

**Speech of Honourable Deepak Balgobin
Minister of Information Technology,
Communication and Innovation**

**Official opening of a brand-new Telecom
Shop in Tribeca Mall by Mauritius Telecom**

**Wednesday, 18th October 2023 at 18.00hrs
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- **Mr Dooshiant Ramluckhun, Mayor of Quatre Bornes,**
- **Board Members of Mauritius Telecom,**
- **Mr Kapil Reesaul, CEO of Mauritius Telecom,**
- **Mr Ken Arian, Chief Executive Officer of Airport Holdings Ltd**
- **Mr Cyril How Kin Sang, CEO Hermes Properties Ltd**
- **Representatives of Public and Private sectors,**
- **Ladies and Gentlemen,**

Good evening to all of you.

At the very beginning of my mandate as Minister of ICT, I have put digital innovation at the core of my agenda. And the reason is simple. It is for each and every citizen of Mauritius. For the thousands of digital entrepreneurs, innovators and pioneers of our country. The digital transformation of Mauritius offers a tremendous number of opportunities to improve our lives and in the years ahead, the power of digital solutions can help countless businesses emerge.

Ladies and Gentlemen,

I am pleased to announce that new Telecom Shop will be a first-of-its-kind and fully digital. It will be a platform for the public to experience a wide range of innovative products in an immersive setting.

It is significant milestone in the history of Mauritius Telecom and a groundbreaking initiative which represents a bold step towards the future of shopping and service delivery. Mauritius Telecom has always played a pivotal role in our nation's development, and its commitment to innovation has been unwavering. Over time, they continue to empower us to experience a trusted digital life and prosper in a world that is becoming increasingly digital.

This new Telecom Shop is a testament to the dedication of Mauritius Telecom to bring innovative solutions to the forefront, making it a "go-to" place for all our telecom needs. This new digital Telecom Shop represents a paradigm shift in how we experience shopping and access telecom services.

I am pleased to note that this fully digital Telecom Shop will bring along:

1. A personalized shopping experience for its customers, making every interaction more meaningful.
2. A greater convenience with a faster subscription and buying process, the time spent by customers will be optimized.
3. An eco-friendly shop which will reduce waste, as transactions become essentially paperless. This is a commendable effort that positively impacts our environment.

4. The operational efficiency of the shop will be significantly enhanced, allowing staff to better serve the customers.

Furthermore, I am informed that the Telecom Shop will offer an end-to-end digital service to customers, that is,

- A seamless digital onboarding process that captures the customer's purpose for visiting with just a few clicks, streamlining their experience. The purpose of their visit will be captured digitally and their information automatically populated and recorded, prior to the processing of their required transaction.
- The subscription process will be entirely digital, allowing for quick and efficient transactions. Once the customer has finalised the type of subscription they want, they will be invited to sign digitally either on a tablet or using a signature pad then will automatically receive an SMS and/or an email with their signed application form attached.
- Payment will be done on a cashless mode with the Tribeca Shop accepting payment only via debit/credit card or via my.t money.
- Once payment is done, an e-Receipt will be sent via SMS or Email to the customer, ensuring that all transactions are tracked efficiently.

These benefits reflect the forward-thinking approach that Mauritius Telecom is known for and they go in line with Government's efforts to digitalise public services.

Ladies and Gentlemen,

With the leadership and vision of our Honourable Prime Minister, the Government has embarked on an ambitious journey towards the economic transformation through comprehensive digitalisation efforts.

Through these initiatives the Government is fostering an environment conducive to innovation and efficiency.

By leveraging digital platforms for public service delivery, the Government is streamlining administrative processes and improving transparency, which, in turn, is spurring economic growth.

One example is the MAUPASS, which is a digital identity system integrated with Government e-services and systems, authenticating users transacting with Government entities. Another example is the Certification Authority, known as MAUSIGN. It has been set up by my Ministry for the issue of digital certificates to citizens and businesses willing to digitally sign electronic documents. MauSign reinforces the authentication process and avoidance of tampering of transactions online.

There are other numerous initiatives which have been already implemented to digitalise Government services. These efforts are not only propelling economic growth but also positioning the nation for a brighter and more connected future.

Ladies and Gentlemen,

As we open the doors to the new Telecom Shop, we are embarking on a journey towards a digital future that is not only efficient but also sustainable.

I commend Mauritius Telecom for their unwavering dedication to the socio-economic development of Mauritius, and for providing us with the tools and services that empower us to lead trusted digital lives.

Together, as we move forward into this digital future, let us embrace the opportunities it brings and continue to prosper.

I thank you for your attention.