

CDL-UD(2021)029

Or. Engl.

EUROPEAN COMMISSION FOR DEMOCRACY THROUGH LAW
(VENICE COMMISSION)

in cooperation with

**THE MINISTRY OF DIGITAL TRANSITION AND ADMINISTRATIVE REFORM
OF THE KINGDOM OF MOROCCO**

Regional seminar for high level civil servants

14th UniDem Med

**" GOOD GOVERNANCE AND QUALITY OF
PUBLIC ADMINISTRATION"**

Videoconference, Morocco

1-2 December 2021

**PRINCIPLES AND STANDARDS FOR TRANSPARENCY AND GOOD
GOVERNANCE IN PUBLIC ADMINISTRATION**

NATIONAL EXPERIENCE – EGYPT

by

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Funded
by the European Union
and the Council of Europe



COUNCIL OF EUROPE



Implemented
by the Council of Europe

The Unidem Med project is implemented in the framework of the European Union/Council of Europe joint programme "Regional Support to Reinforce Human Rights, Rule of Law and Democracy in the Southern Mediterranean" (South Programme IV)

*This document has been produced as part of a programme co-funded by the European Union and the Council of Europe.
The views expressed herein can in no way be taken to reflect the official opinion of either party.*

ENHANCING QUALITY IN PUBLIC SERVICES VIA DIGITAL TRANSFORMATION

Laura Dospinescu

Cairo, Egypt

December 2021

INTRODUCTION

ICT STRATEGY IN EGYPT

Egypt's Sustainable Development
Strategy

“Egypt Vision 2030”



The ICT strategy supports Egypt's
Vision 2030 through its “**Digital
Egypt**” project

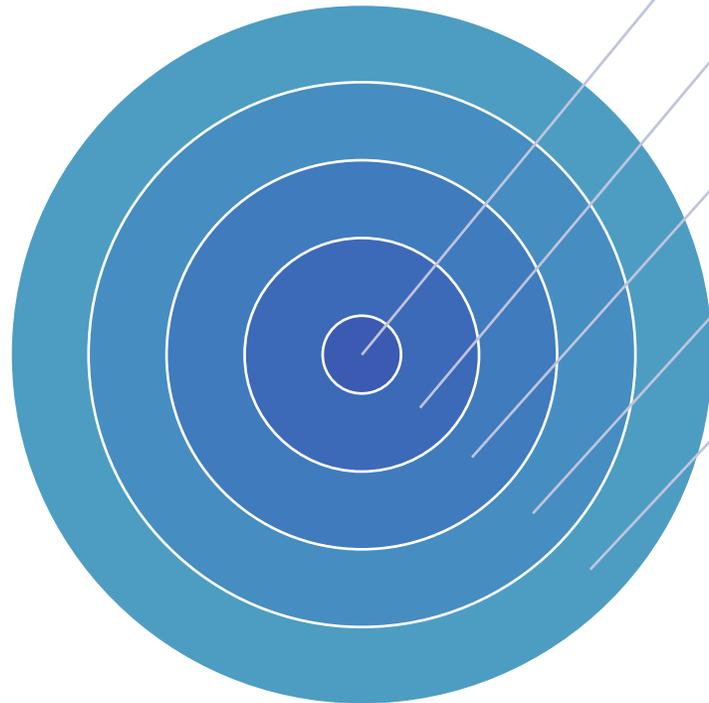


Key Targets

- Infrastructure Upgrade
- Capacity Building
- Encouraging Innovation and Entrepreneurship
- Digital Government Services Reforms

ICT STRATEGY IN EGYPT

Technology: The Enabler



1. Achieving sustainable development through ICT
2. Decreasing inequality through shrinking the digital skills gap and enhancing digital inclusion for all citizens
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

People: The Driver

A national **transformational journey** where all institutions collaborate in harmony and employ a holistic approach through the use of digital tools.

The end goal
A secure and interactive digital society.

ICT STRATEGY IN EGYPT

Digital Egypt is a holistic vision and plan, laying the foundations for the transformation of Egypt into a **digital society** via three main pillars:

1. Digital Transformation

2. Digital Skills & Jobs

3. Digital Innovation

Infrastructure

Regulations

Objectives

Enhancing Egypt's competitive advantage

Digital inclusion and digital literacy for all citizens

Capacity building for Government and citizens

Support innovation and entrepreneurial efforts throughout the entire lifecycle

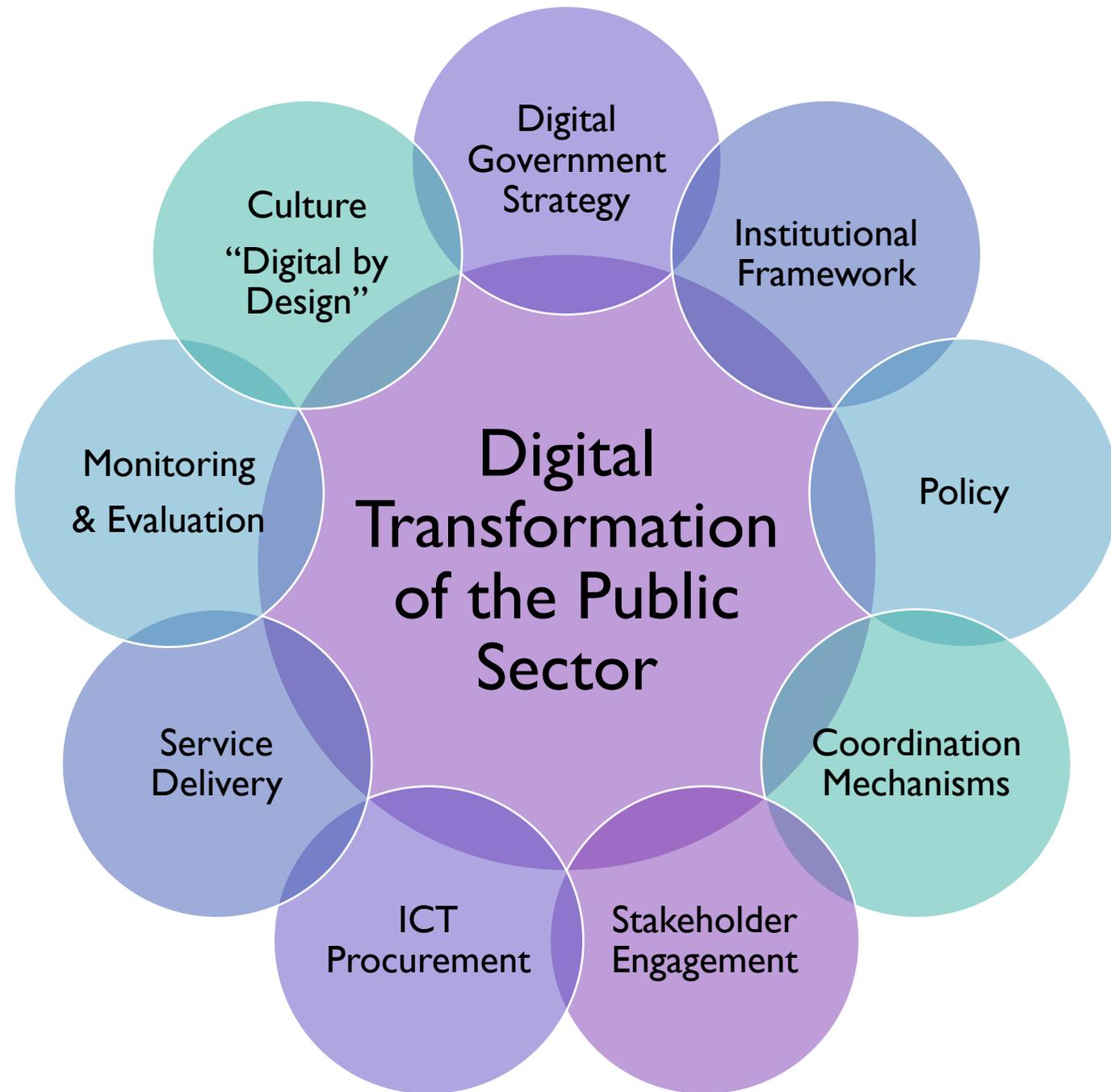
Information security and online safety for all citizens

Principles

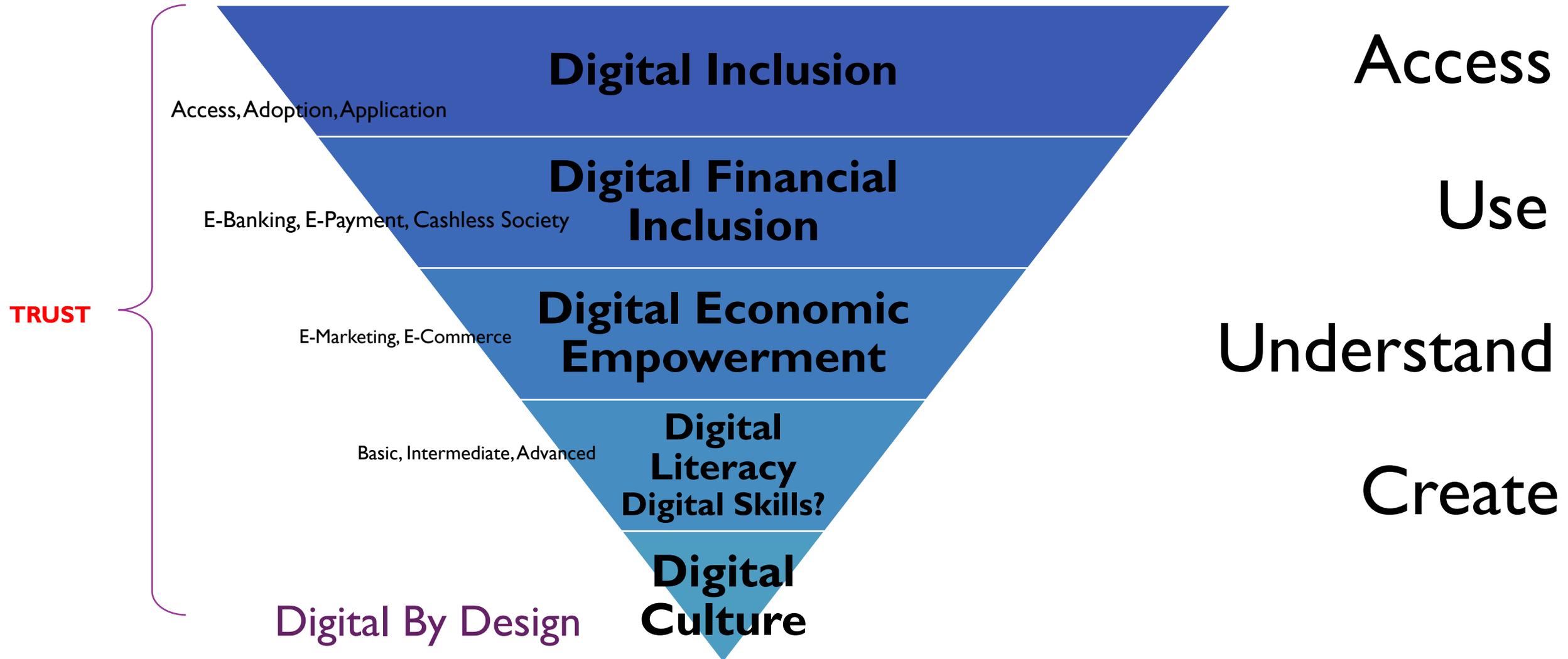


PUBLIC SERVICE
CHARTERS AT THE
CORE OF
TRANSFORMATION

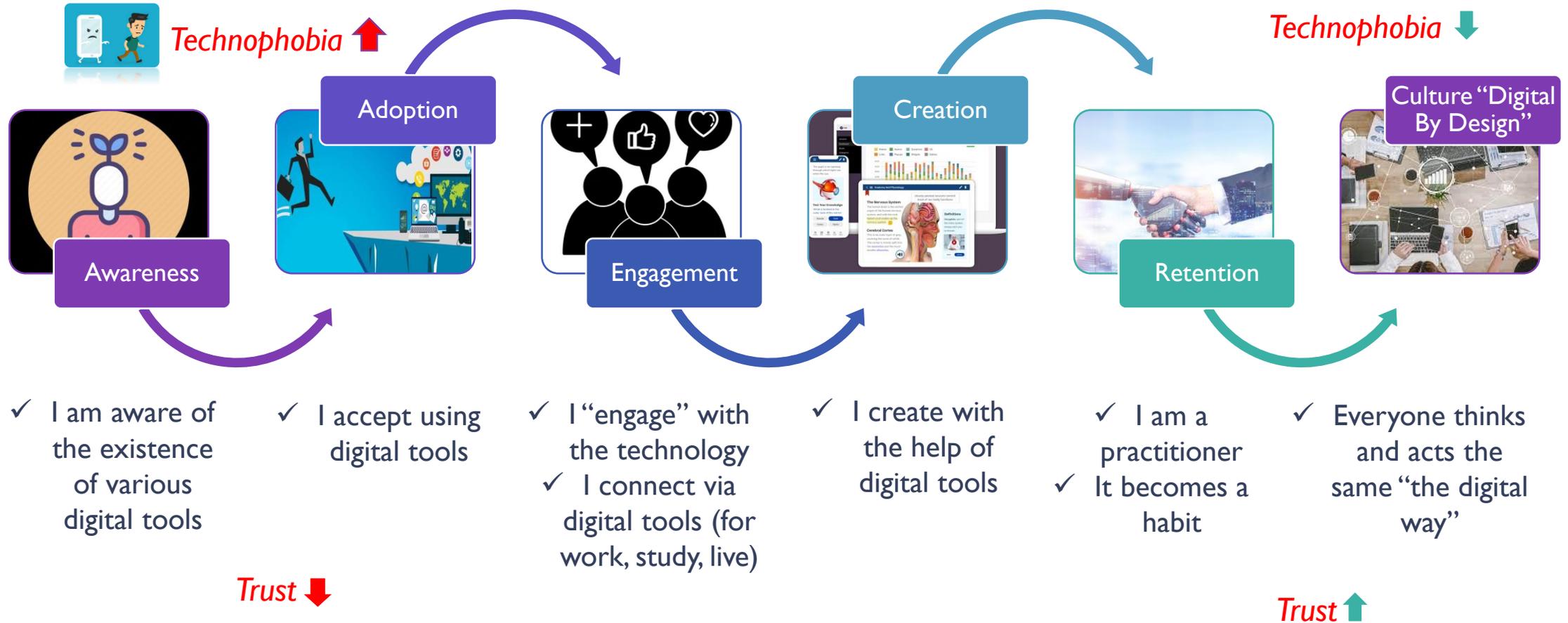
DIGITAL TRANSFORMATION FOR PUBLIC SECTOR



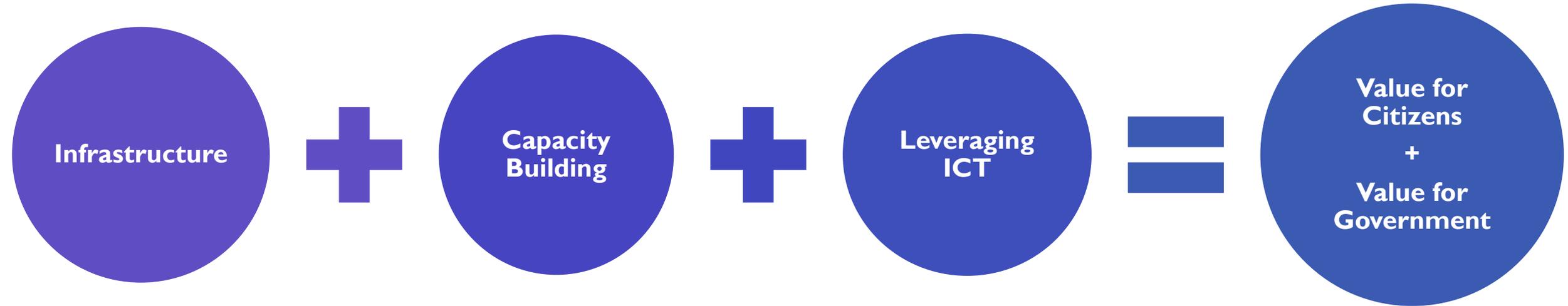
DIGITAL TRANSFORMATION FOR CITIZENS



THE CITIZENS JOURNEY FROM AWARENESS TO A DIGITAL CULTURE



WHY DIGITAL TRANSFORMATION?



- ✓ Availability
- ✓ Accessibility
- ✓ Affordability
- ✓ Egypt's IT infrastructure sector is ISO 9001 certified

- ✓ Government
- ✓ Citizens
- ✓ All segments of the population

- ✓ Injecting ICT in all sectors
- ✓ Data-driven decision making
- ✓ Evidence-based

- ✓ Improvement of services provided to citizens
- ✓ Improvement of Government performance
- ✓ Increase in citizens satisfaction

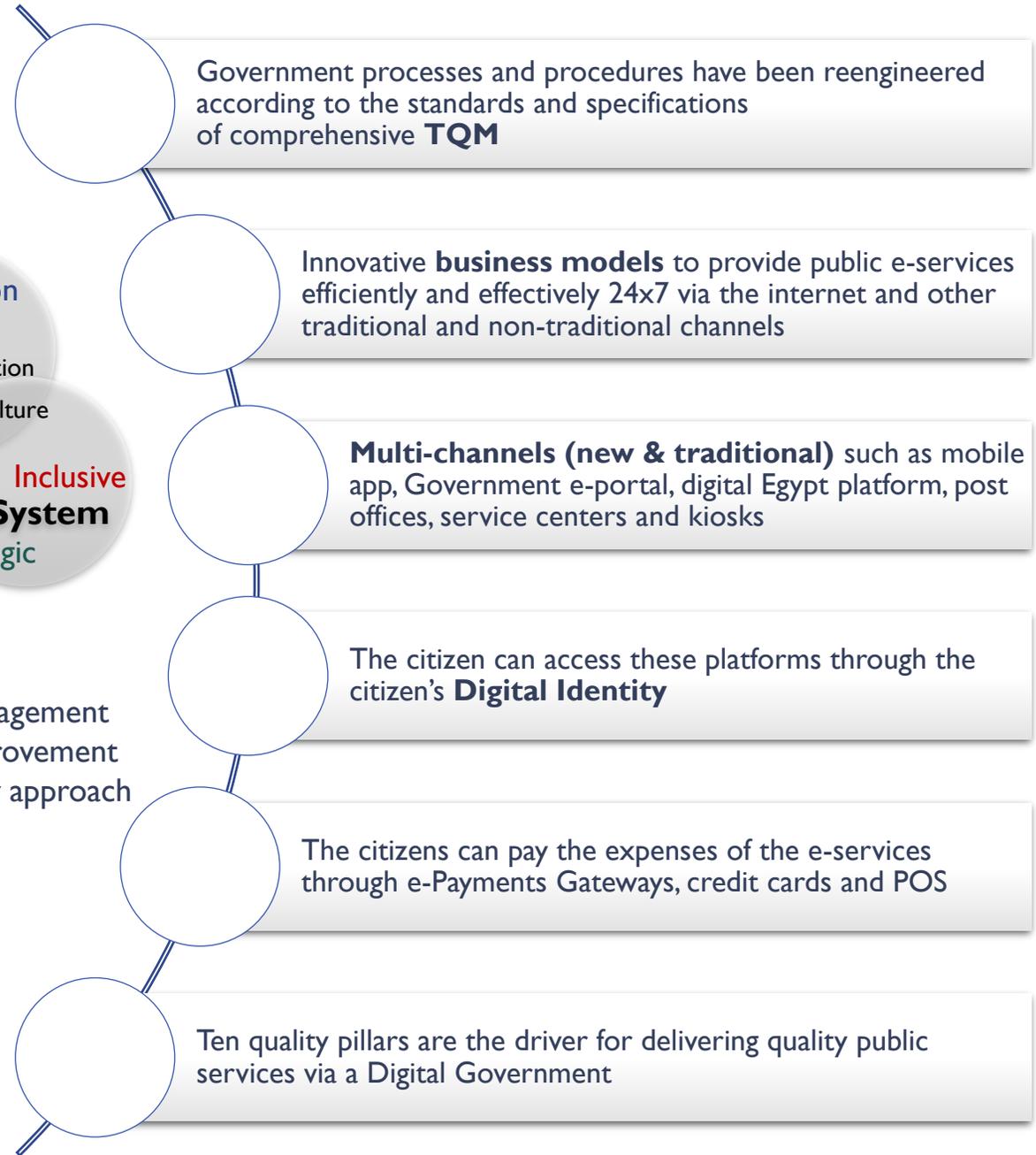
Not doing digital transformation is not an option!

DIGITAL GOVERNMENT
IMPROVING QUALITY OF
PUBLIC SERVICES AND
OVERALL QUALITY OF LIFE FOR
CITIZENS

QUALITY IN GOVERNMENT DIGITAL SERVICES



- ✓ Planning
- ✓ Process management
- ✓ Process improvement
- ✓ Participatory approach
- ✓ Responsive



1. Competence



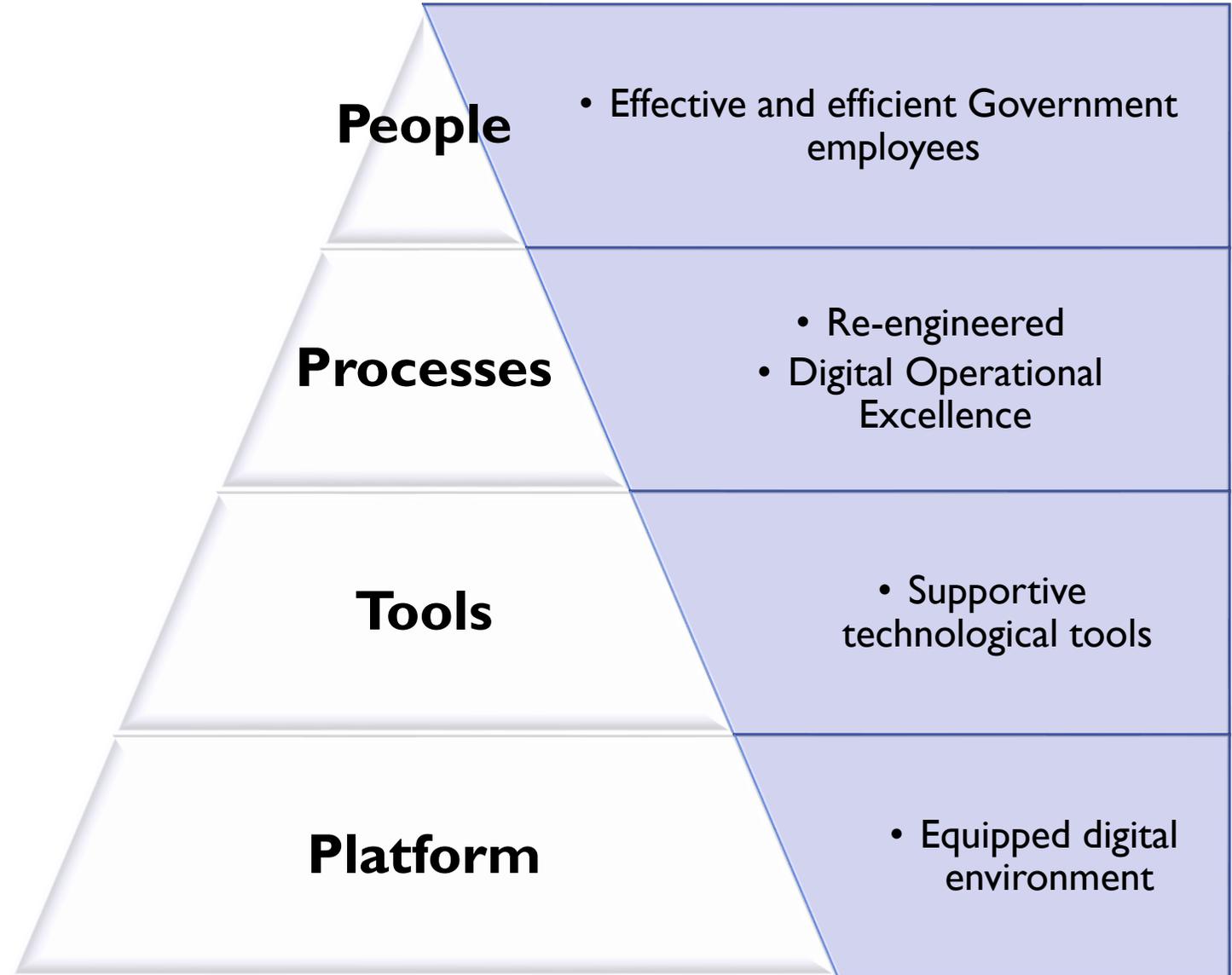
2. Credibility



3. Reliability



DIGITAL GOVERNMENT QUALITY PILLARS



4. Communication

5. Access

6. Security



DIGITAL GOVERNMENT QUALITY PILLARS

1. Inform

Government proactively informs the public

2. Respond

Government is responsive to citizens

3. Engage

Government hears input from citizens

4. Protect

Government protects its citizens in the digital space

- Egypt Data protection Law 2020
- Egypt Anti- Cybercrimes Law 2018

7. Tangibility



8. Empathy



9. Courtesy



DIGITAL GOVERNMENT QUALITY PILLARS

The Government Digital Service Portal

<https://digital.gov.eg>

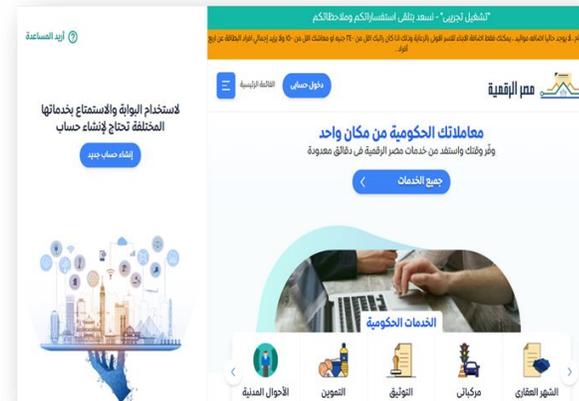
94 Government services offered online currently

User friendly

Simplified language

24/7 support

Inclusive



In 15 months from inception

3.8 million users
Nearly 10 million requests have been completed

Mobile App coming soon

10. Ethics



DIGITAL GOVERNMENT QUALITY PILLARS



Code of conduct and ethics for public services
Article 75 ,The Civil Service Law 81 of 2016



Code of Conduct and Ethics

- Impartiality
- Integrity
- Effectiveness
- Quality
- Continuous improvement
- Empathy
- Confidentiality

KPIs

- The percentage of citizen complaints reported
- Percentage of job behavior deviations
- Ratio of worker productivity
- The average number of hours required to complete service provision
- The average number of services received by a citizen from the first attempt
- The level of citizen satisfaction

E-GOVERNMENT DEVELOPMENT INDEX



Egypt's EGDI score is **0.5527** in **2020**
compared to **0.488** in **2018** on three key
dimensions of e-government:



*Source: 2020 United Nations E-Government Survey

THANK YOU