Ministry of Information Technology, Communication and Innovation

# A BLUEPRINT FOR MAURITIUS A BRIDGE TO THE FUTURE

## DIGITAL TRANSFORMATION 2025-2029

**May 2025**

mitci.govmu.org

## The President of the Republic of Mauritius

### Foreword

Mauritius stands at the threshold of a defining and pivotal chapter in its national development digital era powered by Artificial Intelligence (AI) including Generative, Agentic and emerging forms of Artificial Intelligence where opportunity, innovation and resilience converge. This Digital Transformation Blueprint (2025-2029) is not merely a roadmap; it is a bold declaration of our collective commitment to building an inclusive, citizen-centric and forwardlooking digital Republic.

Recent global events, particularly the COVID-19 pandemic, have demonstrated the vital importance of digital infrastructure and connectivity in maintaining social, economic and business continuity. While underlining the critical importance of technology enabled remote learning, e-services and digital finance, trade and commerce, they also exposed persistent gaps in access and digital readiness. This Blueprint is a timely response: a comprehensive and inclusive strategy to ensure that no citizen is left behind in our journey toward a smarter, more connected Mauritius.

Structured around four strategic pillars and five national enablers, the Blueprint provides clarity of purpose and direction. It outlines how government will deliver digital public services that are fast, secure, accessible and ordinary citizen-centric. It also aims to strengthen digital skills for all, foster innovation and private sector growth and build a sustainable digital ecosystem that is both green and resilient.

The first pillar, **Digital Bridge to the Future,** aims to modernise public service delivery through unified data centres powered by technologies such as Mobile ID and digital documents. The second pillar, **Human Capital - Digital Skills for All,** focuses on equipping all citizens with the tools and training to participate meaningfully in the digital economy. The third, **Economy - Innovation and Private Sector Growth,** supports entrepreneurship, startup ecosystems and Public-Private-People partnerships to unlock innovation. The fourth pillar, **Planet - A Sustainable and Resilient Digital Future,** promotes climate-conscious technologies and eco-friendly digital practices .

These pillars are supported by enablers that will drive successful implementation: robust digital infrastructure, modern legal frameworks, effective institutional governance, cybersecurity and trust and a national data strategy powered by artificial intelligence and analytics. Together, they form the backbone of a trustworthy and secure digital transformation.

Yet, the essence of this strategy is not found solely in systems or technologies, but in the lives it transforms. A truly digital Mauritius means that a student in Rodrigues or Chamarel can access quality online classes and educational resources without barriers; an elderly citizen in Mahebourg can consult a doctor via telemedicine without leaving home; a self-employed artisan in Goodlands can showcase handmade products through an online marketplace; a young graduate in Rose-Hill can launch a mobile app with cloud support and digital financing; a planter in the North can access real-time climate data and smart irrigation systems; and a small enterprise in Port Louis can manage transactions through mobile payments and grow its customer base beyond our shores. This is the promise of digital inclusion-where technology empowers every citizen, bridges geographic and social divides and drives national development.

As President of the Republic, I reaffirm my deep commitment to a digital transformation that upholds the values of equity, transparency, and national unity. This Blueprint aligns seamlessly with our broader transformational and developmental goals and the aspirations of our people. It is a call to action to every citizen, institution, and stakeholder.

Let us seize this moment, not only to digitalise processes, but to reimagine governance, reenergise innovation and restore trust in public service delivery. In doing so, we will position Mauritius not just as a digital nation, but as a beacon for inclusive and sustainable development in the region.

The digital age will not wait. The time to act is now. Let us move forward together with courage, clarity and a shared commitment to shaping a digital future worthy for our people and for future generations.
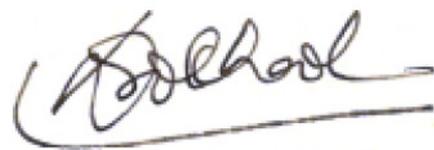
**Dharambeer Gokhool, G.C.S.K.**
President of Republic of Mauritius

## Prime Minister
## Republic of Mauritius

**Foreword**

Mauritius stands at a defining moment in its history. As we navigate a fastchanging global environment shaped by digital disruption, climate imperatives and socio-economic transitions, we must ensure that no citizen is left behind in our journey towards a smart, inclusive and sustainable future.

The Digital Transformation - A Blueprint for Mauritius: A Bridge to the Future, is a strategic roadmap that outlines Government's commitment to modernising public services, empowering our people through technology, strengthening national competitiveness and safeguarding the values of trust, inclusion and sustainability of our democratic values.

At the heart of this transformation lies a simple, yet powerful belief: Technology must serve people. Our mission is to make public services efficient, more user-friendly and accessible to all in every nook and corner of our Republic. We live in a world where technology is evolving faster than ever before. The pace of change compels us not just to adapt, but to lead. Across the globe, countries are rethinking governance, service delivery and economic growth through the lens of digital transformation.

This strategic document is about unlocking opportunity. It is about giving every Mauritian student the tools to learn from anywhere, giving every small business the platform to thrive online and giving every elderly citizen the ability to access services with dignity and ease. It is about harnessing the power of data, digital infrastructure and artificial intelligence to deliver services that anticipate needs, protect privacy, restore trust and promote an AI literate nation.

Most importantly, this Blueprint is fully aligned with the Government Programme 2025-2029 and the United Nations Sustainable Development Goals (SDGs). It provides a clear implementation pathway, backed by measurable targets and mechanisms for continuous learning and feedback.

Our vision is clear, concise and highly impactful to transform Mauritius into a digital nation where every citizen can live, learn, work and grow with pride and confidence. This transformation is not just about technology - it is about people. It is about enabling digital dignity, protecting freedom and ensuring that innovation serves our collective wellbeing.

As Prime Minister, I reaffirm my unwavering commitment to making this vision a reality. I invite all Mauritians - young and old, public and private, rural and urban, to take ownership of this transformation. Let us move forward together, with unity and determination, to shape a digital Mauritius that is globally competitive, environmentally responsible and above all, human-centered.

Let this Blueprint graduate from a document to becoming the driving force behind a new era of inclusive progress and national pride.
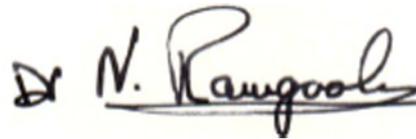
**Dr the Hon Navinchandra Ramgoolam, GCSK, FRCP**
Prime Minister

## Minister of Information Technology, Communication and Innovation

**Foreword**

The Republic of Mauritius stands at a pivotal moment in its journey towards becoming a smart, inclusive and future-ready nation. The time has come to catalyse a whole-of-nation digital transformation—one that leaves no citizen behind, powers economic growth and embeds trust at every level of interaction between people, businesses and government.

**The Blueprint for Mauritius- A Bridge to the Future- Digital Transformation 2025-2029,** marks a bold step forward in this national endeavour. It provides a strategic, people-centric and actionable roadmap that aligns with the Government Programme 2025–2029, the Organisation for Economic Co-operation and Development (OECD) and the Sustainable Development Goals. Grounded in global best practices and shaped by the voice of citizens, this digital charter outlines a transformative vision: to reimagine the delivery of public services, empower human capital through digital literacy, foster a thriving digital economy and ensure environmental and digital sustainability through innovation.

Our mission is clear—to foster a resilient digital ecosystem where every citizen has the access, skills, tools and confidence to engage with government and the digital economy. It is a mission that demands agility, equity, and trust as we reform outdated systems, consolidates weak foundations, unlock the value of data and build digital services around life events.

This Blueprint is anchored on four strategic pillars and five enablers. It places people first, with a vision of services that are simple, mobile-first and designed around real-life needs. It commits to a greener digital future, where e-waste is reduced, smart residential systems are deployed and youth are educated on the intersection of technology and sustainability.

At its core, this transformation addresses immediate challenges while building a sustainable AI-ready future. We are embedding cybersecurity, ethical AI and data protection into the architecture of every service. Legal and regulatory reforms will ensure that digital rights are protected, innovation is fostered and technology serves the people—safely, transparently and equitably.

As we embark on this journey, we recognise the challenges ahead—fragmentation, skills gaps, and institutional inertia—but we also embrace the unprecedented opportunity to transform these barriers into bridges. With bold leadership, clear governance and a deep belief in the potential of our people, Mauritius will position itself not just as a digital adopter, but as a digital benchmark in the region.

Its success depends on collaboration — between ministries, businesses, civil society, academia and most importantly, the citizens we serve. We will measure progress not by how many systems we digitalise, but by how many lives we improve. This digital charter invites collaboration, celebrates innovation and champions a new social contract—one where the government is not just more digital, but more human, responsive and accountable.

This is our blueprint. Our moment. Our future—digitally empowered, inclusive and resilient.
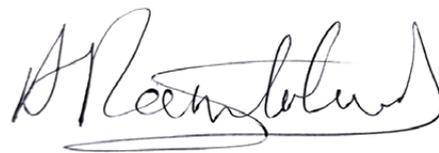
**Dr the Hon Avinash Ramtohul,**
Minister of Information Technology, Communication and Innovation

## *Resident Representative Mauritius and Seychelles*

### Foreword

In an era defined by unprecedented technological advancement and mounting global challenges, digital transformation has emerged as a vital lever for resilience, equity, and prosperity—including for Small Island Developing States (SIDS) like Mauritius. Geographical constraints, economic vulnerabilities and exposure to climate shocks require innovative approaches that go beyond the traditional models of governance, service delivery, and economic development.

The Government of Mauritius **Digital Transformation Blueprint (2025–2029)** is a testament to the commitment to leapfrog into the future—not incrementally, but boldly. Underpinning the planned digitalisation is a comprehensive reimagining of how the state, economy, and society interact in the digital age. It represents a paradigm shift—from disconnected services to citizen-centric ecosystems; from siloed systems to seamless interoperability; and from digital inclusion as an afterthought to digital equity as a foundational principle.

What sets this Blueprint apart is its forward-leaning design and commitment to innovation. Firmly rooted in Mauritius' unique context and aspirations, the plan is also informed by international examples, including the UNDP Digital Transformation Strategy, and places human development and systems change at the centre of digital efforts. From mobile-first service delivery and AI-enabled governance to circular digital economies and smart climate resilience systems, this blueprint aims to integrate cutting-edge tools with deeply inclusive values and principles. By aligning each strategic pillar with global standards such as the UN Sustainable Development Goals (SDGs) and the OECD Digital Government Framework, it positions Mauritius as a trailblazer in responsible, sustainable and equitable digital transformation.

Digital transformation is no longer a luxury for SIDS—it is an imperative. It is the key to overcoming geographic isolation, expanding economic opportunities, delivering inclusive public services and building institutions that are responsive, agile and trusted. This Blueprint acknowledges that technology, when thoughtfully deployed, can be a great equaliser. It envisions a future where every Mauritian—regardless of age, gender, income, or location—has the tools and skills to thrive in a connected world.

The United Nations Development Programme was privileged to have been part of the journey with the Ministry of Information Technology, Communication and Innovation (MITCI) to contribute to shaping this Blueprint and we remain committed to walking alongside the Government and people of Mauritius as this vision is brought to life. The road ahead will require bold leadership, sustained investment and enduring partnerships—and with this Blueprint as a compass, Mauritius is better positioned not only to navigate the digital age in SIDS and beyond —but to shape it.

**Amanda K Serumaga**
Resident Representative
Mauritius and Seychelles

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# EXECUTIVE SUMMARY

⌄

Government is entering a decisive phase in its digital transformation journey with strong ICT infrastructure, expanding digital platforms, and growing public demand for better services.

The Digital Transformation Blueprint (2025–2029) sets out a clear roadmap to transform public service delivery, bridge the digital divide, enable inclusive economic growth and secure digital trust, all the while building a greener and more resilient society. Beyond mere efficiency, this approach asserts that digital government should also be inclusive, trusted and focused on the citizens.

This strategy draws on global best practices, insights from local consultations and the real experiences of citizens and businesses as shown in figure 1.



**National Policy Documents**
Government programme 2025 - 2029 - A Bridge to the Future.

**OECD Principles of Digital Government**

**International Best Practices**

**Anchoring**
Grounded the Blueprint on OECD principles, national strategies and global best practices.

**Diagnostic**
Analysed the current state of digitalisation, critical gaps and missing foundational elements along with international reports.

**Readiness Assessment**
Assessed the country's digital infrastructure, services, skills and maturity levels.

**Blueprint Elaboration Process**

**Strategic Framing**
Translated insights into strategic pillars, enablers and priority action areas.

**Consultation**
Engaged in a collaborative participation through consultation with the private sector, Ministries, departments, agencies, citizens, industry associations, academia and critics among others.

**eDiplomacy**
Guidance from UN agencies on the approach and formulation.

**Pillars and Enablers**
Strategic focus areas and supporting transformation levers.

**Recommendations**
Concrete actions to drive digital transformation.

**Roadmap**
Phased plan outlining the chronology for milestones.

**Indicators:**
Metrics to track progress and guide delivery.

**Overarching Methodology**

Foundational alignment to define the "Why" of the Blueprint and frames the vision for transformation

These steps ensure the strategy is rooted in global principles, informed by national realities, shaped through inclusive consultation, guided by a clear diagnosis of gaps and opportunities and refined through expert validation

The blueprint crafts the approach for laying the digital environment conducive for implementing the strategic actions of the Bridge To The Future. Key actions and sequence have been identified and progress tracked accordingly.

The Blueprint is structured around four strategic pillars, which are supported by five enablers:

## PILLAR 1

Delivering simple, fast, and secure G2C, G2G and G2B services through a unified portal and super app built around life events and powered by Mobile ID, digital documents and proactive communication and inclusion. Setting up of resilient infrastructure and future-ready information architecture.

**THE FOUNDATION : STATE-OF-THE-ART INFO-STRUCTURE**

## PILLAR 2

Empowering all citizens with tools, access and knowledge to go digital through inclusion, national literacy campaigns, targeted upskilling and universal access.

**HUMAN CAPITAL - DIGITAL SKILLS FOR ALL**

## PILLAR 3

Helping businesses go digital, scaling startup ecosystems and enabling public-private-people innovation through data-driven policy formulation and data exchange by leveraging the Freedom of Information

**ECONOMY – INNOVATION AND PRIVATE SECTOR GROWTH**

## PILLAR 4

Greening digital infrastructure, reducing, recycling digital waste and promoting eco-practices and using technology for climate action and smart living through the Internet-of-Things.

**PLANET – A SUSTAINABLE AND RESILIENT DIGITAL FUTURE**

## NATIONAL ENABLERS
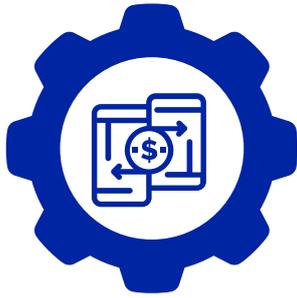
### Digital Public Infrastructure

A unified government stack for identity, data, payments and digital services.
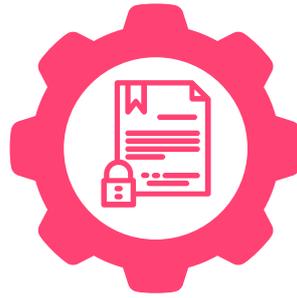
### Legal and Regulatory Reform

Updated legal frameworks to reinforce privacy, digital rights.

### Institutional Governance

A streamlined coordination model with stronger delivery capacity, efficiency and stronger data governance.

### Cyber resilience and Trust

A national digital safety mechanism protecting people, systems, institutions and digital sovereignty.
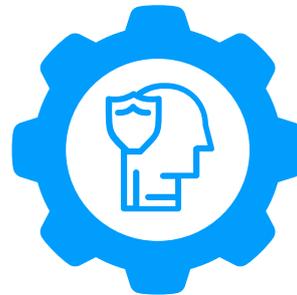
### Data Governance and AI

A national data governance framework to empower citizens, improve service delivery and embed data-driven decision making across government.

The implementation of the Blueprint will help Mauritians to live, learn, work and thrive in a truly digital nation, with no one left behind.

## GOVERNMENT PROGRAMME 2025-2029

Each pillar and enabler outlined in this Blueprint, is directly aligned with the commitments set out in the Government Programme 2025-2029. This alignment ensures that the country's digital transformation efforts are fully integrated into our broader national development agenda.

Through this Blueprint, Mauritius will harness the power of digital technologies to build a more inclusive, democratic and sustainable society. By strengthening digital infrastructure, enhancing digital skills, fostering innovation, and promoting trust in the digital ecosystem, this document aims to position Mauritius as a leading digital economy - one that leaves no citizen behind and drives future growth for all.

# THE ARCHITECTURE FOR CHANGE

## Digitally empowered and globally competitive Mauritius

Citizens and businesses benefit from inclusive, trusted, and seamless digital services.

**01** — The Foundation: State-of-the-Art Info-Structure

**02** — Human Capital: Digital Skills for All

**03** — Economy: Innovation and Private Sector Growth

**04** — Planet: A Sustainable and Resilient Digital Future
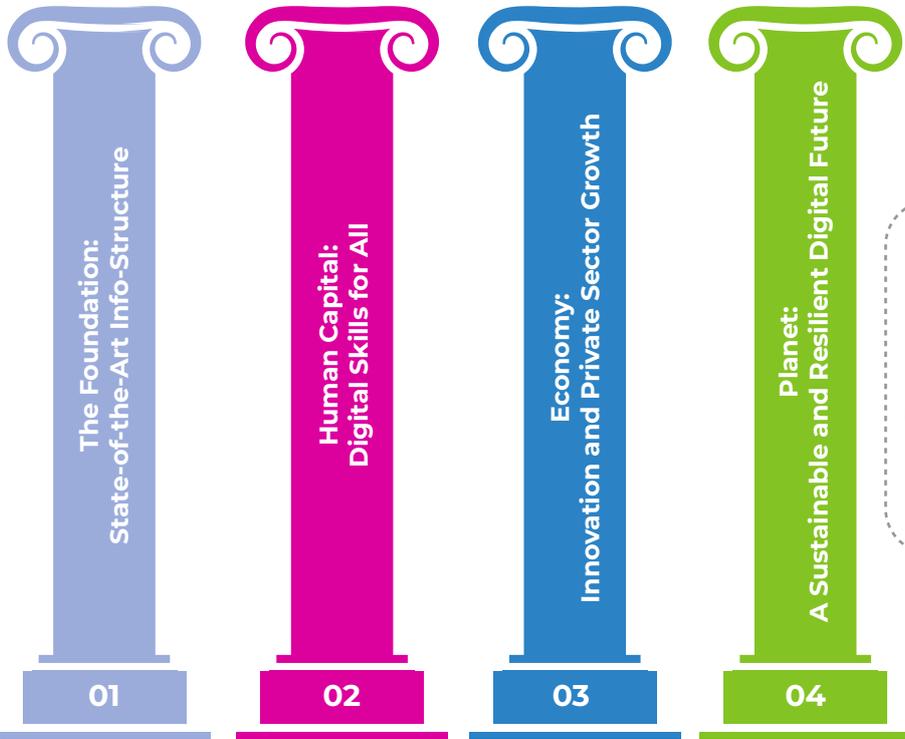
Monitoring and evaluation (M&E) mechanisms are embedded across all stages to track progress and guide improvements. The Blueprint is structured around four strategic pillars, which are supported by five enablers

Digital Public Infrastructure

Legal and Regulatory Reform

Institutional Governance

CyberResilience and Trust

Data Governance and AI
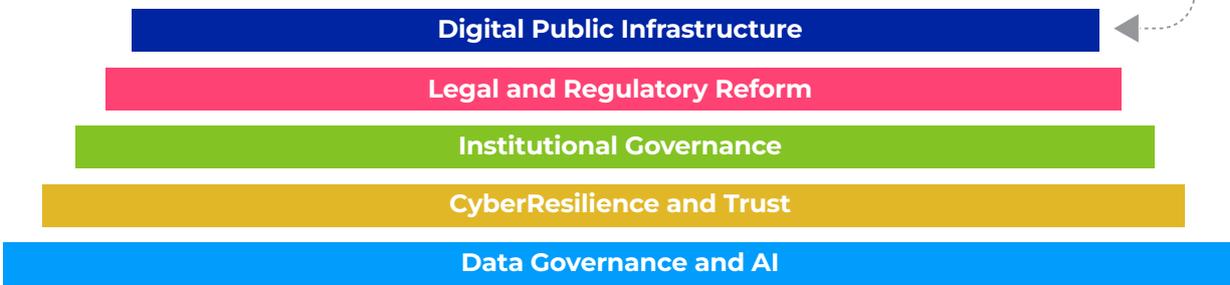
# SUSTAINABLE DEVELOPMENT GOALS

The strategic pillars and enablers of the Digital Transformation Blueprint are closely aligned with the Government's Programme and UN Sustainable Development Goals (SDGs), supporting inclusive growth, innovation, resilience and environmental sustainability.

| SDG | Relevant Pillars/ Enablers | Remarks |
|---|---|---|
| SDG 1 - No Poverty | Pillars 2 and 3 | Digital social support systems and digital economy platforms help reduce poverty and improve livelihoods. |
| SDG 2 - Zero Hunger | Pillar 4 | Smart agriculture and climate-resilient food systems are supported by digital tools and IoT. |
| SDG 3 - Good Health and Well-being | Pillar 2, Enabler 5 | Centralised digital health platforms and AI diagnostics improve access to healthcare and early intervention. |
| SDG 4 - Quality Education | Pillars 1 and 2 Enablers 4 and 6 | Digital literacy, AI education and e-learning platforms expand quality education access for all. |
| SDG 5 - Gender Equality | Pillar 1, Enabler 4 | Gender-responsive digital skills programmes and online safety initiatives empower women. |
| SDG 6 - Clean Water and Sanitation | Pillar 4 | IoT-based water quality monitoring supports sustainable water use and public health. |
| SDG 7 - Affordable and Clean Energy | Pillar 4 | Green data centres and energy-efficient digital infrastructure reduce carbon footprint. |
| SDG 8 - Decent work and economic growth | Pillar 3, Enabler 5 | Digital innovation, e-commerce and tech workforce initiatives support economic growth. |
| SDG 9 - Industry, Innovation and Infrastructure | Pillars 1, 3 and 4 Enablers 1, 2,3 and 4 | Digital infrastructure, Govstack, technopreneurship and innovation enablers enhance national competitiveness. |
| SDG 10 - Reduced Inequalities | Pillars 1 and 2 Enablers 2 and 5 | Promote digital inclusion, ensure equitable access to services, uphold human rights including accessibility, data privacy and non-discrimination. |
| SDG 11 - Sustainable Cities and Communities | Pillar 4 | IoT systems support clean, resilient and inclusive urban environments. |

| SDG | Relevant Pillars/Enablers | Remarks |
|---|---|---|
| **SDG 12** - Responsible Consumption and Production | Pillar 4 | Circular digital economy initiatives support digital waste management and sustainable tech use. |
| **SDG 13** - Climate Action | Pillar 4 | Digital tools including IoT help monitor environmental data, reduce emissions, and drive climate action. |
| **SDG 14** - Life Below Water | Pillar 4 | Marine environmental monitoring through digital technologies supports ocean health. This includes IoT networks. |
| **SDG 15** - Life on Land | Pillar 4 | Remote sensing and Geographic Information System (GIS) support forest monitoring, land management, and biodiversity protection and generate large volumes of data that can be exposed on the open data portal |
| **SDG 16** - Peace, Justice and Strong Institutions | Pillar 1, Enablers 1 ,2, 3, 4 and 5 | Strengthen institutions through digital identity, cybersecurity, e-governance, transparent service delivery and deployment of an E-Judiciary system ensuring fair, timely and accessible justice. |
| **SDG 17** - Partnerships for the Goals | Pillars 2 and 3 Enablers 1, 3 and 5 | Open data, GovTech innovation and cross-border Internationalisation, freedom of information support SDG collaboration. |

# ORGANISATION FOR ECONOMIC CO-OPERATION AND DEVELOPMENT (OECD)

The Blueprint for Mauritius - A Bridge to the Future aligns with the OECD's Six Dimensions of Digital Government, to link Mauritius' strategy to international best practices and reinforce citizen-first digital government.
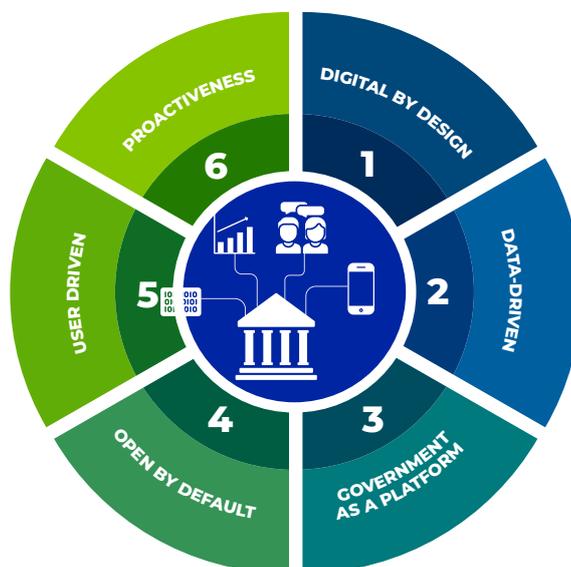


**Source:** Adapted from OECD (2019), Digital Government Policy Framework:
Six Dimensions of a Digital Government, OECD Public Governance Policy Papers, No. 2. Available at:
http://www.oecd.org/gov/digital-government/digital-government-policy-framework.pdf

# VISION AND STRATEGIC OBJECTIVES

# MISSION, VISION, OBJECTIVES AND VALUES OF THE MINISTRY OF IT
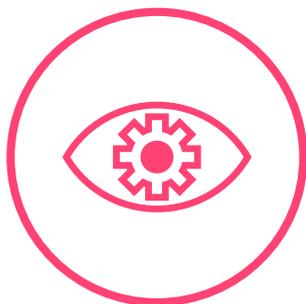
## VISION

Transform Mauritius into a thriving, smart and inclusive digital society.

## MISSION

To foster a conducive and resilient digital ecosystem for the empowerment of people and businesses.

## OBJECTIVES

1. Enable Digital Transformation: Develop policies and legislations proactively to empower the G2G, G2B and G2C interactions in the digital era.

2. Accelerate Infostructure Growth: Drive sustainable cross-sectoral growth and innovation using digital infostructure aligned with international best practices.

3. Bridge the Digital Divide: Foster digital inclusion by integrating digital culture and access for all segments of society.

4. Advance ICT/AI powered Services: Promote the development and deployment of trusted ICT, secure and resilient ICT/AI services to boost economic growth.

5. Build Digital Skills: Proactively enhance ICT talent building through education, training, and reskilling and upskilling at national level.

6. Data protection and privacy: Promote ethical, safe, secure and trusted use of G2G, G2B and G2C services.

7. Quality communication services: Ensure universal access to high quality and secure and cost efficient communication services.

8. Internationalisation: Position Mauritius on the global map as a key player in innovative digital services.

## OUR VALUES

1. **Excellence** – We strive for high standards in service delivery, research, and technological advancements.

2. **Innovation** – We foster creativity and technological advancements to drive national development.

3. **Integrity** – We uphold transparency, accountability, and ethical practices in all operations.

4. **Adaptability** – We embrace emerging trends and technologies to stay ahead in a rapidly evolving digital landscape.

5. **Efficiency** – We leverage technology to streamline digital services and improve productivity.

# DIGITAL READINESS AND CONTEXT

With five submarine cables, 99% fibre-to-the-home coverage, and mobile penetration above 175%, our digital access is among the best in Africa.* Major investments in 5G, national data centres and cybersecurity infrastructure have created a backbone for transformation that demands reinforcement.

While connectivity has improved significantly, it is not enough on its own. Citizens need coordinated, user-centric and resilient digital services that are simpler to access and tailored to their needs. Today, many digital services remain fragmented, complex and difficult to navigate.

Trust in digital platforms is inconsistent, awareness is uneven and not all citizens have been empowered with digital literacy or capacity to fully benefit from digital services. One of the principles on which this blueprint is premised, constitutes empowering citizens with knowledge and trusted tools.

*Source: Statistics Mauritius ICTA Reports 2024

## KEY STRENGTHS TO BUILD UPON

**Mauritius has achieved some milestones**
- Tier 1 Country in the Global Cybersecurity Index
- Ranked 1st in Africa for cybersecurity readiness
- ICT contribution to GDP (5.6%)
- Mobile ID, Digital ID and intra government data sharing launched and operational
- High public awareness of the need for digital public services
- Five submarine cables and public Wi-Fi across all districts

## PEOPLE'S VOICE

**This Blueprint reflects the views of hundreds of Mauritians through public consultations, workshops, and surveys carried out. The common concerns that emerged:**
- "I want services to work from my phone not only from an office."
- "Why do i have to produce the same document over and over again?"
- "I'm willing to go digital, but how is my data being used?"
- "We want more services in KREOL."
- "Make it simple and keep me informed."

## UNLOCKING SYSTEMS, SKILLS AND RESOURCES

**A strong momentum for change; however the institutional system, resources and skills are presently inadequate.**
**To address these gaps, we will:**
- Focus on quick wins
- Build capability and talent
- Invest in coordination and support
- Keep listening, learning, and improving

## BRIDGING THE LAST MILE

**Despite the above strengths, Mauritius faces challenges that must be addressed head-on:**
- Network Readiness Rank: 60 (globally) (Source: Network Readiness Index 2023)
- E-Government Rank: 76, showing a gap between infrastructure and service quality (Source: UN E-Government Survey 2022)
- Low uptake of some digital services due to lack of awareness or design gaps
- Fragmented systems and weak interoperability between ministries
- Skills shortages and insufficient training in cybersecurity, AI, and service design
- Weak institutional coordination and inconsistent investment in digital infrastructure
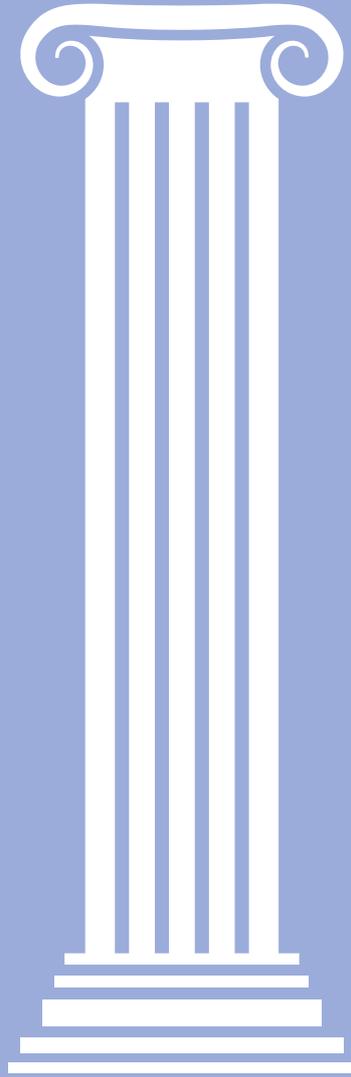
# PILLAR 1

## THE FOUNDATION– STATE-OF-THE-ART INFO-STRUCTURE

**THE CHALLENGE**

People are tired of queuing up. This is because government services are still centered around siloed functions, not around life events of people.

**OUR PRIORITY**

Government puts people first not processes at the centre. Whether you are starting a family, registering a business, or retiring, services should come to you seamlessly and in a friendly channel. This will be possible through a "Whole-of-Government" approach and a "Whole-of- Life" model that deliver services around key life events and not administrative structures.

This approach is aligned with global best practices and frameworks like the OECD Digital Government Principles, which hinge on services that are personalised and human centered. It also supports the UN Sustainable Development Goals (SDGs), especially SDG 1 (no poverty), SDG 3 (Good health and well-being), SDG 4 (Quality Education), SDG 16 (strong institutions), SDG 9 (innovation and infrastructure) and SDG 10 (reduced inequalities). By building digital services around real-life events and citizen needs, Mauritius follows the footsteps of countries like Estonia, Singapore and Denmark, where government is easy to access, trusted and built to serve everyone, everywhere.

# OUR ACTIONS

## Portal and Super App
With the Unified Government Portal and the upcoming Government Super App, all services will be available under one roof. With just one login, using Digital ID or Mobile ID, citizens will be empowered to consume services online.

We are moving from being in line to being online to provide fast services, at the comfort of citizens.

## Digital Services Framework
To ensure that every digital service is simple, secure, and designed around citizens' real needs, a National Digital Services Framework will be adopted. This framework will make it mandatory for all public services to follow key principles: digital-by-default, once-only data collection, life-event-based journeys, and mobile-first access. It will set clear standards for service quality, data reuse, and inclusion, ensuring that services comply with availability standards.

## Seamless Experiences
We are transforming the way public services are delivered-making them faster, simpler and easier to access. We have already started carefully redesigning the flow of digital services to save citizen's time, enhance usability and provide an enjoyable user experience.

## Services Built Around Life Events
Government services will be redesigned to follow the "Whole-of-Life" events that matter most to citizens for example; welcoming a new child, enrolling in school or launching a business or still navigating the loss of loved ones. By focusing on these key moments, we aim to create seamless, integrated and proactive service experiences that respond to people's needs, reduced administrative burdens and restore trust in public institutions.

We are redesigning public services to be more citizen-centric, ensuring that information is collected once with the citizen's consent, used responsibly, and protected with the highest privacy and security standards. Citizens will always retain transparency and control over how their personal data is used.

Information will flow securely through the "Whole-of-Government" ensuring that forms are pre-filled with verified data to simplify user interactions. Services will proactively reach citizens, offering timely reminders, status updates and support.

# OUR ACTIONS

## Digital Identity and Documents
Citizens will use their Mobile ID to prove their identity, sign documents and access government services securely from their devices.

## Digital Education including AI
A Digital Learning Platform for students, civil service & the public at large will be deployed. Learners will be able to monitor performance, view classwork and interact with educators through a single platform. Parents will be empowered with instant information to manage the progress.

## Digital Health
The Health service delivery cycle will be digitalised. Citizens will also be able to book medical appointments, access their prescriptions and selectively share health records with their doctor of choice.

## e-Participation platform
A national e-Participation platform will be available to allow citizens to engage digitally in consultations, policy feedback, and participatory budgeting exercises.

## Smart Credentials
Users will receive digital credentials such as the Mobile Driving Licence and Birth Certificate, enabling secure identity verification and reducing identity frauds.

A special secure digital identity will be extended to foreign residents and workers for accessing Online services. This initiative will strengthen identity management while supporting inclusivity.

## Digital Social Support
Those who are eligible to social security benefit will be able to apply online for pensions and allowances, and receive real-time updates. Online administrative support to bereaved families.

## Smooth Access to Judiciary
The eJudiciary system will be extended to a higher number of courts to allow online consultations of cases, files and payments.

## Digital Transport
Vehicle owners and drivers will be able to renew their driver's licence, register vehicles, pay MVL online and receive important transport alerts using their mobile devices.

# OUR ACTIONS

## Digital Commerce
Local online purchases will be protected from legal provisions to reduce fraud. The government will introduce an e-commerce regulatory framework to protect online consumers. Key proposals include registration and licensing of online sellers, adherence to operational standards, and creation of a database of verified operators. Inspired by international best practices, this initiative aims at ensuring a secure, accountable and well-regulated online commerce environment in Mauritius.

## Digital Agriculture
Agritech operators will be empowered with omni-channel immediacy of information and insights on the state of their activities (IoT) through AI engines to enhance yield and productivity.

## Cell Broadcast System
In order to protect lives in our unpredictable climatic conditions, it is imperative to communicate with the population in a targeted and instant manner. Safety alerts will be sent on mobile phones through the dedicated national Cell Broadcast System.

## Digital Immigration
Travelers will benefit from an integrated digital immigration system, where visa applications, border processing and travel document checks are simplified and secure. Mauritian citizens will be issued a state of the art electronic passport.

## Lespwar App and DOVIS Upgrade
The Lespwar App will be enhanced for faster emergency alerting, privacy, and geolocation services, while the Domestic Violence Information System (DOVIS) will be revamped for integrated case management and inter-agency coordination.

## Digital Twin Mauritius
Deploying a dynamic virtual Mauritius: Integrating the data layers for precise planning, optimise resource allocations and resilient infrastructure development.

## e-Procurement
Government will revamp its e-Procurement system to fully digitalise and streamline all steps from tender publication to bid submission, evaluation, award, contract management, and payment ensuring greater transparency and efficiency.

## Upgrade of the Vessel Monitoring System
The national Vessel Monitoring System (VMS) will be upgraded to enhance real-time tracking, geofencing alerts, maritime surveillance, and emergency response capabilities. The upgraded system will help prevent marine disasters, combat illicit maritime activities, and ensure sustainable management of coastal and economic zones.

## YOUR EXPERIENCE REIMAGINED:
- Less paperwork, Move citizens from being in line to being online.
- Submit credentials and documents once only.
- Citizen support through proactive notifications and alerts
- Use omni channel and omni device access from your home, at your pace.
- A government that is citizen-centric and caring.
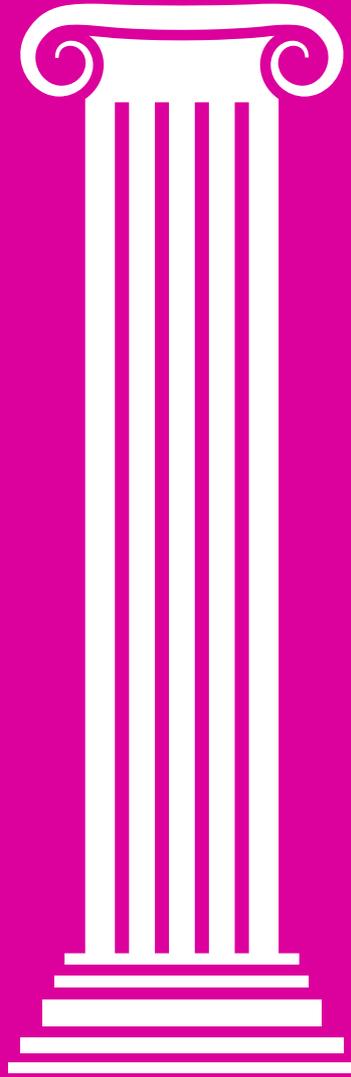
# PILLAR 2

## HUMAN CAPITAL - DIGITAL SKILLS FOR ALL

## THE CHALLENGE

Despite progress in digital adoption, significant segments of the population, including those who are vulnerable, continue to lack the necessary skills and support to fully benefit from what the digital revolution has to offer. These groups remain at risk of being left behind in an increasingly fast-paced digital world.

## OUR PRIORITY

Government will empower every person to be part of the digital future. Whether citizens are applying for social benefits, booking a health appointment or learning online, they will be equipped with the necessary skills and support to leverage digital services.

This initiative reflects the OECD's Inclusive Digital Transformation Agenda, prioritising equity and access for all. It also supports SDG 4 (quality education), SDG 5 (gender equality) and SDG 10 (reduced inequalities). Countries like New Zealand, Finland and the UK provide inclusive digital training through public libraries, mobile units and targeted programmes. Our Government is adapting similar models through national campaigns like Women in Tech bootcamps and the Assisted Digital Access Scheme.

# OUR ACTIONS

## National Digital Literacy Campaign
In line with the Government Programme 2025–2029, Government will implement a National Digital Literacy Campaign to train citizens in using digital public services safely and confidently. The campaign will prioritise groups most vulnerable to exclusion.

## Reaching Everyone, Everywhere
The Government will proactively go to the citizens in their localities in order to handhold those at highest risk of exclusion.

The Assisted Digital Access Scheme will deploy helpdesks for digital public services and mobile digital labs equipped with Internet and Virtual Reality capabilities.

## Building Digital Talent across Public Service
The Government will strengthen its workforce through digital-ready recruits, reskilling and upskilling to create specialists in various fields, including cybersecurity, Artificial Intelligence, data science, cloud engineering, blockchain and service design, while creating career pathways to attract and retain top talent for the delivery of digital transformation projects.

## Inclusive Training, Reskilling and Upskilling
Government will roll out inclusive training programmes, tailored for workers and job seekers across the board.

These initiatives focus on fostering gender equity by encouraging more women to pursue studies in STEM, providing targeted skills development programs, creating mentorship opportunities and supporting women entrepreneurs and technopreneurs in the digital economy.

## Digital Leadership Training
Public officials will be required to complete training in Digital Leadership. This mandate will ensure that digital transformation is championed by informed and empowered leadership across every ministry and department.

## YOUR EXPERIENCE REIMAGINED:
Every student, jobseeker, parent and pensioner will be equipped with the necessary digital skills and support through a multi-pronged approach. Personalised, self-paced learning modules, accessible on mobile phones, will ensure that individuals can develop digital literacy at their own pace. This will ensure that no Mauritian is left behind in the country's journey towards an inclusive digital future.
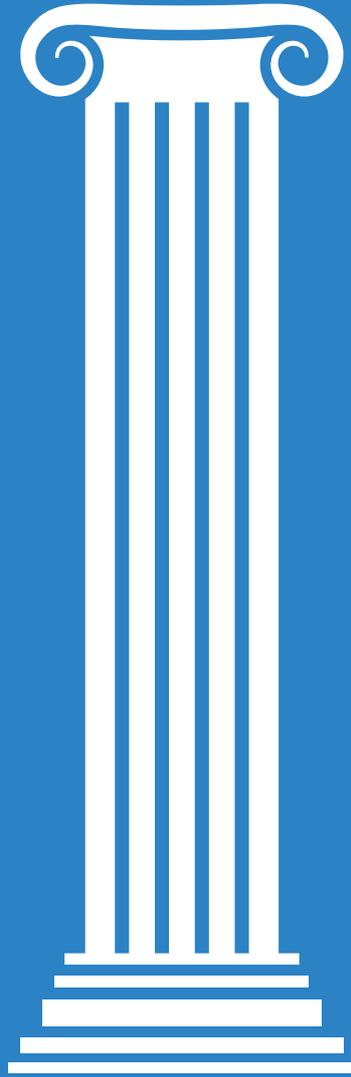
# PILLAR 3

## ECONOMY – DRIVING INNOVATION AND PRIVATE SECTOR GROWTH

## THE CHALLENGE

Despite existing infrastructure and talent, Mauritius faces limitations in digital innovation, tech investment and SME digitalisation, hindering startup scalability and the online/export readiness of most small businesses.

## OUR PRIORITY

Government will implement targeted strategies to stimulate digital innovation and entrepreneurship, attract foreign direct investment in the technology sector. This Blueprint aims at establishing a conducive digital environment to support the private sector innovation while capitalising on G2G agreements with target countries for business growth.

This pillar reflects the priorities of the OECD Digital Economy Outlook, focusing on inclusive innovation and SME digitalisation. It supports SDG 1 (no poverty), SDG 8 (decent work and economic growth), SDG 9 (industry, innovation, and infrastructure) and SDG 17 (partnership for the goals). Countries like South Korea and Israel have built thriving digital economies by investing in R&D, startup ecosystems and public-private innovation hubs—approaches Government is adopting through its GovTech Innovation Programme, Digital SME Toolkit, and Open Innovation Challenges.

# OUR ACTIONS

## Helping Small Businesses Go Digital

Small businesses are the backbone of our economy and we are helping them go digital with tools that are practical, easy to use and built for growth.

**Innovative SME Programmes will foster:**
- free access to online platforms and sandboxes for ideation and creation of innovative digital solutions.
- creation of a "cités des métiers" in the digital space to bring together service providers and consumers for ease of access and extension of customer base.
- targeted outreach for women-led, youth-led and informal businesses.
- digital transition of informal businesses and enable circular economy initiatives through digital platforms.

## Unlocking Public-Private-People Partnership Innovation

We will unlock public platforms and data so that private sector innovators can create new services, boost economic growth and contribute to citizens wellbeing. We will:
- establish micro services that can offer open data and functionality to facilitate emergence of new business ideas to promote innovation.
- launch national challenges to crowdsource solutions

## Creating a Strong Innovation Ecosystem

Innovation happens when people, ideas and systems connect. Government will strengthen its innovation ecosystem by:
- expanding tech hubs by creating channels to link universities with corporate Research & Development centres.
- strengthening the Digital Innovation Fund to support breakthrough ideas.
- running regular Hackathon in areas like health, tourism and education.

Mauritius will strengthen its innovation ecosystem by ensuring that research outputs do not stay on paper. Support from MRIC, NPCC, UNDP-UNIPOD and private sector partners will focus more on pilot testing, certification, and helping researchers turn ideas into startups and services.

## Global Readiness and Inclusive Innovation

Government will introduce a new infrastructure to modernise geolocation, delivery and e-commerce services. A national programme will also support the internationalisation of startups through access to global accelerators, trade expos and soft landing hubs.

All of this will be guided by the 4P model, Public, Private, People and Partnerships , ensuring that innovation is inclusive, locally owned and globally relevant.

## Smart Industry and Digital Trade

Mauritius will accelerate digital transformation across key sectors, supporting technologies like automation, AI, and digital twins in agriculture, manufacturing and logistics.

To boost trade, existing gateways for trade transactions aiming at simplifying customs, reducing paperwork and improving transparency, will be integrated into a single window. Smart warehousing, paperless processing and regionally integrated logistics infrastructure will be promoted as part of the Industry Revolution 4.0 initiatives.

## The 4P's (Public-Private-People-Partnership)

Working committees will be established to bring together the Public and the Private sector along with representatives of the civil society, academics and NGO's where required, to tactically support executions.

# OUR ACTIONS

**Digital is an eco-system**
The Ministry of ICT is building a strong digital foundation to support private sector growth in Mauritius. By expanding connectivity, encouraging innovation and promoting digital transformation, it aims at creating an ecosystem where businesses can thrive. Key initiatives include Digital Public Infrastructure, GovStack, cybersecurity and digital resilience frameworks, AI regulatory environment, technology sandboxes, talent development and open data policies—all aimed at positioning Mauritius as a regional tech hub and fostering sustainable economic growth through private sector empowerment.

**Empowering Startups and Technopreneurs**
We are making it easier for digital entrepreneurs to launch and scale their ventures.
**Key actions include:**
· Devise incentives to encourage startups and promote IP protection
· Explore G2G channels to increase market reach of local tech startups
· Also explore the diaspora network to extend market reach
· Business facilitation through EDB programs

**Safe, smart and strategic
DR hosting in Mauritius**
We aim at strategically positioning itself as a safe and secure destination for African countries and businesses to establish their Disaster Recovery (DR) data centres. With robust cybersecurity frameworks, political stability, advanced ICT infrastructure and strong data protection laws, the country offers a reliable environment for business continuity. Its geographic location, outside major seismic and conflict zones, further enhances its appeal as a trusted hub for regional digital resilience and data recovery operations.

**Digital diplomacy**
Government will deepen global technology partnerships with leading digital nations to accelerate innovation, capacity-building, and access to frontier technologies.

Provision will be made to implement technology partnership programmes which will also avail of services of the diaspora.
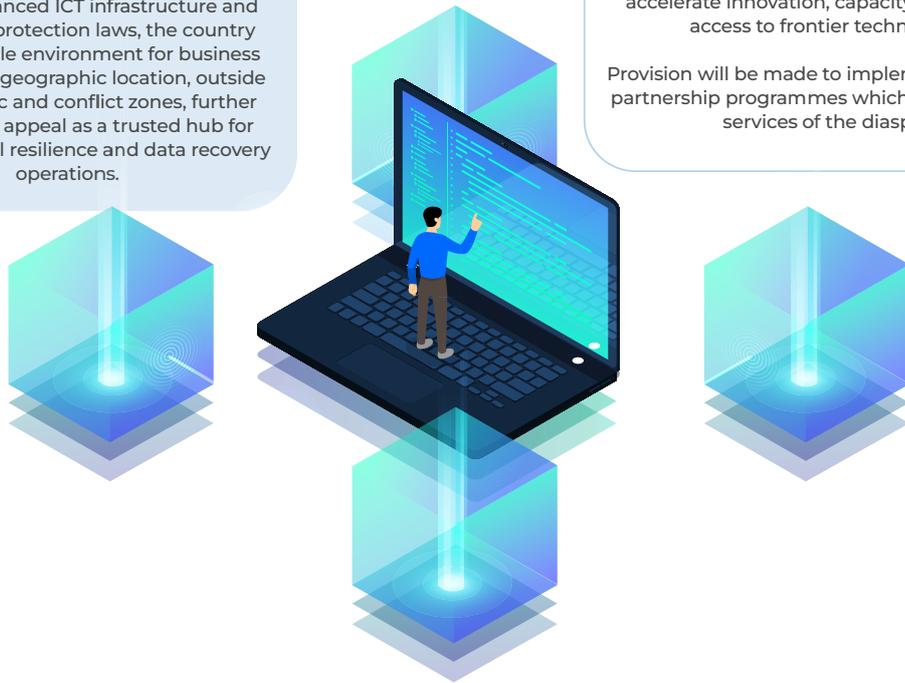
**Fostering seamless cross-border data exchange to facilitate international trade**
To fully automate international trade processes, Electronic Transferable Records (ETRs) are essential. However, current digitalisation efforts are fragmented, requiring multiple systems. Blockchain technology enables secure and unified handling of ETRs across platforms. This will demand amendments to the Electronic Transactions Act to align with UNCITRAL's Model Law, a blockchain-based trade framework based on mature trade frameworks followed by more than 30 major trade partners.
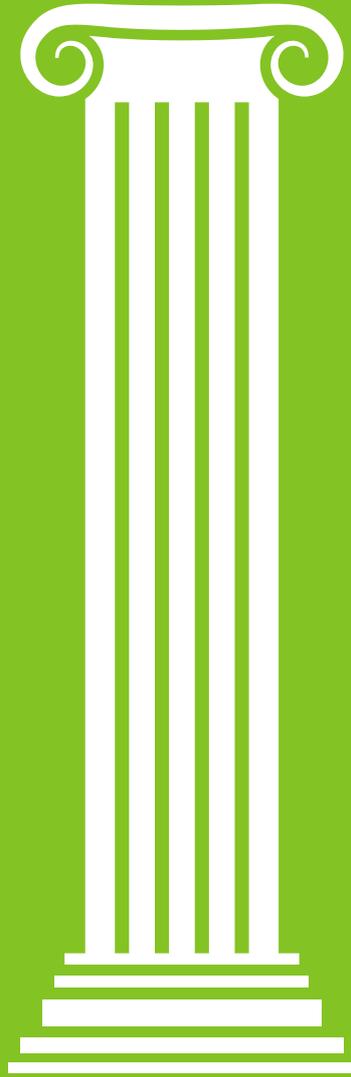
# PILLAR 4

## PLANET – BUILDING A SUSTAINABLE AND RESILIENT DIGITAL FUTURE

## THE CHALLENGE

As Mauritius embraces digital growth, there is a rising risk of increased e-waste, energy consumption and environmentally unsustainable tech practices. Failing to act decisively could lead to our digital future negatively impacting our natural environment.

## OUR PRIORITY

We will work towards a smart and green digital transformation. Every digital system, service, and habit must support climate action, reduce environmental impact and promote sustainable growth.

Pillar 4 reflects the ITU Green Digital Action Framework and OECD digital sustainability goals. This directly aligns with SDG 7 (Affordable and clean energy), SDG 11 (Sustainable Cities), SDG 12 (Responsible Consumption), SDG 13 (Climate Action), SDG 14 (Life below water) and SDG 15 (Life on land). Countries like Sweden, Japan and the Netherlands are embedding sustainability into data centres, IoT systems and smart cities.

# OUR ACTIONS

## Greener Government Services

From digital IDs to online forms, we are making digital public services not just faster, but greener through:

- Web portals will be designed using lightweight coding and eco-friendly hosting.
- Government systems will follow green computing and data minimisation guidelines storing only what's needed.
- All e-government portals will be built with accessibility and sustainability in mind.

## Green Skills, Education and Innovation

We are building a generation that understands both digital and environmental responsibility.

- Green ICT curriculum will be rolled out in schools and universities.
- Hackathons and sustainability-themed startup challenges will empower young innovators.
- Public awareness campaigns will promote digital minimalism and green digital practices.

## Smart Island, Clean Energy, and Green IoT

Our smart island integrates sustainability and technology.

- Smart lighting and traffic systems will cut energy use across the island
- Digital twin technology will help us simulate and plan for eco-friendly spaces
- Government will explore setting up a local Emission Trading System (ETS) to enable carbon credit trading and support its climate and sustainability goals
- Green public transport planning tools will help reduce emissions
- IoT-based monitoring systems at specific spots will detect environmental hazards and reduce pollution

## Circular Digital Economy and Waste Reduction

The digital world produces digital waste from unused files to outdated hardware.

- Cleaning up of old files and reduction of unused cloud storage
- E-waste Recycling: In collaboration with other ministries, propose a national reverse logistics framework to manage and recycle electronics.
- Green Procurement: Ministries and departments to purchase energy-efficient ICT products only.
- Green Data Centres: Upgrade and manage government data centres following green ICT and energy efficiency standards.
- Setup a framework for government to refurbish and repurpose ICT equipment (out of life) and reduce e-waste. Securely wiped and certified devices can then be made available to citizens, schools, startups and NGOs.

## eCabinet

- As a testimony to its commitment towards the implementation of its green digital transformation agenda, the government plans to set an example by converting all Cabinet of Ministers paperwork to digital format
- All work processes pertaining to the Cabinet's operations will therefore be changed to a secure paperless mode
- To ensure non-repudiation, confidentiality and integrity of documents, digital signature, strong authentication and encryption technologies will be used

## YOUR EXPERIENCE REIMAGINED:

Our transition to a green digital future in Mauritius will make the daily digital services cleaner, greener and smarter. Expect to see a significant reduction in paper usage and waste, alongside the implementation of more energy-efficient systems. From smart home initiatives to a cleaner internet experience in your home, this commitment to sustainability in our digital transformation promises a healthier planet for our current and forthcoming generations including Gen-Z and Alpha.

# ENABLER 1

## DIGITAL PUBLIC INFRASTRUCTURE

## THE CHALLENGE

There are fundamental blocks that are either inadequately engineered, are missing in the current info-structure or still, are deprived of the required inter-operability given the country's inspirations of becoming a completely digitalised nation. The chasm created by absence of a much needed GovStack has to be filled with immediacy. Imperative components such as the data sharing layer, digital ID and digital certificates need to be adopted and composed in a way that enables credible, usable, secure and integrated end-to-end G2B, G2C and G2G services to be deployed. Additionally, the absence of a framework giving legal sanctity to online identities need to be addressed.

## OUR PRIORITY

The Government will establish a complete and resilient GovStack coupled with a DPI including digital identities of various entities that deal with G2B, G2C and G2G services to enable trusted and secure online interactions. This will be based on an open architecture so that the concept of open data can be realised via micro services.

This method mirrors international digital success stories like India Stack, Estonia's X-Road, and the OECD's recommendations on Digital Public Infrastructure—all of which emphasise national stacks, API-driven services and shared components for faster delivery. This enabler directly supports SDG 9 (resilient infrastructure), SDG 16 (effective institutions) and SDG 17 (digital partnerships for delivery).



## OUR ACTIONS



**BUILDING BLOCKS OF GOVERNMENT STACK**
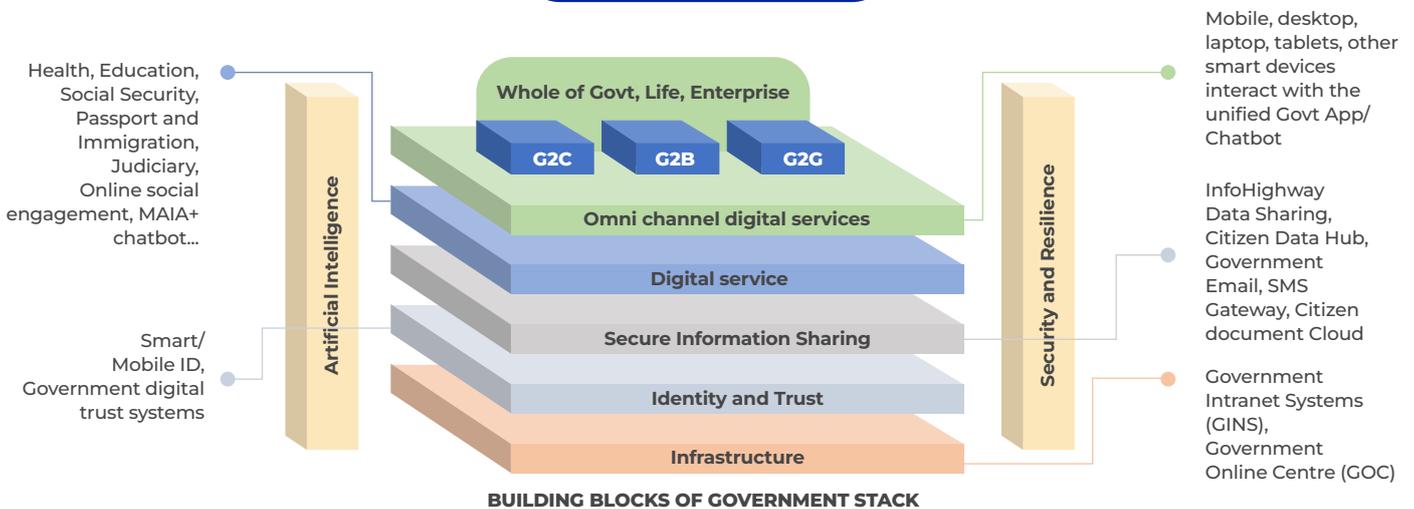
# OUR ACTIONS

## What Powers Our Digital Nation?
To enhance public service delivery and foster digital innovation, Mauritius requires a resilient GovStack framework for building interoperable government services coupled with a robust Digital Public Infrastructure (DPI) which is crucial for secure and efficient data exchange to deliver end-to-end G2X services. While accessing digital government services, citizens will use single sign-on credentials and will also be able to sign and securely store documents such as birth and marriage certificates among others on the Government cloud accessible 24/7.

These foundational elements will streamline processes, reduce costs and accelerate our digital transformation journey towards a more connected and efficient future that appeals to all generations including Alpha.

## One Identity
No more creating new accounts for every government service. With the National Identity Management Framework (NIMF), citizens will login only once using their Digital Identity and be able to access a plethora of services from education thru social services to transport.

The NIMF ensures logins are verified securely using OTPs while Digital signatures will allow citizens to digitally sign documents.

The NIMF will be fully extended beyond public sector platforms to enable banks, insurance providers, telecom operators and e-commerce companies,among others to securely authenticate users via Mobile IDs fostering trust and seamless digital experience across sectors.

## Building for Speed, Scale and Innovation
To build future services faster, the Government will, based on a set of criteria, allow access to platforms that enable operators to build and consume micro-services. The DPI also caters for opening access allowing private operators to build interfaces and services that are faster, more secure, easier and more convenient to use.

Streamlining government services for efficiency and citizen satisfaction is key. For instance, online services simplify appointment bookings, while the Government payment gateway seamlessly integrates payment solutions with digital services. By leveraging these shared platforms, the government will minimise duplication of effort and resources.

New smart services like eHealth, eJudiciary and mobile IDs will be powered by the same GovStack.

## Your Data, Connected and under Your Control
A citizen data hub will act as a single source of truth. It will provide for a secure layer that connects your data from health, education and taxes, among others. Therefore, all life-events of a person will have a specific service from the Government powered by personalised interfaces and the possibility of two-way interactions.

This data movement will happen through InfoHighway, the national data exchange platform that will now connect all the government systems together in a hub-and-spoke model.

## Government Data Centre
A modern state-of-the-art Government Data Centre will be established to deliver secure sovereign cloud platform to deploy digital services. At the same time, a disaster recovery site will be set up to provide for resilience for critical info-structure.

**YOUR EXPERIENCE REIMAGINED:**
Once our DPI and GovStack are fully established, accessing government services will be easy, fast and seamless. You will be empowered with an on-demand Government.

# ENABLER 2

## LEGAL AND REGULATORY REFORM

**THE CHALLENGE**

The journey of digital transformation demands modernising our legal framework. Emerging technologies, dynamics of global trade and the proliferation of social media present undeniable challenges that need to be addressed in order to establish digital services of today and tomorrow. Successful deployment of digital services requires protection of personal data, resilience of info-structure and easily accessible to citizens.

**OUR PRIORITY**

Government will ensure that the legal framework is aligned with technological advancements, guaranteeing the protection of citizen data and reinforcing public confidence in digital services.

Government is committed to adopt international best practices such as OECD Digital Government Policy Framework, SDG 16 (strong institutions), SDG 9 (innovation), African Union Data Policy framework and EU Adequacy which relates to non-european countries data protection regulatory assessments. Other successful examples of digitalisation such as Singapore and Estonia digital transformation frameworks will be considered.



## OUR ACTIONS

**Review of Data Protection Act**

Government will undertake a comprehensive update of its data protection and privacy laws to strengthen trust in the digital environment. This includes:

(i)   updating of the Data Protection Act of 2017 to be realigned with the European Union General Data Protection Regulation (GDPR)

(ii)  The enactment of regulations relating to data protection officers and e-privacy to cater for the protection of data processed through electronic communications networks

(iii) The Freedom of Information Act should be enacted to cater for access to public information.

(iv)  The revision of the constitutional right to privacy to cater for data protection and freedom of information.

# OUR ACTIONS

**Cybersecurity and Cybercrime Act**
To ensure the law remains effective, relevant and responsive to emerging threats and technologies, the Act will be reviewed to add new provisions on Child Online Protection, official listing of qualified firms authorised to conduct IT security audits and the setting up of the National Cyber Resiliency Agency. It will also include legislative provisions to enable the use of identity management services for online identification of physical and legal persons in Mauritius.

**Electronic Transactions Act**
The proposed amendments to the Electronic Transactions Act 2000 will set a solid legal foundation for an updated, comprehensive and harmonious legal framework, which will cater for electronic transactions pertaining to both domestic and international trade, aligned with the United Nations Commission on International Trade Law (UNCITRAL) model laws.
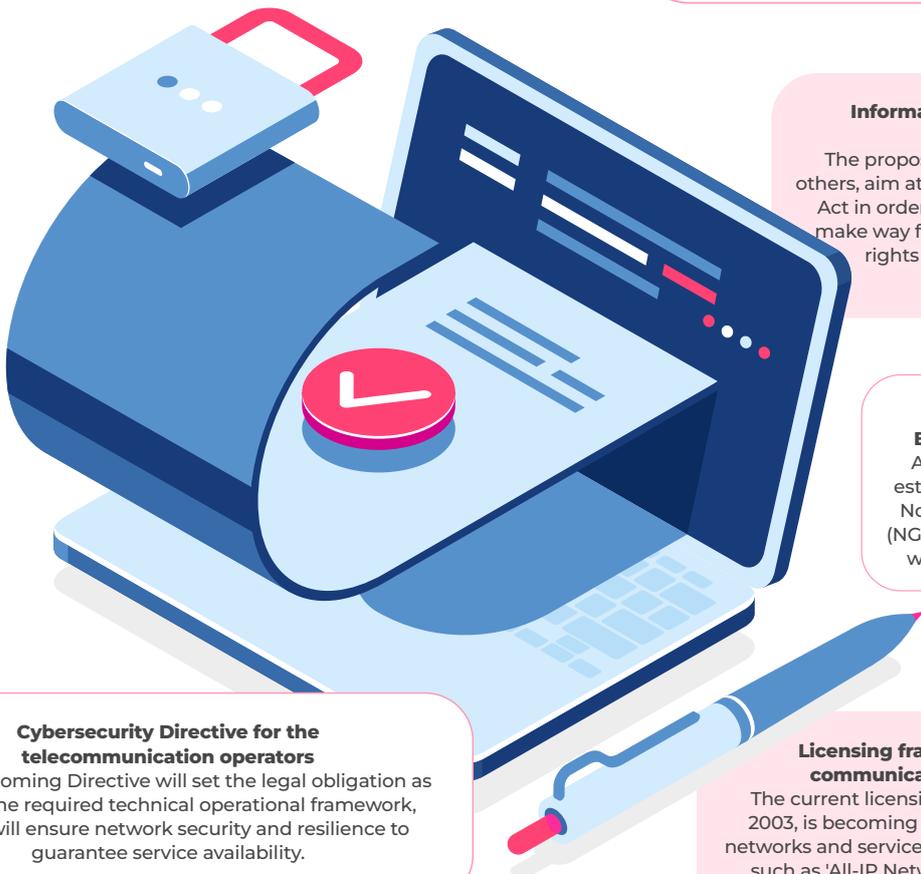
**Information and Communication Technologies Act**
The proposed amendments will, among others, aim at updating various sections of the Act in order not to stifle innovation and to make way for the respect of constitutional rights of freedom of expression.

**Regulation of NGSO Broadband Internet Services**
A regulatory framework will be established to authorise the use of Non-Geostationary Satellite Orbit (NGSO) broadband internet services within the territory of Mauritius.

**Cybersecurity Directive for the telecommunication operators**
The forthcoming Directive will set the legal obligation as well as the required technical operational framework, which will ensure network security and resilience to guarantee service availability.

**Licensing framework for information and communication networks and services**
The current licensing framework, which dates back to 2003, is becoming obsolete due to the convergence of networks and services, and the advent of new technologies such as 'All-IP Network', cloud services and Internet of Things. The proposed new licensing framework aims to modernise the current system and make it more adaptable to the evolving landscape of information and communication networks and services.

**Open access policy for local loop unbundling**
The initial Open Access Policy (OAP), issued in 2010, targeted undersea cable landing stations (CLS) to encourage competition in international connectivity services. The aim is now to extend open access principles beyond CLS to other local ICT/telecom infrastructures deemed essential facilities. As such, the local loop of access network operators with a nationwide footprint may also be considered an essential facility for a specific period. It must be fully unbundled and subject to clear and transparent open access rules.

**Deployment of an Accounting Separation Framework for Licensed Public Operators**
The Accounting Separation (AS) framework which is a financial reporting system will be designed to disaggregate the audited financial statements of licensed public operators. This system will provide detailed cost and revenue information per service and license category, aiding the ICTA in market regulation and tariff determination.

**YOUR EXPERIENCE REIMAGINED:**
Whether you are using Mobile ID for signatures, sharing documents via Citizen Cloud or receiving official communications through email or SMS, these actions will be legally recognised and secure. Furthermore, updated regulations for internet access will bring you more options, competitive pricing and faster connections. Consequently, whether you are a student learning online, an individual applying for a loan or a small business owner managing operations, clear and modern laws will streamline processes, enhance security and accelerate task completion in the digital realm. Engaging with online services will be effortless.

# ENABLER 3

## INSTITUTIONAL COORDINATION AND GOVERNANCE

## THE CHALLENGE

The progress of digital transformation initiatives is frequently hampered by inadequate coordination, unclear role definitions, and constrained implementation capabilities across governmental bodies. Consequently, promising ideas become stalled in bureaucratic silos and citizens experience the repercussions through protracted timelines and inconsistent service delivery.

## OUR PRIORITY

The Government will build strong, agile institutions and functions that can lead, support and deliver digital transformation across the public sector—with clear roles, the right skills and accountability for results.

This approach reflects international best practices including the OECD's 12 Dimensions of Digital Government and aligns with SDG 16 (strong institutions) and SDG 17 (cross-border partnerships). Digital leader states have shown that a dedicated and empowered digital transformation institutional framework is key to driving results across ministries. Government is now consolidating its foundation by establishing the National Digital Transformation Bureau (NDTB), Data Management Office (DMO), National Cyber Resilience and Cyber Security Agency (NCRCSA) and AI Office, among others.

## OUR ACTIONS

This enabler introduces modern structures and reforms to improve how digital transformation is managed, supported, and sustained across the public sector.

### DMO – Leading on Data Strategy and Ethics

Mauritius will initially establish a Data Management Unit (DMU) to lead our national data strategy ensuring that data is shared securely, used ethically, and drives real value. This Unit will evolve into a full fledged Data Management Office (DMO).

The setting up of a Data Management Office (DMO) responsible for overseeing data governance, quality, security and overall management to ensure effective and secure data usage is another important component of the institutional reform envisaged. The operational arm of the DMO will ensure that data is accurate, secure, well-governed and accessible, helping different entities to maximise the value of its data assets.

### ICT Appeal Tribunal

The mandate of the ICT Appeal Tribunal will be reviewed in line with the objectives of the blueprint.

**A modernised ecosystem to Drive the digital transformation**

A dedicated agency to oversee the implementation of the various digital transformation initiatives will be established. The National Digital Transformation Bureau (NDTB) will ensure the smooth integration of technology into governance, business, education, healthcare and other sectors by fostering an ecosystem that encourages innovation, builds trust and ensures sustainable digital development.

Building on best practices from countries like Singapore and the UK, the NDTB will evolve into a GovTech-style delivery unit, with in-house expertise in service design, engineering and digital policy. It will support ministries in rapidly developing and scaling shared platforms, driving the execution of life-event-based services and enforcing interoperability standards.

In essence, while the Ministry sets the vision and policies for innovation and ICT development, the NDTB will be responsible for the execution of ICT projects to achieve citizen-centric digital transformation.

**Reinforcing Trust in Digital Service Authentication and Cybersecurity**

Another important transformative change envisaged will be the regrouping of existing entities to operate under a new entity National Cyber Resilience and Cybersecurity Agency (NCRCSA) to ensure the timely deployment of effective cybersecurity measures at the national level.

New entities will be set up and will be responsible for the digital identity management including ID Card, Mobile ID, Digital Service Authentication and Trust services of Digital Signature
Identity Management services will be recognised by this entity thus providing legal sanctity to electronic identity management services such as Digital Service Authentication as well as other digital identity registration and verification services in the private sector.

The Citizen Hub will serve as the central gateway for accessing digital government services. It will be housed under the Data Management Office (DMO) and will enable citizens to authenticate themselves via NCRCSA to access various e-services.

The Digital Transformation Bureau (DTB) will be responsible for the implementation of these e-services, while the Digital Transformation Support Office (DTSO) will provide operational support. All matters related to cybersecurity and resilience will be overseen by NCRCSA, working in close collaboration with the Data Protection Office (DPO), CERT-MU, and the IT Security Unit (ITSU).

All e-services will be hosted on the Government Cloud, and their promotion will be led by the Mauritius Digital Promotion Agency (MDPA). The MDPA will also collaborate with CERT-MU to foster a nationwide culture of safe and secure digitalisation. The Mauritius Emerging Technologies Council (METC) will feed the DTB and the DTSO with emerging and innovative technologies and methods for the development and deployment of digital services.
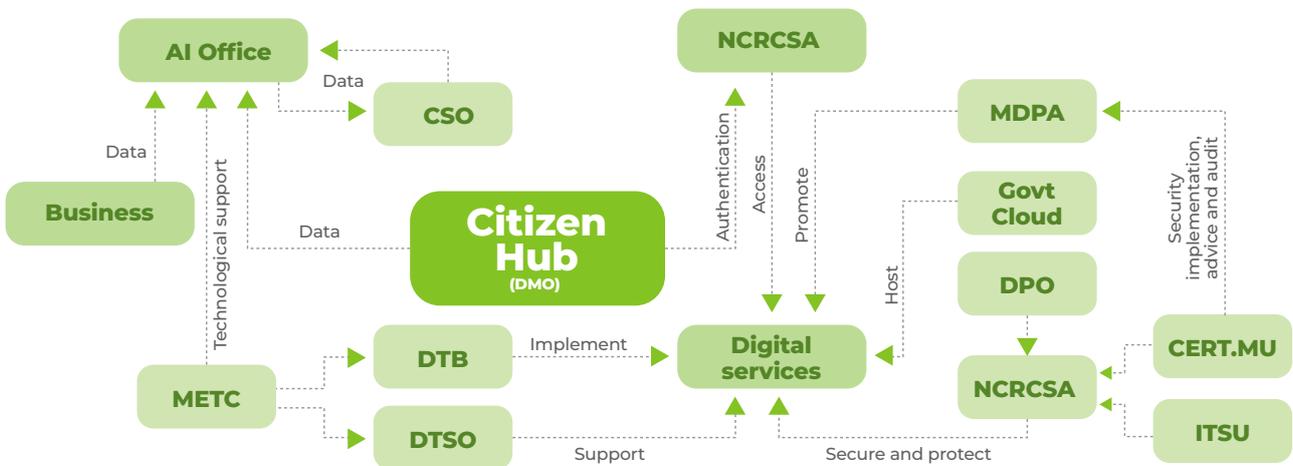


**YOUR EXPERIENCE REIMAGINED:**
The impact of improved coordination and focused execution will be tangible in your daily interactions with Government. Efficiency and speed will be prioritised to ensure faster, hassle-free access to public services - no more queues and no more delays. With capable leadership and well-structured teams driving the work, Government will move beyond planning to effective delivery.

# ENABLER 4

## CYBERSECURITY AND TRUST

## THE CHALLENGE

The growing reliance on online services naturally comes with an increased exposure to cyber threats, data breaches and the spread of harmful digital content.

## OUR PRIORITY

Government will ensure the roll-out of trust-worthy digital services. This will be achieved through a national focus on cybersecurity, strong data protection and online safety and well-defined comprehensive policies.

This enabler reflects key principles from the Global Cybersecurity Index, the Budapest Convention on Cybercrime and the OECD's Digital Security Risk Management. Mauritius is a top-ranked African country in cybersecurity and by establishing the National Cyber Resilience and Cybersecurity Agency (NCRCA), upgrading its Security Operations Centre and establishing a safe digital space for all, including children, it will contribute directly to SDG 16 (peace, justice and strong institutions).

The nation will be empowered with safe digital services premised on a secure digital network.
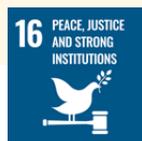
# OUR ACTIONS

## A National Strategy for a Secure Digital and Resilient Future

Government will adopt a Cyber Resilience and Cybersecurity Strategy to devise a safe digital space for all and align with international standards. It ensures that cybersecurity remains central to our future as a trusted digital economy.

**Strengthening National Readiness**
Regular cyber drills will be conducted to simulate real-world attacks and strengthen the country's preparedness. These exercises help build skills, improve coordination and ensure rapid and effective responses across sectors when incidents occur.

**Cyber Threat and Harmful Content Detection**
A Security Operations Centre (SOC) is now operational, providing surveillance and rapid response for government digital systems including cyber threats information sharing. Early detection of cyber threats limits damage and enables faster recovery. An AI lexicon will be developed to facilitate harmful content detection and response.

**Protecting Vital Digital Infrastructure**
A legal policy framework on Critical Information Infrastructure (CII) will be enforced to safeguard systems that are essential within key sectors such as public sector, communication, energy, finance, health and transportation. The systems within the CII must be continuously assessed and reviewed to ensure they remain consistently ready and responsive.

**Stronger Cyber Laws and Protection Measures**
The legal framework will be reviewed to address cybercrime and enhance digital security. The new legislation will redefine cyber offences, strengthen investigation powers, support international cooperation and enforce protection of critical systems. The NCRCSA will replace the National Cyber Resilience and Cybersecurity Committee.

**Responding to National Cyber Incidents**
Mauritius will set up a comprehensive national plan that provides clear guidance and coordinated actions to manage all potential cyber threats.

**Global Partnerships and Regional Leadership**
The NCRCSA will actively support digital security development and share expertise at regional and international levels.

# OUR ACTIONS

**Accreditation of Cybersecurity Auditors**
To regulate and standardise the quality of cybersecurity audits, there is a need to establish an accreditation process for cybersecurity auditors. This process involves setting eligibility criteria, accreditation mechanisms and compliance requirements to ensure that organisations receive professional and effective cybersecurity assessments.

**Child Online Protection**
Government will implement a comprehensive framework to safeguard children's well-being in the digital environment.

**Social media moderation**
The Government will develop guidelines and frameworks that outline social media moderation and anti-trolling practices.

**Building Cyber Awareness and Skills**
Awareness initiatives will be accelerated for public officers, citizens and children to protect themselves from cyber threats and harmful contents.

**Strengthening Digital Trust through the Revamped Certification Authority Platform**
The Government Certification Authority will be upgraded to offer secure e-signatures, timestamping and workflow-based approvals for all sectors including banking, legal, insurance and e-commerce transactions.

**YOUR EXPERIENCE REIMAGINED:**
You will experience greater confidence in using digital services. Whether you are applying for permits, digitally signing documents, or guiding your child's online activities, you can rely on clear regulations, robust security measures and a dedicated national team working diligently behind the scene to safeguard your digital rights and your data. It is the beginning to your new digital experience.

# ENABLER 5

## DATA PROTECTION AND ARTIFICIAL INTELLIGENCE

## THE CHALLENGE

Government data is presently fragmented, duplicated and unsynchronised. The lack of a robust information architecture hampers the responsiveness of public services by preventing a unified, up-to-date view of data, thereby obstructing systematic data sharing across departments and ministries.

## OUR PRIORITY

Government is committed to transforming data into a valuable national asset. It is imperative to establish a single source of truth (Citizen Data Hub managed by DMO) for the Whole-of-Life, Whole-of-Government and Whole-of-Enterprise. Enhancing data governance, streamlining secure sharing practices, strengthening data security protocols and promoting their effective use will be our priority.

This enabler is inspired by the OECD recommendations on data governance, the UNESCO AI Readiness Framework and the World Bank's GovData360 principles. This work supports SDG 16 (accountable institutions), SDG 17 (data partnerships) and SDG 9 (innovation infrastructure).
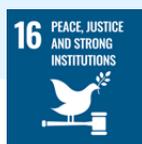


## OUR ACTIONS

### National Strategy to Treat Data as a Strategic Asset

Mauritius will implement its National Data Strategy (MNDS) to create a digital public sector that uses data to solve problems, improve lives, devise informed policies and anticipate future needs all while protecting citizen rights and public trust. It is an approach designed to harness the power of data to drive innovation, improve public services and boost economic growth.

# The Mauritius National Data Strategy (2025–2030) aims at:

- Improving public sector data quality and sharing
- Promoting ethical, secure and transparent use of data
- Building a world-class data economy
- Strengthening data protection and privacy safeguards
- Preparing for a safe, trustworthy and ethical adoption of AI

The National Data Strategy will include:
i. Creation of a Data Management office
ii. Adoption of a Data Governance Framework
iii. Adoption of a Data Sharing Policy and Protocol
iv. Adoption of a Data Retention Policy
v. Creation of a National Government Data Warehouse

The **value-add** of the National Data Strategy will include:
i. Data Assurance
ii. Data Sovereignty
iii. Open Data and access to public information
iv. Data Architecture and Harmonisation
v. Data Usability
vi. Data Literacy and Skills

**Tell-Us-Once**
The government will implement a Tell-Us-Once policy, requiring that once a citizen shares a document, all connected agencies must use/reuse it via the InfoHighway.



**Data Management Office**
The Data Management Office (DMO) will be the lead agency to implement the National Data Strategy. It will host the Citizen Data Hub and also act as the backbone to fuel data-driven cross-sectoral policy definitions in coordination with the AI Office.

**Freedom of Information**
Open data is generally freely available online.
To strengthen transparency and innovation, all open data will be released through a modernised portal. Ministries will be trained in open data management. Partnerships with startups and researchers will be encouraged to drive economic growth, service innovation and civic engagement through open data use.

# OUR ACTIONS

## Artificial Intelligence

- In line with the Government Programme 2025-2029, a National Artificial Intelligence (AI) Strategy will be formulated. The core objective is to leverage the potential of AI to significantly propel economic growth and enhance efficiency across various sectors of the economy and the society.

- To accelerate the transition to a digitally advanced economy, an AI Unit will be established under the aegis of the Ministry of IT. This dedicated unit will act as a cross-cutting enabler, integrating AI across all national digital projects and ensuring AI technologies are responsibly and effectively harnessed to improve public services, economic productivity and social well-being.

- The UNESCO AI Readiness Assessment for Mauritius recommended the formulation of a modern AI policy. In response, this Blueprint embeds the development of a National AI Policy that governs trustworthy and ethical development/use of AI. The policy will be grounded on principles of transparency, fairness and accountability. Further, it will be human-centric and innovation friendly.

- Accelerate implementation of intelligent automation, virtual assistants, and predictive analytics within Government. For instance, AI powered Job match.

- Build on our leadership in Africa AI readiness to position Mauritius as a regional hub for ethical AI-supporting startups and SMEs in developing further AI-driven solutions in Fintech, Agritech, Edtech, and Climate Action.

- Create regulatory AI sandboxes and regional/mobile Fab Labs to disseminate knowledge on AI and build AI capacity/awareness across the island. Also target students as from upper primary Schools.

- Encourage PPP initiatives to set up AI Tech Park for Research & Development, startups and innovation.

- Apply AI to monitor environmental risks, optimise resource use, and enable smarter urban planning and agriculture through data-driven systems.

**YOUR EXPERIENCE REIMAGINED:**
AI will power intelligent automation to move people from being in line to online. Virtual assistants will be available round-the-clock to empower citizens with immediacy of service. In healthcare, AI could help personalize treatments and streamline appointments. For education, it might offer tailored learning paths. Social services could become more responsive to individual circumstances, and the justice system could see faster processing of cases. Ultimately, AI will work behind the scene to make your interactions with Government smoother, more efficient, and more attuned to your unique situation, leading to a better overall experience.

# GOVERNANCE, MONITORING & IMPLEMENTATION FRAMEWORK

To ensure this Blueprint delivers real change, the government is establishing a robust governance and monitoring framework. The following targets are expected to be achieved:

- **Measurable Progress:** The success of each project will be tracked using clear, verifiable data, ensuring accountability and tangible results.

- **Efficient Delivery:** Lead entities are committed to proactively identifying and resolving any obstacles, ensuring projects stay on track and deliver benefits without unnecessary delays.

- **Responsive Improvement:** The people's voice matters. The feedback from citizens will be considered and used to make necessary adjustments, ensuring these digital initiatives truly meet their needs and expectations.

This focus on disciplined implementation, open communication and demonstrable impact will ensure that the vision outlined in this Blueprint becomes a reality that benefits all citizens.

**ALIGNED TO GLOBAL STANDARDS, DRIVEN BY LOCAL PRIORITIES**
The Monitoring & Evaluation (M&E) Framework will be aligned with:

- The OECD Digital Government Policy Framework (12 dimensions of digital maturity)
- The UN Sustainable Development Goals (SDGs)
- SMART indicators: Specific, Measurable, Achievable, Relevant and Time-bound

The Government will go beyond simply tracking activities; it will rigorously monitor the real-world outcomes and impact of its digital transformation.

**SIX KEY THEMES – ONE SCORECARD**
To ensure a focused and streamlined approach to digital transformation, the Government will utilise a Digital Transformation Scorecard organized around six key national themes.

| Theme | Sample Indicators |
|---|---|
| 1. Citizen-Centric Services | % of services online, satisfaction scores |
| 2. Digital Inclusion & Literacy | % of population trained, women/PwD reach |
| 3. Public Sector Transformation | % digital-by-design services, legacy systems retired |
| 4. Data-Driven Government | No. of data-sharing use cases, % analytics adoption |
| 5. Digital Economy Growth | No. of startups supported, ICT share of GDP |
| 6. Cybersecurity & Trust | Audit coverage, threat response time, awareness |

A **National Digital Transformation Steering Committee** will oversee and guide the implementation of the Blueprint initiatives, ensuring that digital projects are delivered efficiently, securely, and with maximum benefit to citizens and businesses.

Under the umbrella of the steering committee, workgroups will be set up to bring together industry practitioners, academics, ICT professionals, Chief Digital Officers and Chief Information Officers of ministries and departments, as part of the execution.

# FINAL THOUGHTS

## Empowering the Future

## CONCLUSION

The Blueprint charts an ambitious yet attainable course for Mauritius, placing you, the people, at the heart of its digital revolution. Our aim is to ensure that every digital service, system and strategy delivers tangible benefits to both citizens and businesses.

Building on a clear national vision, this Digital Charter moves Mauritius from siloed data and processes to a unified GovStack and Digital Public Infrastructure to realise Next-Gen Mauritius. This Blueprint puts Mauritius back onto the African and global digital map and crafts Mauritius 3.0!

**More than just outlining priorities, it provides a clear framework for action, built upon:**

**Four Strategic Pillars:** Focusing on enhancing services for people, modernising services themselves, boosting the economy through digital opportunities, and ensuring sustainability in our digital growth.

**Five Enabling Systems:** Establishing the necessary foundations for successful delivery, building unwavering trust in digital systems, fostering continuous innovation and ensuring robust governance across all initiatives.

Achieving this vision requires strong collaboration, not just within Government, but also through vital partnerships with the private sector, educational institutions, civil society and most importantly, with you, the people of the Republic of Mauritius.

Ultimately, this Blueprint is about creating a government that is easily accessible, inherently trustworthy and caring. It is about empowering entrepreneurs to innovate and thrive using digital tools and equipping every child with the skills to flourish in a connected world. This is the digital future we are building together for Mauritius.

## Let's make Mauritius great again!
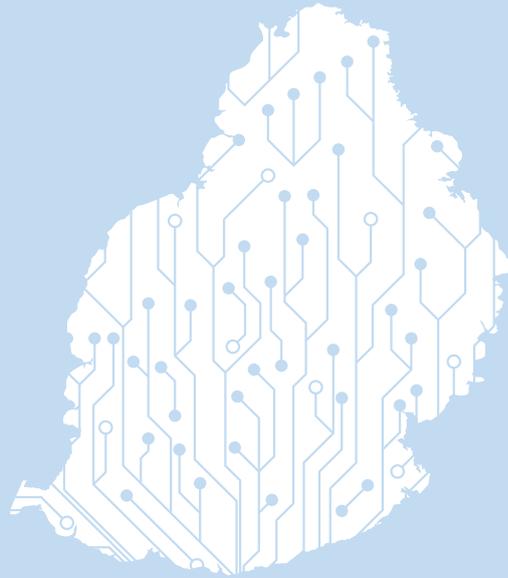
# DIGITAL TRANSFORMATION

**A BLUEPRINT FOR MAURITIUS
A BRIDGE TO THE FUTURE**

Ministry of Information Technology, Communication and Innovation