Ministry of Information Technology,
Communication and Innovation

FINANCIAL YEAR
2023-2024
ANNUAL REPORT

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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
OF INFORMATION TECHNOLOGY, COMMUNICATION AND INNOVATION

The Ministry of Information Technology, Communication and Innovation has made significant strides in transforming Mauritius into a digital nation since 2014. Our commitment to technological advancement has led to the successful implementation of numerous initiatives that have enhanced our citizens' quality of life and propelled our economy forward. Over the past decade, Mauritius has made remarkable efforts in embracing digital transformation, laying the foundation for a smarter, more connected society. This journey has been defined by our relentless pursuit of innovation and excellence, driven by a vision to establish Mauritius as a leading digital economy in the region. It gives me immense pride now to present the Ministry's Annual Report for the Financial Year 2023-2024.

This past year has been particularly momentous, marked by the launch of several key initiatives that will no doubt shape the future of our nation's digital landscape. At the base of the success of our achievements lie a robust connectivity both at the international and local level. Our telecommunication networks are currently being reinforced with the islandwide deployment of 5G technology. Such endeavour will further bolster our Internet connectivity, enhancing our global linkages and opening new doors for trade, innovation, and economic growth.

One significant achievement is the introduction of the Mauritius National ID Card (MNIC 3.0) in February 2024, which will play a transformative role in our public service delivery and digital identity framework. The new MNIC system also features a Mobile Wallet App with integrated Mobile ID, which will also offer, in the near future, a convenient and secure way for citizens to access other essential

documents like Birth Certificate, Marriage Certificate and the Driving licences of citizens.

We are also proud of the innovative solutions launched to improve citizen engagement with the Government. The introduction of the Government ChatBot and MAIA, a physical robot equipped with interactive capabilities, heralds a new era in digital services that are efficient, accessible, and user-friendly. Since its deployment on three pilot websites, the ChatBot has shown great promise, with an additional five websites being designated for integration over the past financial year. At this pace, we anticipate that the ChatBot will be implemented on more than half of all Government websites next year, significantly expanding its reach and impact.

The success of Government's digital services depends on their effective adoption by our fellow citizens. Therefore, enhancing the digital literacy of our people is crucial to ensure widespread uptake of these innovative services. Since the restructuring of the National Computer Board into the Mauritius Digital Promotion Agency (MDPA), the Ministry has been actively promoting a culture of ICT and supporting our digital transformation efforts. As part of our commitment to fostering an inclusive digital environment, the recent launch of the Digital Proficiency Course emphasises our dedication to equipping every Mauritian citizen with essential digital skills, targeting people at work and those who remain at home, including senior citizens, women and young girls.

These initiatives not only reflect our commitment to technological advancement but also underscore our vision of creating an inclusive digital society where every Mauritian can thrive. This would not have been possible without the dedication and collaboration of our partners across the public and private sectors. I extend my deepest gratitude to all stakeholders who continue to support our mission of digital transformation. Together, let us continue to build a prosperous digital future for all.

Hon Deepak Balgobin
Minister of Information Technology,
Communication and Innovation

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

As we compile this Annual Report for 2023-2024, it is essential to recognize the transformative journey undertaken by the Ministry of Information Technology, Communication and Innovation. Our achievements over the past year underline our unwavering commitment to enhancing Mauritius' digital infrastructure and promoting an inclusive digital economy. The achievements highlighted in this report reflect our continued dedication to realizing our vision.

A number of ICT initiatives are currently bearing their fruits now while others are expected to do so in the near future. The new MNIC 3.0 is another significant milestone that enhances security and efficiency in identity management. Its integrated Mobile Wallet App provides a comprehensive platform for citizens to manage vital documents securely and conveniently. The Mauritius Research and Innovation Council (MRIC) is partnering with the Indian Space Research Organisation (ISRO) for the building of a second satellite as part of the Mauritius Space Programme. The Government Chatbot is being extended to other Government websites for better service delivery to citizens. An ICT Blueprint for the digital industry of Mauritius is also in the pipeline.

Digital literacy is an important component of the ICT landscape for effective uptake of the digital solutions being made available to our citizens. The establishment of the Mauritius Digital Promotion Agency (MDPA) has been pivotal in driving forward our initiatives aimed at cultivating an ICT-savvy culture across all sectors. Our efforts to promote digital literacy through the Digital Proficiency Course have also yielded positive results. This newly introduced programme covers a wide range of topics, including digital literacy, online communication, data analysis,

digital marketing, and cybersecurity, and has been designed to equip our citizens with the essential digital skills and knowledge needed to thrive in today's digital landscape.

Moving forward, we will continue to focus on leveraging emerging technologies to drive innovation, enhance our competitiveness, and improve the overall well-being of our citizens. We are committed to fostering a digital ecosystem that supports economic growth, social development, and sustainable development. I would like to express my gratitude to the dedicated teams at the Ministry and our partners whose tireless efforts have contributed to these successes. We look forward to continuing our journey towards a digitally inclusive future, where innovation, security, and progress remain at the forefront of our national agenda.

Mr Doonunjoy DASSAYE
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 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	Mr. Doonunjoy DASSAYE	Permanent Secretary (w.e.f - 23 April 2024)
2	Mr Rajnish HAWABHAY	Chief Technical Officer (On leave without pay as from March 2023)
3	Mr Ramesh BHEEKHOO	Deputy Permanent Secretary
4	Mr Nazia Begum ALLY HOSSEN	Deputy Permanent Secretary
5	Mrs Parvashi MAHARAHAJE	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
	GOVERNMENT ONLINE CENTRE (GOC)	
16	Mr Vyankoj Sawant MULLOO	Manager/OIC-GOC
17	Mr Waziim DILMAHOMOD	Manager

DEPARTMENTS AND BODIES OPERATING UNDER THE AEGIS OF THE MINISTRY

- Central Informatics Bureau
- IT Security Unit
- Mauritius Emerging Technologies Council
- Computer Emergency Response Team of Mauritius
- Central Information Systems Division
- Government Online Centre (GOC)
- Data Protection Office
- Mauritius Digital Promotion Agency
- Mauritius Research and Innovation Council
- MITCI

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.

It 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

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;
- Promotes self-regulation among controllers and processors;
- Takes such measures as may be necessary to bring the provisions of the DPA to the knowledge of the general public;
- 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 (MDPA)

The Mauritius Digital Promotion Agency aims 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. 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 on the formulation of national policies in respect of the promotion, development of ICT and its applications.

The main activities provided by the Mauritius Digital Promotion Agency 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 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.

The main activities provided by the Mauritius Digital Promotion Agency are as follows:

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.

(7)   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.

(8)   THE GOVERNMENT ONLINE CENTER (GOC)

Information Technology, Communication, and Innovation, stands as a cornerstone of the Government's digital infrastructure. Since its inception in May 2005, the GOC has evolved into a state-of-the-art centralized data centre, dedicated to delivering essential government services to citizens, businesses, government officials, and overseas non-citizens.

From its modest beginnings with just five server racks, the GOC has expanded exponentially, now boasting an impressive 80-rack capacity for servers and equipment. The GOC has a robust infrastructure with wide range of network complexities serving its stakeholders on a 24/7 basis. It is steadfast in its mission to elevate digital accessibility, thereby enhancing service delivery. Committed to optimizing costs associated with Government IT Infrastructure, its priority is to ensure stringent security and privacy measures while championing the digital transformation of government services and fostering transparency, while upholding accountability

In its quest to solidify its position as a reference in Government Data Centres for the African Region, the GOC ensures strict adherence to International Data Centre Standards. Additionally, the GOC's dedicated team of professionals consistently innovates by spearheading centrally hosted e-Government projects. Notable projects include the Government Portal, the Government Email Infrastructure, and the Government Cloud Infrastructure which provides Infrastructure as a Service (IaaS) as well as Platform as a Service (PaaS).

The GOC also provides the following key facilities:-
- Internet access through the Government Intranet System (GINS)
- The Government Intranet Network Systems (GINS) is connected through the GOC to provide connectivity services towards different Government sites around the island.
- Web publishing and hosting facilities for Ministries / Departments and Parastatal Bodies
- The Government Portal has the web site of all Ministries, and departments, including parastatal bodies. Ministries and department web sites are regularly maintained and re-engineered when needed with the help of the webmasters of the Central Information Systems Division.
- Hosting of common and back-office applications
- Through the g-Cloud infrastructure, the hosting of eGovernment applications are deployed on a more efficient and secure manner. The g-Cloud infrastructure enables IaaS and PaaS capabilities which imply rapid deployment of services towards its stakeholders.
- Hosting of e-Services applications
- One of the flagship of the GOC is the development of front end interactive and transactional eServices that enable the different stakeholders to interact as well as transact with the Government.
- Server Hosting facilities (Co-location)
- As a data centre, one of the core functions of the GOC is to enable the hosting of servers within its premises.

(9)   THE COMPUTER EMERGENCY REPONSE TEAM (MAURITIUS) - CERT-MU

The CERT MU has been set up under Section 38 of the Cybersecurity and Cybercrime Act 2021, as a department of the Ministry of Information Technology, Communication and Innovation. The role of the CERT MU is to coordinate cybersecurity at national level, monitor internet threats and take appropriate remedial measures.

ABOUT OUR PEOPLE

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	5	1 Manager, Financial Operation 1 Assistant Manager, Financial Operations 1 Principal 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 39 Management Support Officer/ Employed to give assistance at MSO level 3 Confidential Secretaries 1 Word Processing Operator 1 Head Office Auxiliary 4 Office Auxiliaries
Receptionist/ Telephone Operator	2	
Driver	4	1 retired on 24.4.2024
Stores Attendant	1	

STAFFING POSITION OF THE **CENTRAL INFORMATICS BUREAU**
AS AT 30 JUNE 2024

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	14	1 retired in November 2023
Programme Manager	13	1 promoted Lead Programme Manager, CIB in December 2023 1 retired in January 2024
Assistant Procurement and Supply Officer	1	
General Services	8	1 Office Management Executive 1 Office Management Assistant 2 Management Support Officers 4 Office Auxiliaries
Assistant System Analyst	1	
Driver	1	

STAFFING POSITION OF THE **DATA PROTECTION OFFICE**
AS AT 30 JUNE 2024

GRADE	NUMBER OF OFFICER	REMARKS
Data Protection Commissioner	1	
Principal Data Protection Commissioner	1	
Data Protection Officer/ Senior Data Protection Officer	1	
Assistant Data Protection Officer	0	
System Analyst	1	
Assistant Financial Operations	1	
General Services	10	1 office Management Assistant 7 Management Support Officer 2 Office Auxiliaries
Receptionists/ Telephone Operator	1	

STAFFING POSITION OF THE **IT SECURITY UNIT**
AS AT 30 JUNE 2024

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

STAFFING POSITION OF THE **COMPUTER EMERGENCY RESPONSE TEAM MAURITIUS (CERT-MU)**
AS AT 30 JUNE 2024

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

GRADE	NUMBER OF OFFICER	REMARKS
GOC Managers (ex-NCB)	2	Redeployed to this Ministry on 01.08.2023
Database Administrator (GOC) (ex-NCB)	2	
Information Security Analyst (GOC) (ex-NCB)	1	
IT Technician (GOC) (ex-NCB)	3	
IT Officer (GOC) (ex-NCB)	5	
Network Administrator (GOC) (ex-NCB) (Personal)	4	
Portal Administrator (GOC) (ex-NCB) (Personal)	1	
System Administrator (GOC) (ex-NCB) (Personal)	5	
Web Developer (GOC) (ex-NCB) (Personal)	3	
Office Management Executive	1	
Management Support Officer	2	
Yep Trainee	1	

GRADE	NUMBER OF OFFICER	REMARKS
Director	1	
Deputy Director	1	
Technical Manager	2	
Senior Systems Analyst	19	
System Analyst	32	Include 1 officer on leave without pay
Assistant Systems Analyst/ Senior Assistant Systems Analyst	78	Include 1 officer on leave without pay, 1 officer on study leave with pay, and 1 officer appointed as Educator in a temporary capacity. Note: 23 officers have been appointed in a temporary capacity in the grade
Operations Manager	1	
Computer Operations Controller	2	
Computer Support Officer/Senior Computer support Officer (on roster)	43	Include 2 officers on leave without pay and 1 officer appointed as APS and 1 officer appointed as Educator in a temporary capacity.
Data Entry Controller	1	
Data Entry Supervisor	1	
Senior Data Entry Officer	2	
Data Entry Officer	6	Evanescent grade
Technical Assistant (ex- SMEDA)	1	Evanescent grade
Procurement and Supply Cadre	2	
Finance Cadre	2	
Human Resource Cadre	2	
General Services	13	
Confidential Secretary	2	

Driver	1	
Head Office Auxiliary and Office Auxiliary/ Senior Office Auxiliary	7	Includes one Office Auxiliary on leave without pay

PART II - MAJOR ACHIEVEMENTS FOR FINANCIAL YEAR 2023-2024

1.   CERT-MU

1. Embarked on Managed Service for the Security Operations Centre.
2. Certification Security Incident Management Maturity Model.
3. Cybersecurity drill for AfricaCERT and SADC in Maputo, Mozambique.
4. Completed and approved the National Cybersecurity Strategy 2023-2026.
5. Provided the Mauritius Housing Corporation assistance to perform a vulnerability assessment and penetration testing.
6. Facilitated 4 international technical training sessions through ITU Academy, benefiting over 49 countries.
7. Organized a cyber hackathon for secondary students and a poster competition on Internet Safety for primary students.

International Collaboration:
8. Assistance to Seychelles to establish its Computer Security Incident Respond Team in October 2023.
9. Contributed to the Open-Ended Working Group on ICT Normative processes in July 2023 and March 2024.

MAURITIUS AND TIKTOK UNITE FOR ONLINE SAFETY AND CYBERSECURITY

Publications:

10. Publication of guidelines on Cyber Ethics & AI and WIFI Open Access.

2. CENTRAL INFORMATICS BUREAU (CIB) ACHIEVEMENTS

1.1   MauPass eKYC
The MauPass mobile application can be now used to perform an eKYC by taking a selfie and taking a photo of the Identity card or Passport. The mobile app will confirm the person's identity and will activate 2FA on his profile.

Activation of 2FA enables availing of services like MoKloud which is a platform that stores documents like the birth certificate, marriage certificate, proof of address and payslips of Government officers. Documents can be accessed anytime, anywhere and also contain a QR code which can be verified through the Mokloud mobile app.

1.2 ChatBot

The Government Chatbot, which is powered by ChatGPT, has been enhanced through integration with WhatsApp and creation of a master bot comprising data from:

1. Citizen Support Unit;
2. Civil Status Division;
3. Ministry of Information Technology, Communication and Innovation;
4. Ministry of Industrial Relations, SMEs and Cooperatives (SME Division);
5. Registrar General's Department;
6. Ministry of Education, Tertiary Education, Science and Technology;
7. Ministry of Labour, Human Resources Development and Training; and
8. Passport and Immigration office.

Assistance provided to other Ministries/Departments

The Ministry of Information Technology, Communication and Innovation and its Departments have given necessary assistance and guidance in the implementation of the following transformative ICT programs:

- **Certificate of Character Project**

The existing Certificate of Character application has been enhanced to allow the public and companies to apply for and obtain a soft copy of the Certificate of Character which is digitally signed. The system also allows any institutions/companies to validate a Certificate of Character.

- **Case Management for Children's Court**

A Case Management System for the Children's Court has been implemented. The system will allow end to end processing of court cases, generation of cause list, cause book, court jacket and other reports. The System also generates statistics of cases. The Law practitioner can make online payment.

- **MoNatir mobile app**

The mobile application – MoNatir provides vital and dynamic environmental information to the public to make them aware of the quality of our environment. The features of the mobile app are Air Quality Index, penalties for major environmental offences, reporting of environmental offences and details of highly frequented beaches, environmental news.

- **RodMoFAD mobile app**

The RodMoFad mobile app, co-created with local fishermen, enables rapid satellite based localization of cutting edge Fish Aggregating Devices (FADs). Funded by Japan's "Support to Resilience through Digital Transformation and Capacity Development" project, this mobile app is reserved for registered small scale fishers.

- **Mobienet mobile app**

MoBienet is an innovative mobile application used to disseminate Health related information to Mauritian citizens. It also provides useful infection Prevention & Control materials and data to medical care workers both in the public and the private sector.

- **Computerisation of the Flight Clearance Office**

The project comprises the full computerisation of the Flight Clearance Office which is responsible for granting clearance for all aircrafts landing in Mauritius or overflying the Mauritius Flight Information Region. The project includes, among others, setting up of a database to store all information regarding flights and issuance of clearance to aircraft operators for better decisionmaking with a view to enhancing the efficiency of the Office. Management reports and Generation of statistics regarding flights are also available.

- **Laboratory Information Management System**

The project involves the implementation of a web-based laboratory management information system for the Food Technology Laboratory at Reduit and includes Sample Management, Barcode Labelling, Instrument Management amongst others.

- **Islandwide GINS Connectivity for Mauritius Police Force**

Procurement of networking equipment and data cabling to provide GINS network connectivity for Police Stations/Divisional Head Quarters across the Island in a phased wise manner.

- **eSocial Security Consultancy**

The services of a consultancy firm have been procured to update the existing technical specifications and RFP/bidding document for a turnkey e-social security solution to align with latest changes in international standards, technological advances in the field and latest policy decisions, among others.

- **ePassport Consultancy**

A Consultancy firm was appointed for reviewing and proposing recommendations in respect of business processes, policies, technology, institutional setup, regulatory framework, costing and funding, implementation and preparation of Request for Proposal for electronic passports (e-Passport).

3. IT SECURITY UNIT ACHIEVEMENTS

The achievements of the IT Security Unit include:

•   Security considerations have been completed for all government systems specifications requested in this financial year with involvement at various phases of digital projects – some 110 security advisories for government systems have been provided to date;

•   Sensitisation on IT security across the Civil Service has continued with additional 20 batches across some 10 Government sites targeting at least 490 officers;

•   The Automated ICT Security Incident System has continued operations at all Ministries and Departments. During the year, 7 consolidated security incidents were reported from Ministries and Departments to date covering phishing, spamming, user account compromise. 85% were phishing attacks targeting at least 30 Government sites;

•   The Unit has completed some 36 audits of departmental infrastructures/systems for respective Ministries;

4. MAURITIUS RESEARCH AND INNOVATION COUNCIL ACHIEVEMENTS

Gender-Based Violence Observatory (GBVO)

Public Launch Event on the occasion of IDEVAW on 25th of November 2023

The GBVO Bulletin, website and clips were the main substance of the public launch event organized by the Ministry of Gender Equality and Family Welfare on the occasion of the International Day for Elimination of Violence against Women (IDEVAW) on Saturday 25th of November 2023 at the Octave Wiehe Auditorium, Reduit. The Hon Prime Minister who was chief guest of this event launched these materials in the presence of the Hon Min of Gender Equality and Family Welfare and the Hon Minister of Information Technology Communication and Innovation. The event was attended by some 800 participants. The GBVO website is now live and the legal literacy video clips have been broadcasted by the MBC during a 16-day activism campaign following the IDEVAW with funding support from the UNFPA.

Call for Proposals

A Call for Proposals under the Innovation Boost Grant was launched in September 2023 for the implementation of short-term and medium-term priority projects identified in the National Roadmap for Research and Innovation. 26 projects have been approved for funding by the Board for the sum of Rs 74.2 M, of which MRIC's contribution is MUR 38.1 M). 19 projects are currently ongoing.

Collaboration between MRIC and ISRO for the implementation of the India Mauritius Joint Satellite

MAURITIUS AND INDIA REINFORCE COLLABORATION FOR JOINT DEVELOPMENT OF A SATELLITE

On the 1st of November 2023, the Mauritius Research and Innovation Council (MRIC) and India Space Research Organisation (ISRO), signed a Memorandum of Understanding highlighting the modalities for the design, build, launch, deployment, and control of the India-Mauritius Joint Satellite (IMJS). The signing ceremony was held in the presence of Hon. D. Balgobin, Minister of Information Technology, Communication and Innovation and Hon. Shree V. Muraleedharan, Minister of State for External Affairs & Minister of State for Parliamentary Affairs, Republic of India.

The IMJS will be Mauritius' second satellite after MIR-SAT1. The whole project will be fully funded by the Government of India and implemented by ISRO in close collaboration with MRIC. ISRO and MRIC engineers will work in collaboration to design, assemble and integrate, test, launch, deploy and control and operate the IMJS.

National Innovation Challenge – 3rd edition

The 3rd edition of the National Innovation Challenge was held in November 2023. The projects selected were as follows: 17 General categories, 5 Rodrigues Innovation Challenge and 4 Mauritius Plastic Challenge. Each finalist was provided a seed money of Rs 20,000, along with a Mentor from one of four MRIC accredited National SME Incubator Scheme (NSIS) incubators for the Idea Acceleration Phase. During this phase, they had to further consolidate their ideas and come up with a realizable plan/prototype or concept within a given time scale of 2 months. All the phases of the competition were broadcasted through 34 episodes as 'Inove Moris, National Innovation Challenge' on the MBC Channel 1 from the 11th March to 28th May 2024. 9 ideas were rewarded.

5. CENTRAL INFORMATION SYSTEM DIVISION (CISD) ACHIEVEMENTS

The Central Information Systems Division (CISD), a division of the Ministry of Information Technology, Communication and Innovation, is responsible for the operational aspects of ICT in Government has supported Ministries and Departments through ICT. This support spans over the provision of well-skilled ICT staff, administration of ICT systems, database administration, network administration, Computer equipment troubleshooting and Government Payroll processing among others.

Some projects that have been implemented during the Financial Year 2023-24 are as follows

1. E-Payroll System
The Payroll System was first implemented in 1995 by the State Informatics Ltd. It had a stand-alone Architecture developed in Oracle with Oracle RDBMS 7.1.6 Database. CISD undertakes the processing of monthly payroll for all Ministries and departments (about 55 000 employees). The platform on which the payroll application was developed has been desupported. This has triggered the adoption of a new approach for the whole payroll process, while at the same time ensuring that the payroll objectives are met.

The E-Payroll is a web-based application and has been developed entirely by the Application Development Unit of the CISD. Digitally signed electronic payslips with QR code are accessible via the platform at https://mokloud.govmu.org. These features ensure the authenticity of the information on the E-Payslip. The system has been designed with a view to eliminate paper usage, thereby, complying with the Sustainable Development Goals (Goal 13 – climate action and Goal 15 – Life on Land) of the United Nations. Payroll reports and payslips are no longer printed at CISD. The elimination of printing and overtime cost has also led to a reduction of around Rs 2 million annually on the CISD payroll budget.

Action is underway for statement of emolument to be made available on MoKloud platform with a QR code.

2. Voice-Over-IP (VoIP)

With advancement in Telecommunication technology, VoIP involving the transmission of voice over the Internet has become very popular. Many organisations have replaced their traditional telephony system by a VoIP system. CISD has taken cognizance of the evolution of telephony systems and has introduced a Voice-Over-IP system which takes advantage of the Government Intranet System (GINS). This system allows communication within the GINS without any telecommunication charges. The system was previously implemented at the CISD and National Assembly. For the Financial Year 2023-24, the VoIP system has been implemented at CERT-MU and Meteorological Services.

3. Flight Clearance System

A Flight Clearance System has been developed for the Department of Civil Aviation and its aim is to facilitate the application process for flight clearance by flight operators and expedite the approval process. This system enables flight operators to submit their clearance requests digitally, streamlining the overall process and reducing delays. It also provides a platform for authorities to review and process applications efficiently.

4. Animal Production Management System

The Animal Production Management System (APMS) has been computerised for the Poultry Breeding Centre which falls under the Ministry of Agro Industry and Food Security, to be used as a tool for better management of breeding stock namely chick, duck and turkey. The APMS is a web-based application covering activities of four units - Quarantine, Farm, Hatchery and Sales units of the Poultry Breeding Centre (PBC).

5. Settlement of Dispute System

This System has been developed for the Motor Vehicle Insurance Arbitration Committee (MVIAC), which falls under the purview of the Ministry of Land Transport and Light Rail. The system facilitates the retrieval of information pertaining to disputes between insurers and insurance policy holders. It also keeps track of the status of applications and provides reports for decision making.

6. MAURITIUS DIGITAL PROMOTION AGENCY ACHIEVEMENTS

3D Printing Project

Awareness session for Polytechnics Mauritius and Secondary Schools students

In line with its mandate to promote innovation technology in various spheres of the economy, MDPA extended its facilities towards the Polytechnics Mauritius and secondary schools students by offering training sessions on 3D designing and 3D Printing. Education tours were also organised at the MDPA 3D Printing centre to enable students and lecturers to have a clearer insight on the technology. 213 tertiary students (including lecturers) and 1444 secondary students benefited from MDPA 3D Printing services.

Secondary Schools Students

In addition to awareness sessions conducted in Polytechnic Mauritius, a launching ceremony was organised at Manilall Doctor State Secondary School, Lallmatie on Wednesday 20 March 2024 to mark the opening of the 3D Printing awareness campaign in secondary schools. Since then some 1444 secondary students pursuing studies in Design & Technology and computer studies benefited from the awareness sessions around the island.

Children Innovative Learning & Design (ChILD) Programme

DIGITAL PROFICIENCY COURSE LAUNCHED TO ENHANCE NATIONAL DIGITAL LITERACY

Achievements for FY 2023/24

- ChILD programme has been successfully rolled out in 68 primary schools (Govt & RCEA) and 17 Special Education Needs (SEN) schools.
- Some 5,517 pupils from primary schools and 129 pupils from SEN schools have benefitted from the ChILD programme.
- 90 Teachers were empowered during Capacity Building /Training-of-Trainers Workshops to deliver the ChILD programme in their respective schools. The workshop was oeganised by the MDPA in collaboration with the MIE.

It is to be highlighted that good response and positive feedback have been received from the school community with regard to the ChILD Programme.

Digital Lab on the Go

Digital Lab on the Go, aims to bring digital empowerment to citizens at the National Level. By providing digital skills, tools, and technologies, the project seeks to bridge the digital divide, promote digital literacy, and foster innovation and entrepreneurship in the digital sector. Through its implementation, the project aims to create a digitally inclusive society that benefits all citizens of Mauritius.

The Digital Lab: is bringing cutting-edge technology straight to the doorstep of citizens. It offers free, interactive demos on emerging technologies in various localities across Mauritius on:
- Virtual Reality (VR)
- Digital Innovation - IoT & GIS
- Robotics & Sensors
- 3D Printing & Fabrication
- Digital Government

Digital Inclusivity: For the financial year 2023/2024, MDPA Digital Lab on the Go (DLOG) initiative has empowered **7,435 citizens** across **89 regions** in Mauritius against an initial KPI of 6,000 citizens.

This project is a significant step towards creating a digitally inclusive society in Mauritius. By providing citizens with access to cutting-edge technologies, we can empower them to participate fully in the digital revolution

Geographic Information Systems

GIS, or Geographic Information Systems, are IT tools to store locations of assets, visualize them on a map for their management, analysis and decision making. GIS are in use in Mauritius by several Institutions in 'silos' mode where projects are implemented independently, hosted locally and most often with costly commercial ArcGIS tool.

MDPA has set up the National GIS (NGIS) Platform with the following objectives:
- Shared infrastructure (Software, Servers and Storage)
- Cost of ownership for projects lowered (Open Source QGIS)
- Inter-operability of data residing on same platform
- Data, with varying security rights, can be shared among Institutions
- Avoid duplications of data entry and updates for common assets
- Sharing of knowledge and best practices
- Some Data can be released for Open Data
- MDPA successfully kick started the National GIS Platform, a precursor for this technology for public sector with the GIS Assets system for 12 Local Authorities, as part of the iCouncil project, to manage assets such as roads, drains, electric poles, buildings, amenities and projects to enable them to make quick informed decisions for maintenance, repair or replacement. During FY 2023-2024 the pilot system of District Council of Moka has been replicated to all other Municipalities and District Councils and training on the utilisation of the system as well as data cleaning has proceeded.

International Days – Technology Worldwide

In view of the membership and commitments of Mauritius to various international organisations, such as ITU, MDPA has organised regularly programmes and events to commemorate international ICT events, such as World Telecom and Information Society Day (WTISD) or Girls in ICT Day (GIID).

For 2024, to celebrate International Girls in ICT Day 2024, the Mauritius Digital Promotion Agency (MDPA) operating under the aegis of the Ministry of Information Technology, Communication and Innovation (MITCI) organised the following 2 projects :-

• **Bootcamp - 3D Printing Technology**
The MDPA organised a 2 day Bootcamp on 3D Printing Technology for girls of state secondary students from Zone 1 and Zone 2 as phase I of the project. Each state secondary schools were requested to nominate 5 girls to participate in the Bootcamp.

The objectives of organising the Boot Camps are as follows:
• Initiate Girls on the concept of 3D Printing Technology.
• Enable development of 3D designing skills for future benefit.
• Inspire and encourage fabrication of useful objects in team, since a young age.
• Promote more girls in the STEM Education

Some 59 girls from the state secondary schools of both Zone 1 and Zone 2 participated on the 2 days Boot Camp. They were introduced to 3D Printing, 3D Designing and Slicing. To ensure that the students have grasped their lessons on day 2, they were devoted to hands-on assignments and a competition where each Team designed an object. The assessment of the teams design are yet to be finalized by a panel of Jury members from MIE and Academy of Design and Innovation (ADI).

The bootcamps for students from Zone 3 and 4 have been scheduled in July/August 2024 school holidays.

• **Career Counselling**
The second programme was the organisation of Career Counselling sessions focusing on encouraging Girls to embrace studies and careers in IT. In Mauritius, due to lack of institutional resources, career guidance counselling for youngsters, touch very few students and covers all fields and not specifically IT.

The objectives of the programme are to address the following:
• a lack of guidance and counselling to encourage girls to take IT studies
• widening gap in uptake of IT subjects by girls
• perception that IT is a man's domain - physical set up of network, servers, equipment
• wrong perception that IT equates to Call Centres and night shifts
• peer pressure from friends and parents who are convinced that professionals in fields such as finance or accounting or law are better remunerated than their IT counterparts
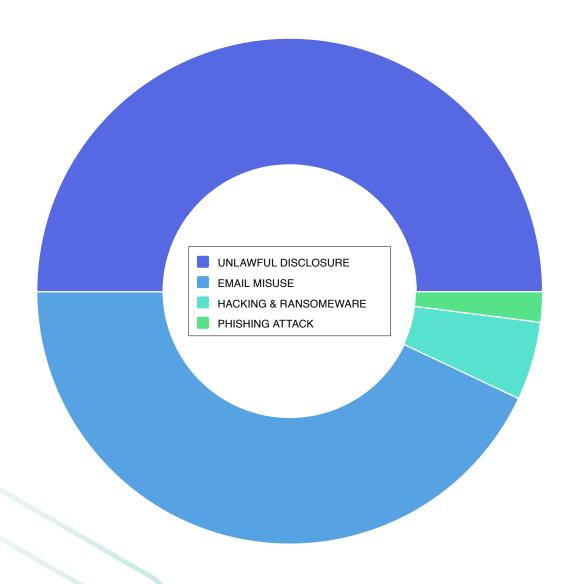
7. DATA PROTECTION OFFICE ACHIEVEMENTS

European Union Adequacy

The DPO prepared and submitted a comprehensive report in 2022, in compliance with the adequacy requirements established by the EU, for the European Commission (EC) to conduct an objective assessment of data protection in Mauritius.

Sensitisation

One of the key functions of this office is to implement measures necessary to inform the general public about the provisions of the Data Protection Act (DPA). Throughout 2023, numerous awareness-raising activities were conducted to achieve this goal.

Legend:
- UNLAWFUL DISCLOSURE
- EMAIL MISUSE
- HACKING & RANSOMEWARE
- PHISHING ATTACK

8.   MAURITIUS EMERGING TECHNOLOGIES COUNCIL ACHIEVEMENTS

1. Organisation of AI Summit

The AI Summit held in May 2024 was a significant event organized by the Mauritius Emerging Technologies Council. It was designed to foster international collaboration, promote technological advancements, and discuss the transformative potential of artificial intelligence (AI) across various sectors. The summit drew an impressive lineup of speakers, participants, and sponsors, reflecting its importance on the global stage.

The summit featured a diverse array of 24 distinguished speakers and panelists from 10 different countries, bringing a broad range of perspectives and expertise to the discussions. This international representation underscored the global relevance of the topics covered and highlighted Mauritius as a key player in the AI and technology landscape.

The AI Summit featured six expert panels that drove forward critical conversations on the future of AI. Additionally, there were four keynote speeches offering comprehensive insights into emerging trends and technologies. Notable among the speakers was H.E. Omar Sultan Al Olama, Minister of State for Artificial Intelligence in the United Arab Emirates, whose keynote address provided valuable perspectives on AI adoption and innovation.

The summit reinforced Mauritius' position as a pivotal player in the technological landscape, attracting global participation and fostering significant industry collaboration. The event facilitated international partnerships and underscored the importance of collaborative efforts in driving technological innovation.

2. Organisation of National Expo

Under the patronage of UNESCO, the Expo highlighted a variety of groundbreaking innovations, among many others, including:
•   **Drone Technology and Smart Agriculture**: Cutting-edge developments in unmanned aerial vehicles and smart farming techniques.
•   **Internet of Things (IoT**): Innovations for integrating IoT into future living environments.
•   Automation for Enterprises: Solutions for streamlining business operations with automation.
•   **AI in Telecommunications**: Advanced data processing and communication technologies.
These innovations reflect the broad scope and forward-thinking nature of the expo, demonstrating the rapid advancements in emerging technologies.

The Expo reinforced Mauritius as a pivotal player in the technological landscape, attracting significant global participation and fostering extensive industry collaboration.

3. Organisation of Industry Day

The event saw robust participation from both industry and academia, with 55 organizations represented and 22 exhibition stands showcasing cutting-edge technologies and innovations. This blend of industry leaders and academic experts facilitated rich discussions and the exchange of ideas, fostering a collaborative environment aimed at driving forward AI innovation. Industry Day was marked by 19 presentations from 14 organizations. These presentations showcased the latest advancements in AI, cloud integration, cybersecurity, data analytics, and telecommunications. The event facilitated the launch of new technologies and provided a platform for thought leadership, further establishing Mauritius as a hub for technological innovation.

Key Topics and Discussions

The summit covered a range of critical topics, including:

- **AI and Automation:** Exploring the role of AI in automating processes and enhancing efficiency across various industries.
- **Cloud and AI Integration**: Discussing the integration of AI with cloud technologies to drive innovation and improve scalability.
- **AI in Cybersecurity**: Addressing the use of AI in strengthening cybersecurity measures and protecting against emerging threats.
- **Data Analytics and Predictive Analytics**: Highlighting the importance of data analytics in deriving actionable insights and predicting future trends.
- **Innovation in Telecommunications**: Showcasing advancements in telecommunications driven by AI and their impact on connectivity and communication. The event facilitated substantial industry collaboration, with multiple organizations presenting and launching new technologies, emphasizing Mauritius's role in technological innovation. Notably, there were 21 occasions where the audience experienced or were announced about new services, products, and the celebration of technology by the exhibitors who took the central stage.

The diverse participation, high-level sponsorship, and engaging discussions underscored the summit's impact and its role in shaping the future of AI. The event's achievements highlight Mauritius' commitment to becoming a leader in AI and emerging technologies, setting the stage for continued growth and innovation in the sector.

The presentations highlighted cutting-edge advancements, while showcasing diverse technologies across the exhibition stands for the Industry day.

PART III - FINANCIAL PERFORMANCE
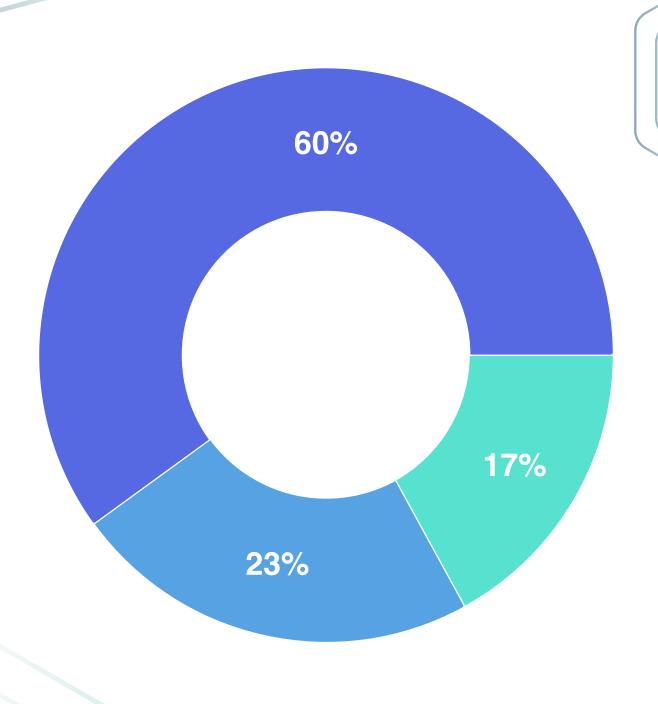
I.   FINANCIAL HIGHLIGHTS

The Budget allocation for the Financial Year 2023-24 was Rs 927,000,000 for the Ministry of Information Technology, Communication and Innovation under Vote 16-1. In the Estimates 2023-2024, the Ministry was divided in 3 main Sub-Heads, namely:

(i) General, that is, the Administration, Finance, Human Resource, Procurement Divisions, IT Security Unit, Data Protection Office, and Government Online Centre (GOC);
(ii) The Central Informatics Bureau (CIB); and
(iii) The Central Information Systems Division (CISD).

The budget estimates of the three Sub-Heads under the vote of the Ministry of Information Technology, Communication and Innovation are as follows:-

Details	2023-2024 Estimates (000)
VOTE 6-1 - TOTAL EXPENDITURE	**927,000**
of which Recurrent	738,300
Capital	188,700

Details	2023-2024 Estimates (000)
Sub-Head 6-101: GENERAL	560,700
Recurrent Expenditure	405,100
Capital Expenditure	155,600

Details	2023-2024 Estimates (000)
Sub-Head 6-102: CENTRAL INFORMATICS BUREAU	213,300
Recurrent Expenditure	208,800
Capital Expenditure	4,500

Details	2023-2024 Estimates (000)
Sub-Head 6-103: CENTRAL INFORMATION SYSTEMS DIVISION	153,000
Recurrent Expenditure	124,400
Capital Expenditure	28,600
TOTAL	927,000

ALLOCATION OF FUNDS FOR MITCI
IN 2023-2024

60%

23%

17%

- Ministry
- CIB
- CISD

II. STATEMENT OF REVENUE AND EXPENDITURE

1. STATEMENT OF REVENUE
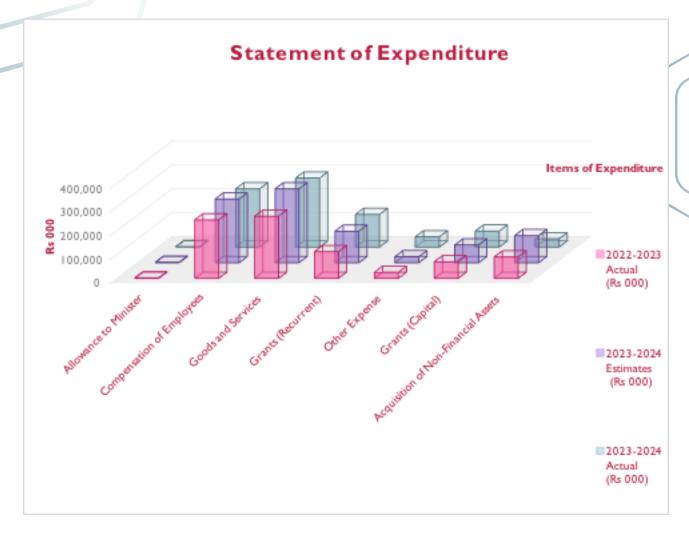
Revenue	2021- 2022 Actual (Rs 000)	2022- 2023 Actual (Rs 000)	2023- 2024 Actual (Rs 000)
Data Protection Office	3,140	9,881	9,408

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	2022-2023 Actual (Rs 000)	2023-2024 Estimates (Rs 000)	2023-2024 Actual (Rs 000)
Allowance to Minister	2,400	2,400	2,400
Compensation of Employees	245,855	267,800	244,845
Goods and Services	261,286	310,600	290,216
Grants (Recurrent)	112,292	132,500	137,096
Other Expense	25,000	25,000	43,179
Grants (Capital)	69,706	74,500	67,420
Acquisition of Non-Financial Assets	89,983	114,200	34,777
	806,522	**927,000**	**819,933**

STATEMENT OF EXPENDITURE

The total performance of the Ministry turned around 89.03 % in 2023-2024.

PART IV – WAY FORWARD

STRATEGIC DIRECTION

Strategic Direction	Enabler
Transform Mauritius into a highly connected, innovation-driven and competitive nation	• Support research and knowledge transfer with private firms to stimulate innovation • Conduct research in national priority areas • Implement schemes to support start-up and SME innovation ecosystem • Create a pool of talents in ICT sector to improve skills mix
Accelerate digital transformation in Government	• Operationalise the Mauritius Digital Transformation Agency to lead digital transformation across Ministries and Departments • Formulation of an ICT Blueprint which will include a roadmap for the digitalisation of Government services in the short, long and medium term • Upgrading of the current GINS infrastructure to cater for additional sites and higher speed connectivity
Strengthen cyber security	• Implement the National Cyber Security Strategy for 2023-2026 • Implement the Critical Information Infrastructure Protection Framework • Set up an Interactive Cyber Simulation portal to improve cybersecurity protection and incident response capabilities at national, regional and international levels
Ensure business continuity	• Set up a Disaster Recovery Site to increase resilience and ensure continuity of vital business processes • Extension of the GOC Data Centre to enable it host upcoming high priority projects within the Government Infrastructure
Allow citizens to access user-friendly e-services for seamless transactions	• Introduction of a vital assistant/digital human on the Government portal as well as a humanoid (robot) to facilitate interaction of citizens with Government services and enhance customer experience • Set up the "MauPass-Corporate" (single corporate digital identity) to provide an authentication system for corporate entities • Develop and encourage adoption of emerging tech applications • Market Government e-services to increase uptake among the population