



**MINISTRY OF  
COMMUNICATION,  
SCIENCE AND TECHNOLOGY**  
REPUBLIC OF MALDIVES

MCST.GOV.MV

# OUTLINE

## 1 THE MINISTRY

## 2 E-GOV JOURNEY & CONTEXT

## 3 KEY INITIATIVES



*“A Digitally Empowered Island Nation.”*

Provide leadership and an enabling policy and regulatory environment for the development of digital government, digital economy and digital society; and advance science and research and development led inclusive, sustainable and resilient national development.

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# EARLY YEARS



**Science and Technology Master Plan**

- First formal strategy for e-government development



**National Centre for Information Technology**

- Central agency for IT & e-government development



**e-Government Service Platform**

- e-Government Portals
- Shared services application infrastructure

2000 – 2005

2005 – 2010

2011



**Government Network of Maldives**

- Connects all key government agencies by a government private network



**Hardware & Software Standards**

- Standardize desktop and computing across the government



**Information Technology Development Project**

- First major e-gov development project
- 12M USD project with 9.5M loan from ADB



**Government e-Letter Management System**

- All agencies on the GNM exchange letters via GEMS



**Community e-Centre**

- Enabling and empowering small island communities with ICT

# HIGHLIGHTS 2012



## National Computer Network

- All national orgs in 2 cities & atoll capitals connected
- Every inhabited island connected in 2013



## Government e-Letter Management System

- Saved ~ **MVR 8.7 Million** in 2011
- ~ 1M transactions in 2012



## Transport Online

- Service re-engineered from ~ 4 visits to 2 government sites to 1 visit to the test site

2012



## Expat Worker Management System

- Transform & modernize Expatriate Worker management with a biometric based system



## eCitizen Program

- IT Literacy covering IT Basics; Searching for Information; eParticipation



## Tourism Info Management System

- Re-engineer & automate all processes in the Ministry of Tourism



## eCouncil System

- Re-engineer & automate all processes within Local Councils



## eFaas

- One digital identity for all government electronic services



# HIGHLIGHTS 2017/2020



## Biometric Passport

- A unique bio-metric multipurpose electronic card



## Hafthaa Res

- Supporting young entrepreneurs to showcase their talents and businesses in the weekend markets



## Magey Hiyaavehi

- Allows public to view, apply and check eligibility for government housing schemes

2017

2018

2019

2020



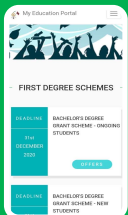
## islands.mv

- Empowering local councils to promote local tourism at island to level to the world.



## eFaas V2

- One digital identity for all government electronic services
- Improved functionality with new features



## My Edu Portal

- Facilitating the public to apply & view status of scholarship & student loans



## gov.mv

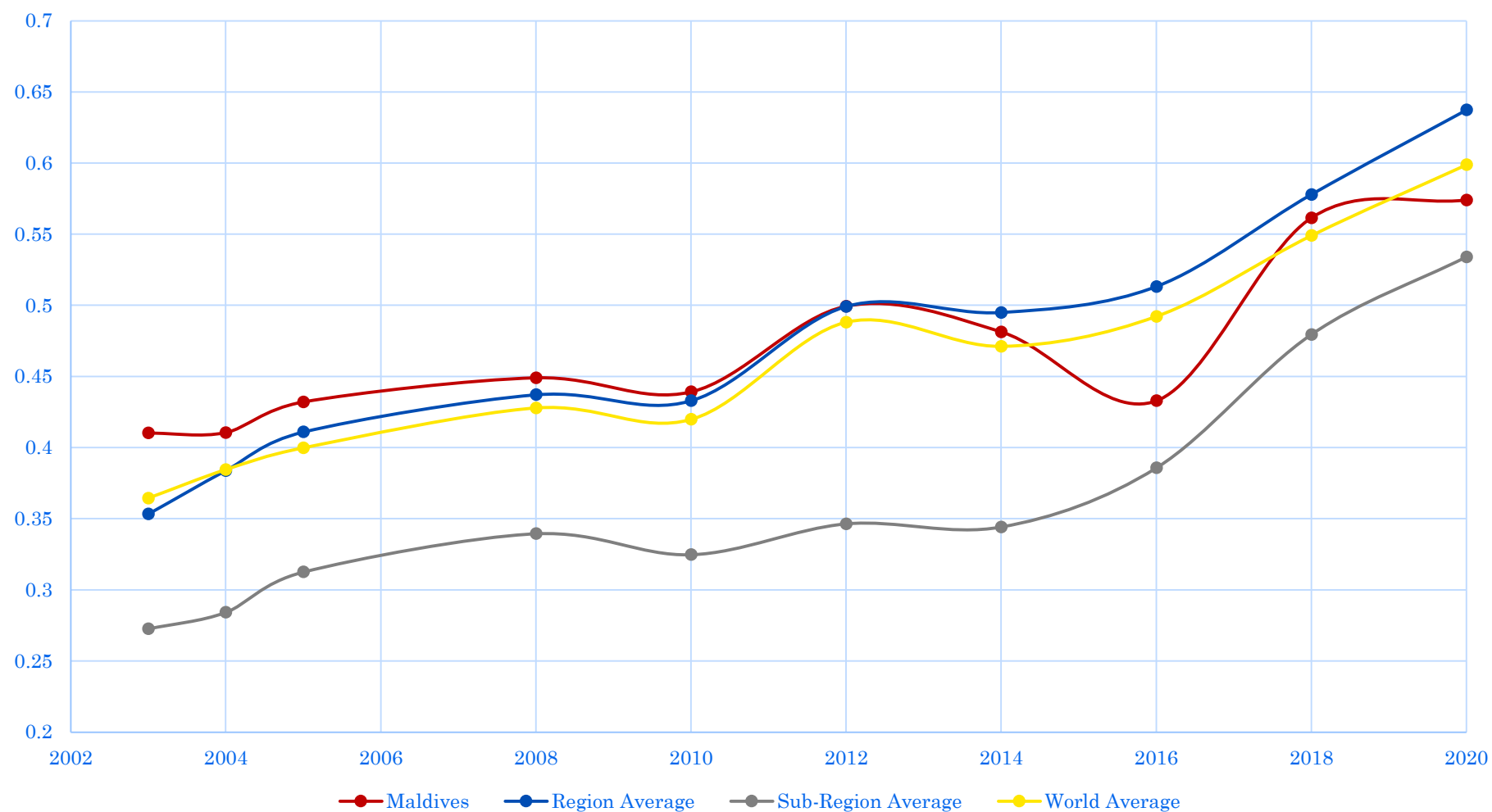
- A single point of access delivering information on government services to citizens



## eCouncil System – Gemen Module

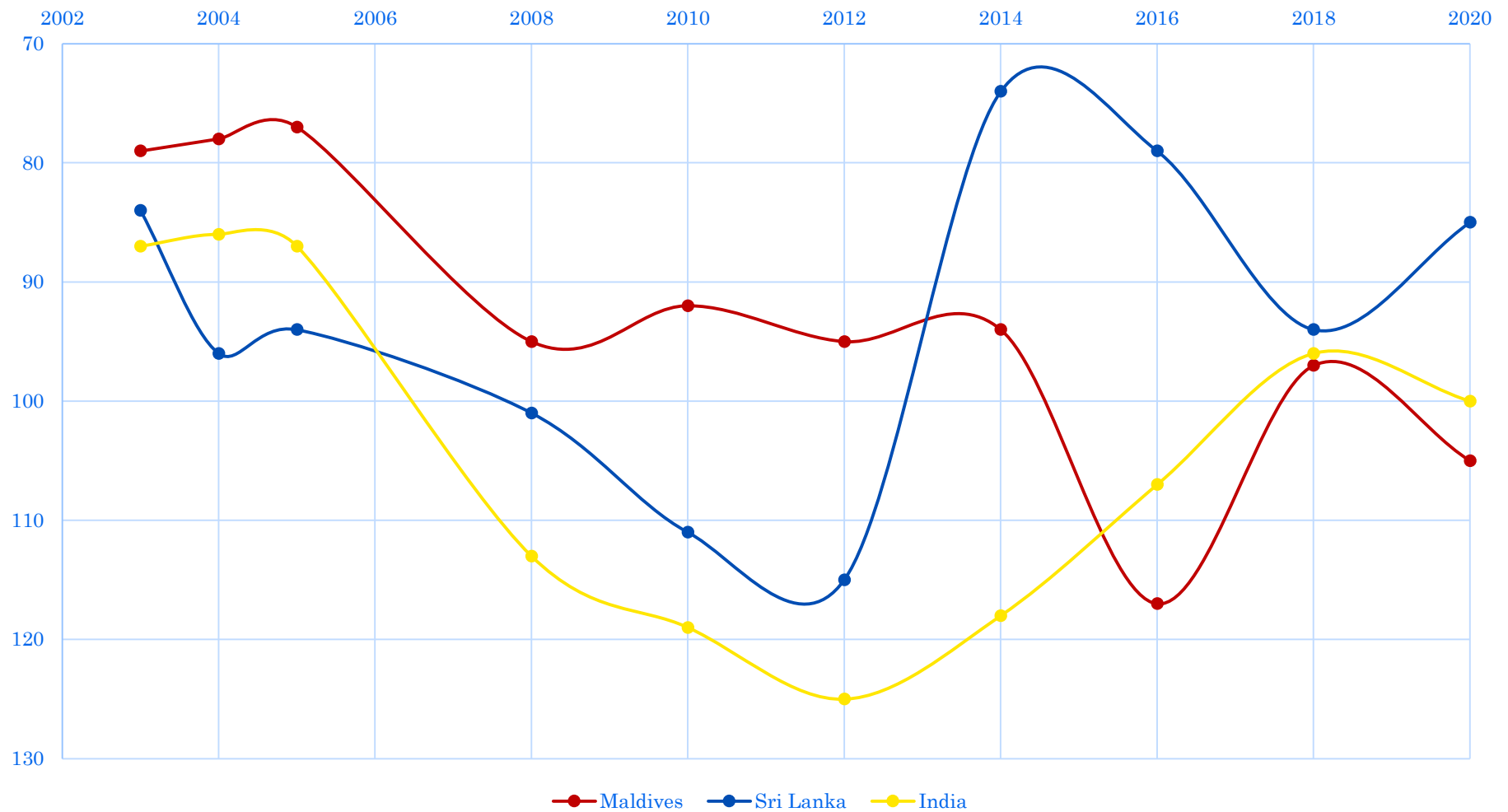
- Re-engineer birth & death registration processes within Local Councils

# UN E-GOV SURVEY: MALDIVES EGDI





# UN E-GOV SURVEY RANKING: MV VS. NEIGHBORS



## CONTEXT: LOCAL E-GOVERNMENT



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*Single point of access to information & services provided by the Government of Maldives*



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Ministry of Communication, Science and Technology

Featured



08 July 2019 - News and communications  
Ministry of Communications, Science and Technology signed an MOU with Bahuge Academy



07 July 2019 - News and communications  
Minister Maleeh Jamal met with SparkHub, organizers of AngelHack



18 November 2018 - News and communications  
President Ibrahim Mohamed Solih has appointed Mohamed Maleeh Jamal as Minister of Communication, Science and Technology

Latest from Ministry of Communication, Science and Technology

Ministry of Communications, Science and Technology signed an MOU with Bahuge Academy  
08 July 2019

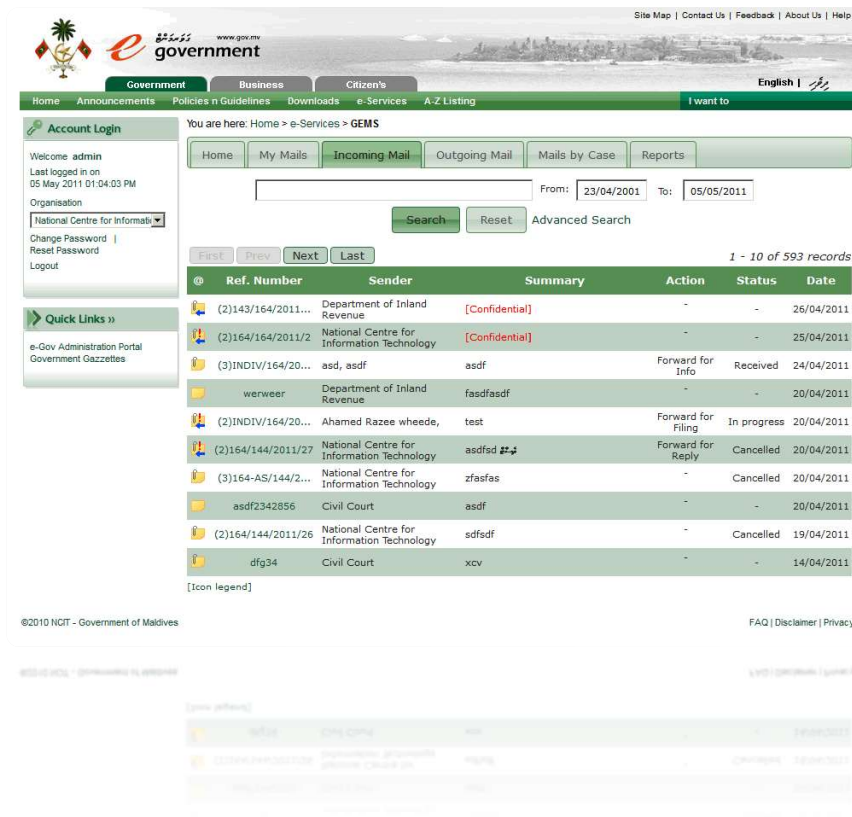
NCIT Help desk has conducted GEMS refresher training for senior management of Ministry of Defence.  
08 July 2019

Minister Maleeh Jamal met with SparkHub, organizers of AngelHack  
07 July 2019

*Organizing, unifying and simplifying government services and information:*

- Information is planned, written, organized and designed around what users need
- Generating user insights for data driven decision making that can help government improve content and services
- Agile, iterative and focused on users.

## Enabling all G2G, G2B and G2C official communication



*Launched in 2010, GeMS in the most utilized e-government service in the nation*

- All main government agencies use GEMS for G2G communication
  - 162 agencies in Male' City
  - 325 agencies in 183 Islands
- GEMS 2.0 enables G2G, G2B and G2C communication with advance document management features from composing letters to case management to digital signatory



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Thank You

Mohamed Maleeh Jamal  
Minister