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**THE DIGITAL TRANSFORMATION OF PUBLIC SERVICES :
GOOD PRACTICES AND CHALLENGES**

NATIONAL EXPERIENCE – EGYPT

by

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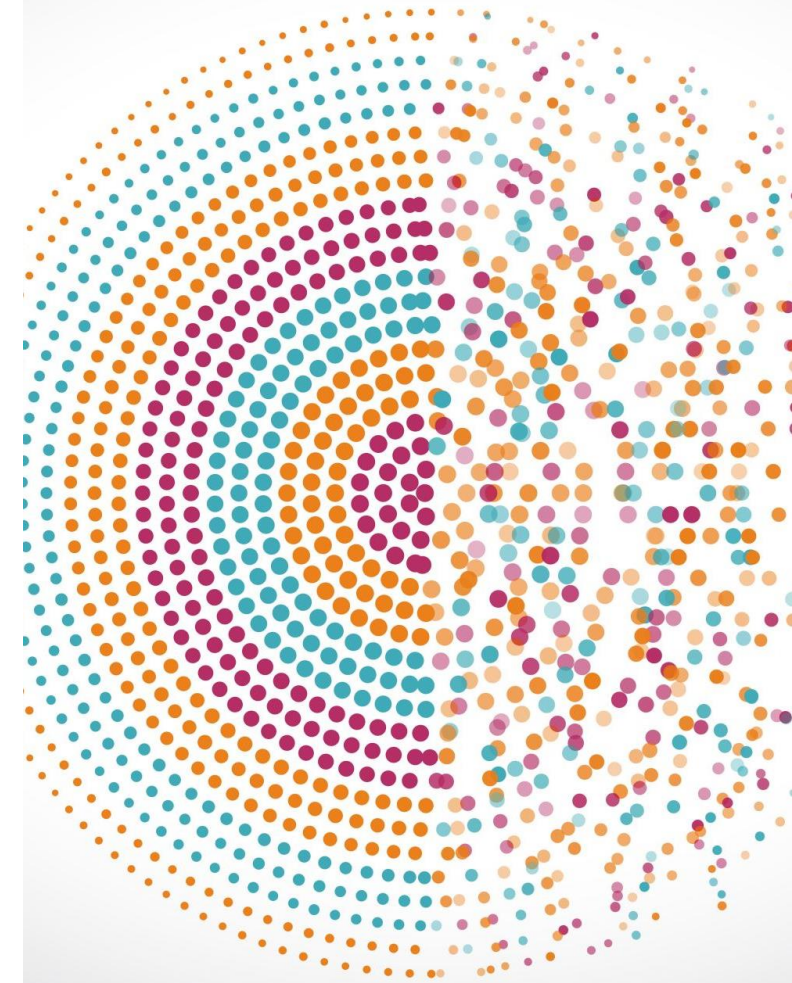
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CHALLENGES OF DEMATERIALIZATION AND DIGITAL TRANSFORMATION OF PUBLIC SERVICES: DIGITAL INCLUSION AND EQUAL ACCESS TO PUBLIC SERVICES

By Eng. Ghada Moustafa Labib

Deputy Minister for Institutional Development

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— Agenda

1. Egypt's ICT Strategy

2. Digital Government &
Equal access to public services

3. Digital inclusion efforts

ICT Strategy in Egypt

1. Achieving sustainable development through ICT

2. Decreasing inequality through shrinking the digital skills gap

3. Building Tech Talent

4. Focus on creating an environment conducive for innovation and entrepreneurship

5. Maximize gains and minimize risks through:

- Digital Transformation
- Institutional Development
- Infrastructure Development

Highlights

Increased investments in infrastructure

Capacity building for government employees

Digital government reforms

Digital literacy & Digital inclusion

Social responsibility

Digital Egypt Strategy

Enabled by two important foundations:
1. Infrastructure
2. Regulatory framework

Three main pillars:



Digital Transformation



Digital Skills and Jobs



Digital Innovation

Egypt aims to move towards a more market-oriented economy and boost increased foreign investment, strengthen the results of annual macroeconomic growth.

Digital Transformation in Egypt

Governance

Policies & Regulations

Performance, Ethics,
Transparency and Openness

Digital Governance

Stakeholders participation

Collaboration & Integration

Digital Inclusion & Digital
Culture

ICT Infrastructure & enabling tech

SW, HW

Digital platforms & Tools

Cybersecurity

Data management, Big Data,
Cloud

Analytics, AI

People (Government & Citizens)

DTUs, DTA, Capacity Building

Digital Literacy

Citizen Experience

Accessibility

Adoption

Processes Re- engineering

Internal/external, e-Services

e-Payments, Fintech

e-Commerce

e-Financing

Egypt: Digital governance

Vision

- To prepare the Egyptian workforce for the global increasingly challenging market requirements revolving around emerging tech and ensuring all have digital literacy, building tech talent and ensuring all segments of society have ultimately access to decent work and a decent life.
- To leverage technology for the purpose of climate change, resource scarcity and management, consumption, population increase and planning
- ICT to enable competitive edge and stimulate economic growth

Data Infrastructure

- 18000 out of 33000 government building connected
- Government Gateway G2G
- 75 government databases linked
- 14 Data Centers
- 6 hosting & cloud providers
- 2 network fabrics
- Secured and Smart Documents Complex
- Integrated national planning system (National Centre for Spatial Data Infrastructure)
- Egypt's Digital Mind (largest govt. data center in MENA)
- Massive investments in tech: Big Data Analytics, Cloud Computing, AI, Smart Apps, GIS systems, e-Archiving and other

Data governance

- Legislation
 - Article 68 of the Constitution of 2014 states that information, data, statistics, and documents belong to the people; the State provides them to citizens transparently, and the Law regulates controls of availability and secrecy.
 - Egyptian Personal Data Protection Law (PDPL) No. 151 of 2020
 - Law No. 175 of 2018 Regarding Anti-Cyber and Information Technology Crimes
 - The Supreme Council for the Digital Society Law No 501 of 2017
- Ethics, Privacy & Security
- Collection, Classification, Handling & Disposal

Successes

- Artificial Intelligence Technology Center (AITC)
- Egypt's Digital Mind
- National Center for Spatial Data Infrastructure
- Secure and Smart Document Complex
- Egypt's AI Strategy
- AI for Government
- Egypt's Knowledge City
- 376 technology centers
- Established 8 out 19 innovation centers planned
- Established 8 out of 14 digital creativity centers planned
- Smart Government
- Digitization of govt. document nearly two hundred million to date

Egypt: Digital Government

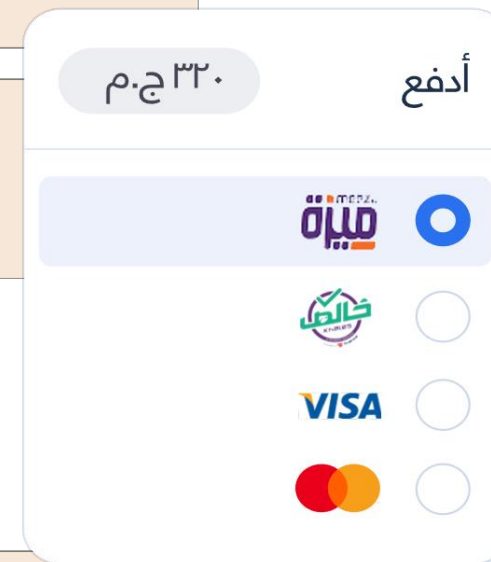
Omni Channels: Traditional (Govt., Egypt Post, Sports Clubs, Syndicates, Kiosks etc.) & e-Services

Digital platform: www.digital.gov.eg



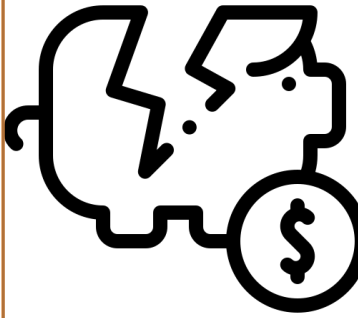
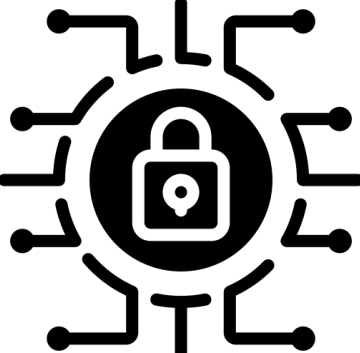
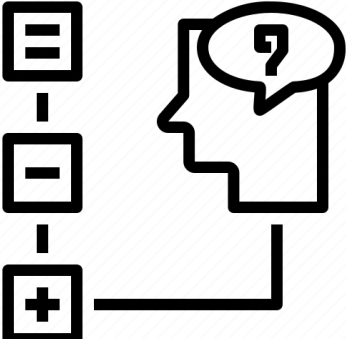


- 168 services available online
- 9 ministries
- Digital Egypt platform users: 6,099,014
- Total number of service requests: 25,473,363

Port Said: first digital governorate, over 150 active e-Services

5 governorates ongoing digital transformation



Challenges

 <p>RESISTANCE TO CHANGE</p>						 <p>DIGITAL LITERACY</p>
<p>Resistance to change</p>	<p>Digital divide between urban and rural areas, PWDs and tech.</p>	<p>Lack of bank accounts for more than 50% of the population</p>	<p>Cyber Security & Privacy concerns</p>	<p>Distrust of virtual services</p>	<p>Distrust in virtual payments</p>	<p>Lack of digital literacy</p>

Egypt: Equal access to public services

- ❑ **Rural infrastructure:** massive investments to date
 - 1 million homes connected via FTTH in rural areas to date
 - 1 000 mobile towers built across governorates
 - Over 900 Post Offices modernized across governorates
- ❑ **Competence building:** for rural citizen, women, youth, PWDs
 - Over 200,000 citizens trained in topics of digital literacy
- ❑ **PWDs:** Training and rehabilitation, assistive technologies
- ❑ **Skill-building for decent work:** women, youth, elderly
- ❑ **Omni-channels in place:** traditional and digital
- ❑ **Cybersecurity & Privacy:** legislation, awareness, literacy
- ❑ **ICT for community development**
- ❑ **Digital citizenship**

Story from the field : Ali
“The Genius”

Ali is living in an Egyptian village where he is known as “The Genius”. Ali would charge his fellow villagers from 20EGP to 50EGP in exchange for him submitting requests for various purposes on their behalf via the eGovernment portals which otherwise cost nothing.

Digital inclusion efforts

Main efforts of the ICT Ministry in digital inclusion:

1. Digital Transformation for Sustainable Development (DT4SDE) project
2. The National Academy of Information Technology for Persons with Disabilities (NAID)





“Decent Life/Hayah Karima” Project: unprecedented national effort

Description

The project aims to improve the quality of life for the Egyptian citizens who live in rural areas in 4,500 villages in 175 administrative centers in 20 governorates representing 58% of the total population, within the framework of the Sustainable Development Strategy: Egypt Vision 2030

Objectives

- 1- Investing in the development of the Egyptian citizen
- 2- Closing the developmental gaps between city centers and villages along with their dependencies
- 3- Eliminating multi-dimensional poverty
- 4- Raising the social, economic and environmental level of the targeted families

Target groups

The poorest families in the target destinations, orphans, women, children, unemployed youth and PWDs

Participating Entities

International Development Partners

Local Development Partners

NGOs

Private Sector Organizations

Volunteers

Civil Society Institutions

***All these sectors cooperate with the Egyptian Government represented by 23 ministries

Decent Life: Areas of Focus

Housing Conditions Development

Building Educational Services

Medical Services Development

Ensuring Connectivity (with FTTH)

Capacity Building

Supporting Micro-Enterprises Development

Environmental Interventions

Social Interventions

Most important capacity building efforts focus on:

1. Digital Inclusion
2. Digital Literacy
3. Digital Financial Literacy
4. Digital Economic Empowerment

NAID: The National Academy of Information Technology for Persons with Disabilities

The National Academy of Information Technology for Persons with Disabilities (NAID) was established in July 2018, as an initiative launched by President Abdel Fattah el-Sisi with the main objective of NAID being to enable PwDs to develop their skills and use their exceptional abilities towards bolstering the economic and social development in Egypt. NAID vision is to become the regional hub to support and stimulate assistive technologies.

Objectives

1. NAID provides training and capacity-building opportunities for Egyptian, Arab and African PwDs, via advanced training programs using Assistive Technologies (AT).
2. The Academy supports innovators and developers, with or without disabilities, to develop ICT technologies for the empowerment PwDs.

NAID: National Relay Center for Deaf and Hard of Hearing

In 2018, the National Relay Center for Deaf and Hard of Hearing was established and it provides an integrated solution that acts as an intermediary to enable PwDs to communicate both with PWDs and non-PWDs.

Video Relay Service (VRS) allows persons who are deaf or hard-of-hearing to communicate through the telephone system with hearing persons.

The VRS caller, using a computer or a smart phone with a video camera device and a broadband Internet connection, contacts a VRS Communication Assistant (CA), who is a qualified sign language interpreter.

They communicate with each other in sign language through a video link. The VRS CA then places a telephone call to the party that VRS user wishes to call.

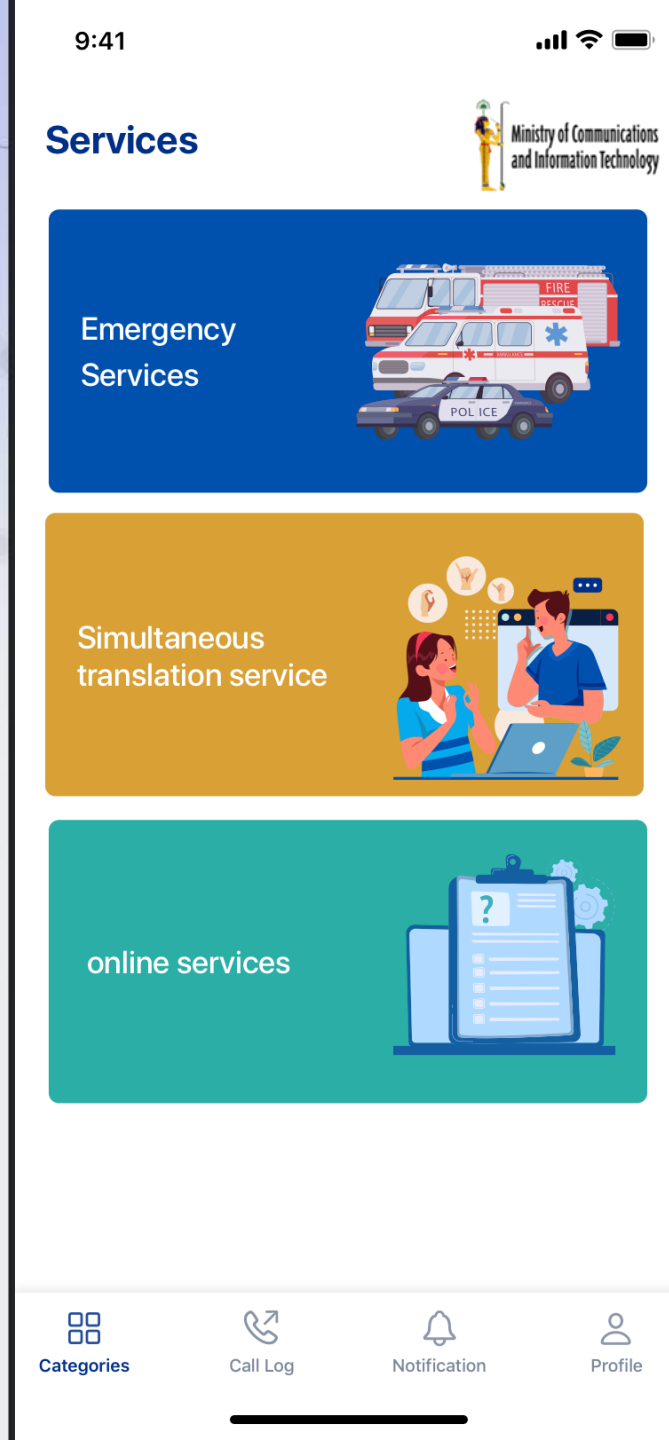
The VRS CA relays the conversation back and forth between the parties in sign language with the VRS user, and by voice with the called party.

No typing or
text is involved.

Source: [Ministry of Communications and Information Technology \(mcit.gov.eg\)](http://mcit.gov.eg)

Wasel App

WASEL is a digital application that enables people with hearing disabilities and communication difficulties to access multiple services through free video calls, including emergency services, ambulance, firefighting and electricity complaints. It also provides instant translation service and electronic form filling services, all using sign language by SL interpreters with the highest level of experience who are present in the Technical Center for Services for Persons with Hearing Disabilities and Communication Difficulties, which is the first free center of its kind in the Arab region and Africa.



NAID: ICT Accessibility in Education for Persons with Disabilities (PwDs)

Launched in 2016 as a presidential initiative, the project aims to:

1. Empower PwDs using ICTs
2. Equipping 3000 PwDs schools nationwide with ICT tools and specialized applications and programs
3. Providing training to 30,000 teachers of these schools to improve the efficiency of education.
4. Teachers are trained on computer basics, specialized programs and Assistive Technologies.
5. In addition, the teachers were also trained on the Unified Sign Language Dictionary— the first unified academic Arabic sign language digital dictionary which overcomes the variations in the sign language, developed by MCIT and accredited by the Ministry of Education.

NAID: Training & rehabilitating PWDs for decent work

The project aims to train PwDs on specific programs required by the labor market and provide them with decent job opportunities.

The training courses include data entry, telemarketing and administrative programs.

The project covers several governorates with a special focus on Upper Egypt.

NAID: Improvement of Inclusion of Persons with Disabilities through Improvement of Information Accessibility

The “Improvement of Inclusion of Persons with Disabilities through Improvement of Information Accessibility” Project aims at supporting the Egyptian government in empowering PwDs through utilizing the **Digital Accessible Information System (DAISY) technology** to improve information accessibility for people with print disabilities, including visual, reading, physical or mental disabilities. It also supports persons with disabilities in reading the Arabic texts for the first time through the DAISY highly advanced technology.

The project is implemented in cooperation between Japan International Cooperation Agency (JICA), MCIT, the Bibliotheca Alexandrina (BA) and the National Library (NL).

Other

ICT for Comprehensive Community Development (ICT4CCD) project of the Central Department for Community Development at the Ministry of Communications and Information Technology (MCIT), implemented in collaboration with the United Nations (UN) Development Program (UNDP) and the International Labor Organization (ILO) under which we **Jobs and Skills for Persons with Disabilities (PwDs)** project with a Focus on ICT-based Solutions

Digital Development Centers the Ministry of Communications and Information Technology (MCIT) in collaboration with the Ministry of Youth and Sports, concerned with the institutional development of youth centers and the development of cultural, educational and training capabilities to implement development programs through promoting awareness-raising, dissemination of knowledge, education, and training.

Qodwa Tech, focuses on representing women of the informal economy sector and the handicraft and agricultural industries sector, motivating them to become entrepreneurs and enhancing their capabilities in ICT and fintech.

Digital Citizenship, aims to help citizens recognize the rights, responsibilities and opportunities of living, learning, and working in an interconnected digital world, and they act in ways that are safe, legal and ethical.

Thank you

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