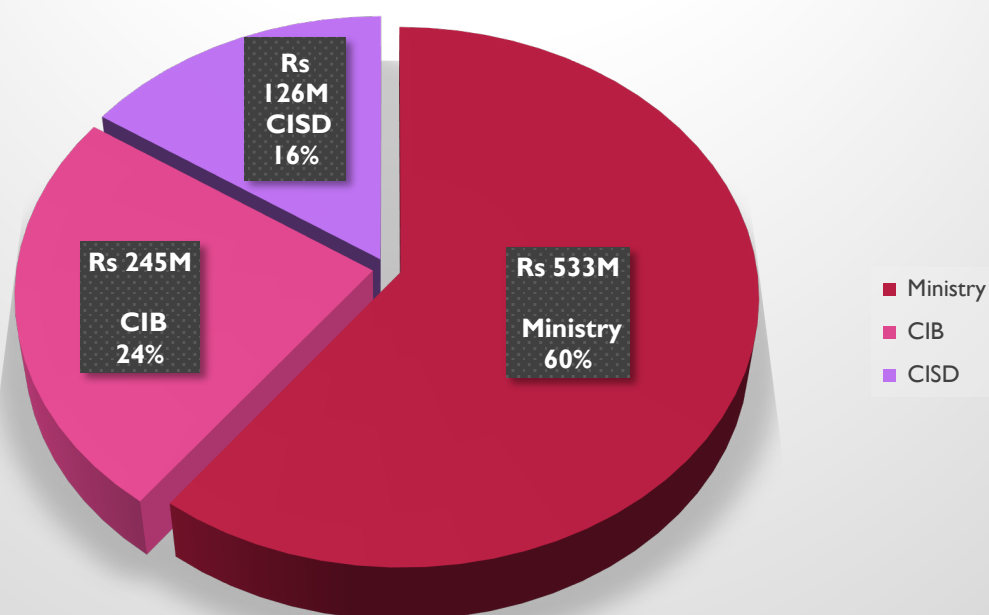
In the Estimates 2022-2023, the Ministry of Information Technology, Communication and Innovation was divided in 3 main Sub-Heads, namely:

- (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	2022-2023 Estimates (000)
VOTE 6-1 - TOTAL EXPENDITURE	906,000
of which	
Recurrent	667,000
Capital	133,000
Sub-Head 6-101: GENERAL	533,600
Recurrent Expenditure	374,900
Capital Expenditure	158,700
Sub-Head 6-102: CENTRAL INFORMATICS BUREAU	245,600
Recurrent Expenditure	196,000
Capital Expenditure	49,600
Sub-Head 6-103: CENTRAL INFORMATION SYSTEMS DIVISION	126,800
Recurrent Expenditure	118,900
Capital Expenditure	7,900
TOTAL	906,000

Allocation of Funds for MITCI in 2022-2023

Ministry of Information Technology, communication and Innovation



II. STATEMENT OF REVENUE AND EXPENDITURE

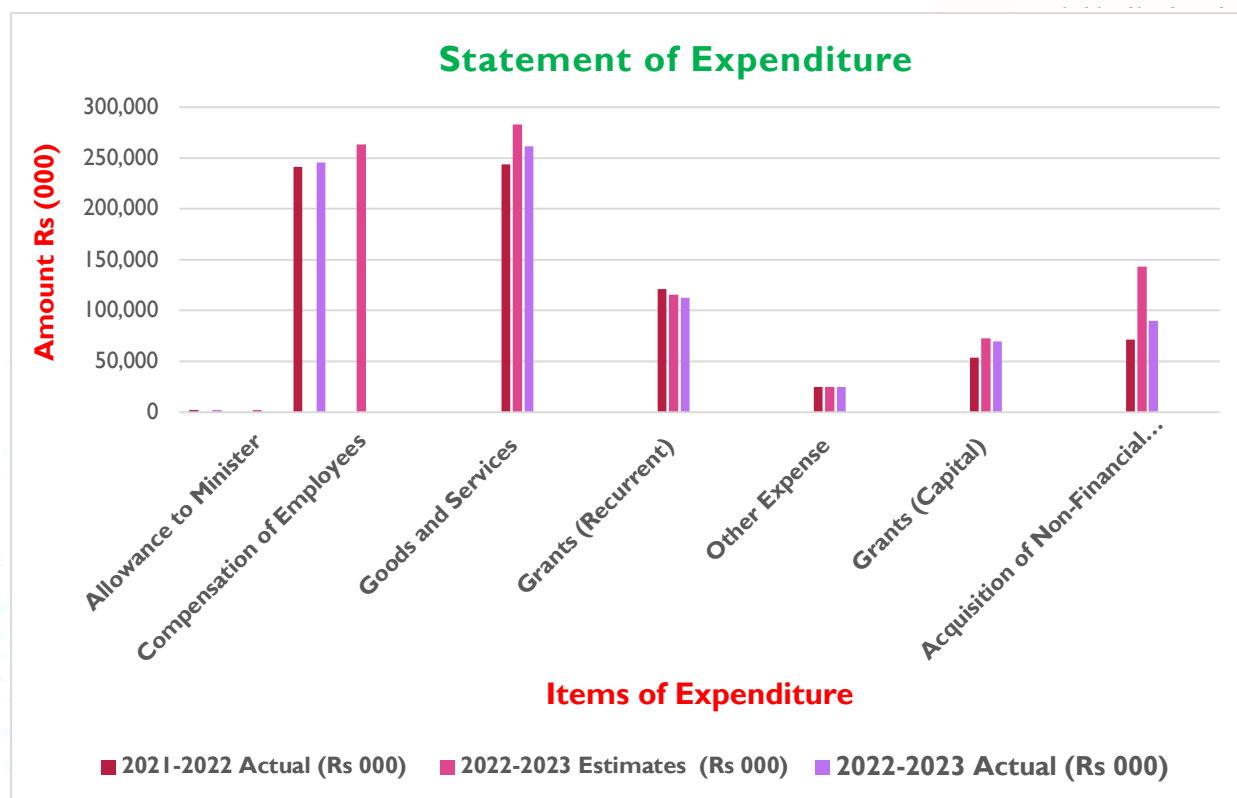
1. Statement of Revenue

Revenue	2020- 2021 Actual (Rs 000)	2021- 2022 Actual (Rs 000)	2022- 2023 Actual (Rs 000)
Data Protection Office	13,992	3,140	9,881

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	2021-2022 Actual (Rs 000)	2022-2023 Estimates (Rs 000)	2022-2023 Actual (Rs 000)
Allowance to Minister	241,326,476.03	2,400	241,326,476.03
Compensation of Employees	241,326,476.03	263,600	241,326,476.03
Goods and Services	243,894	283,300	261,286
Grants (Recurrent)	121,190	115,500	112,292
Other Expense	25,000	25,000	25,000
Grants (Capital)	53,774	73,000	69,706
Acquisition of Non-Financial Assets	71,498	143,200	89,983
TOTAL	759,082	906,000	806,522



The total performance of the Ministry turned around 89.02 % in 2022-2023.

STRATEGIC DIRECTION

