



Arab Republic of Egypt  
Ministry of State for  
Administrative Development

# Regulatory Policy at the Crossroads Towards a New Policy Agenda

OECD Conference Centre  
Paris, 28-29 October 2010

## Egypt Simplification Strategies via EG *"ICT use and Value"*

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*Paris , FRANCE*

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**Arab Republic of Egypt**





# Egypt Eg

- Population +80M
- Fixed Phone lines penetration 13.42%
- Mobile phone Penetration 76%
- Number of Internet users 23%
- Number of Gov. employees 6 M
- Credit Card holders 2 M





## Overview

- Egyptian Reform Agenda
- Egyptian e-Government Program
- Cooperation with OECD





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# **The Egyptian Reform Vision**

## **Economic Reform to Support Social Agenda**



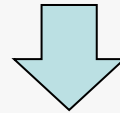


# Egyptian Economic Reform

## Overall Goals

High & Sustainable growth

Poverty & Income disparity alleviation



## Actions Taken

The Five Years National Development Plan

Changing Business Environment

Providing Clear & Stable Investment Policies and Regulations

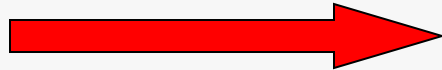
Reducing Tax Burdens





## e-Government?

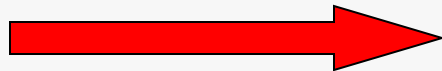
- too costly, too inefficient, too ineffective



### ***Improving Government processes:***

- Cutting process cost
- Managing process performance  
(Planning, monitoring, controlling)

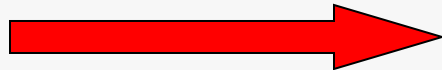
- too self-serving, too inconvenient



### ***Connecting Citizens:***

- Improving Public Services
- Talking to Citizens
- Listening to Citizens

- too insular



### ***Building External Interactions:***

- Improving interaction with business
- Developing communities
- Building partnerships





## **Role of ICT in the simplification process**

***ICT is just a tool...It is not a objective in its own***

It helps:

- Improving Efficiency
- Improving Service Delivery
- Enabling sharing information
- Enabling highlighting internal inconsistencies
- Reducing corruption
- Improving transparency
- Building trust between government and citizens
- Encouraging citizens to interact and think constructively about public issues





## Our Vision

*"Efficient effective agile public service capable of adjusting to change, managing resources wisely, providing distinguished services to citizens and continuously interacting with them"*

=

*Simplified and dynamic*







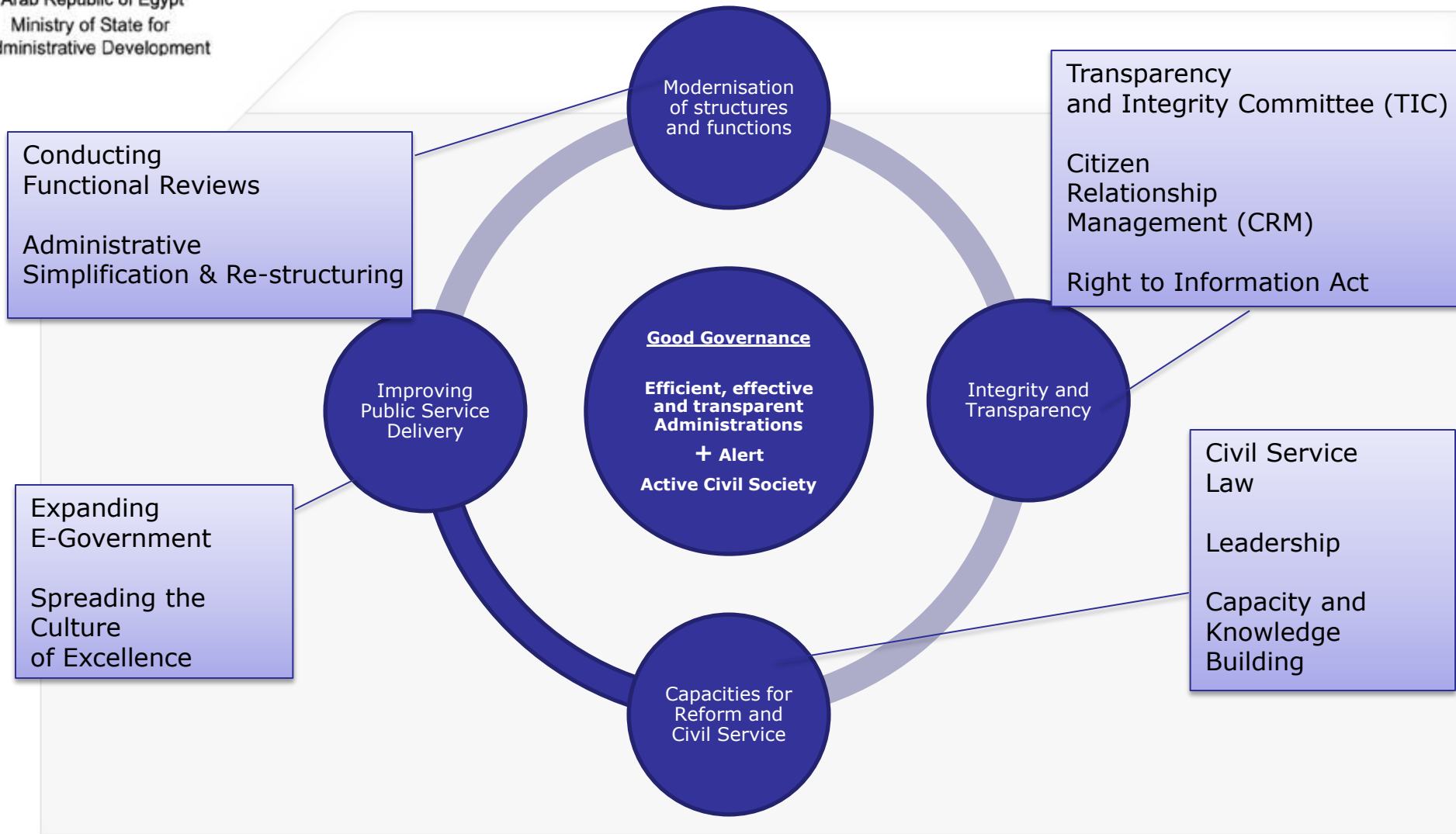
## And

Is to enhance the efficiency and effectiveness of the state's administrative body through a number of projects. This is achieved through enhancing the work methods within the various governmental institutions and to ensure that they serve governmental goals and policies. The program works on the restructuring of the government institution's organizational framework, which lead to a number of developments, such as rapid decisions making, decentralization, transfer of authority and capabilities, activating the evaluation, auditing and accounting mechanisms, the development of the legislative system that controls the performance of the state's administrative body. The program also seeks to create a new generation of governmental leaders who are knowledgeable of the concept of public service, and are ready to lead the state's administrative body.





# Our mission





## Egypt e-Government Phases

- **Phase 1 – 01/07/2001 - 30/06/2007**
  - Set and approve the e-Government strategical plan
  - Implement and assess pilot projects
  - Start geographical & sectorial deployment of some projects
- **Phase 2 – 01/07/2007 - 30/06/2012**
  - Expand on national level
  - Development of government administrative body





# Egypt e-Government Objectives/Challenges

Objectives	Challenges	Programs
<b>Readiness (local &amp; International)</b>	<b>Legal &amp; Regulatory:</b> <ul style="list-style-type: none"><li>• Remote authentication mechanism</li><li>• Security and privacy issues</li></ul> <b>Technical:</b> <ul style="list-style-type: none"><li>• Lack of unified standards</li><li>• Multiple Service Providers</li><li>• Isolated communication islands</li></ul> <b>Cultural &amp; economical:</b> <ul style="list-style-type: none"><li>• Fear of electronic payment</li><li>• Low penetration of credit cards</li><li>• No payment tools for simple citizens</li></ul>	<b>Basic Infrastructure Program</b>
<b>Distinguished services</b>	<ul style="list-style-type: none"><li>• Reputation of quality of services</li><li>• Inconvenience of delivery mechanisms</li><li>• Overlap among services providers</li><li>• Computer illiteracy/low internet penetration</li></ul>	<b>Government Service Development</b>





# Egypt e-Government Objectives/Challenges

Objectives	Challenges	Programs
<b>Increasing efficiency &amp; reducing expenditure</b>	<ul style="list-style-type: none"><li>• Reluctance and mistrust of automation.</li><li>• Inflexibility to modify workflows</li><li>• Multiple auditing bodies</li><li>• Overlapping authority among government bodies</li><li>• Adopting new philosophies and practices of modern management</li></ul>	<b>Back Office Automation (Enterprise Resource planning)</b>
<b>Accurate Updated Information for Decision Makers and Investors</b>	<ul style="list-style-type: none"><li>• Reluctance of information sharing among government bodies</li><li>• Security and privacy issues</li><li>• Ownership and copyrights issues</li><li>• Lack of unified data dictionary &amp; definitions</li></ul>	<b>Integrated National Databases</b>





# Egypt e-Government Programs

- Government Services Development
- Enterprise Resource Planning
- Establishing and Linking National Databases





## Government objectives

### Objectives

- Provide distinguished services for citizens, businessmen and investors:
  - Wherever they are
  - At their convenience
  - Efficiently and Accurately
  - At the appropriate time
- Provide a convenient working environment for both employees and citizens
- Promote transparency through separation between citizen and service provider
- Enhance monitoring and follow-up procedures





## Service Delivery Channels

- **Internet**
  - Egyptian Government Portal (BAWABA)
  - Investment Portal
  - Business Portal
  - Education Portal
  - Governorates Portals
- **Phones**
  - Landline Phones (Call centers and CRM's)
  - Mobile Phones
- **Service Providers**
  - Service Bureaus
  - Individuals
- **Window**
  - One Stop Shop







## Internet

- The Egyptian e-Government Portal [www.egypt.gov.eg](http://www.egypt.gov.eg)  
Number of Visitors: One million/Month

### ★ Integrated services

Target 200 services  
Current 120 services

- Birth certificates issuance
- National ID card replacement
- University enrolment
- Vehicles licenses renewal
- Vehicles Traffic fines query & payment
- Bill query and payment
- Bus, train & opera house e-booking
- Courts services (Appeals & Cassation)

### ★ Service Procedure Enquiry

Current 600 forms

### ★ Information Services

Constitution & Laws  
University Enrolment Rules  
Directories for ministries, governorates  
& government web sites





# Applications

## Internet Services

- Investment Portal [www.investment.gov.eg](http://www.investment.gov.eg)
  - ★ Information provided in four languages:
  - ★ For investors (asset management, financial services, etc.)
  - ★ Investment opportunities (150 +)
  - ★ Total number of visitors during 2009: 10 million
  
- Business Portal [www.business.gov.eg](http://www.business.gov.eg)

Entities	No.
Ministries	30
Government Entities	230
Central Departments	165
Governorates	26
NGOs	213
Areas eligible for investment	115
Sectors where investment opportunities have been covered	22

Documents	No.
Documented licenses' Procedures	30
Promotions	31
Educational & Instructive articles	96
Indexed Published Laws	29





## Applications

### Landline Phone Services/Service Providers

- Government Call Center 19468 – 19GOV
  - ★ 33 entities
  - ★ Enquiries/suggestions/complaints
  - ★ 924.091 incoming calls in 2008
- Service Providers (on behalf of the citizen)
  - ★ 500 public service kiosks (outsourced)
  - ★ 200 post offices
  - ★ 150 youth (individuals)
  - ★ Professional assemblies (chambers of commerce, judges' club ..etc)
  - ★ 120 kiosks Private Sector (**P**ublic **P**rivate **P**artnership)





# Applications

## Mobile Phone Services

- ★ Current                      5 Services
- ★ Target                        All Internet Services

- Motor Vehicles Licenses Renewal
- Motor Vehicles Traffic Fines Settlement

***Payment Model Cash-on-Delivery***





## Applications

### Window Services – One Stop Shop

- Municipality (Local Government) Services
  - ★ Inaugurated–One Stop Shop                  60 Citizen Service Centers
  - ★ Under development                                64 Citizen Service Centers
  - ★ Target    305 Citizen Service Centers
- Courts
  - ★ Developed    23 courts
  - ★ Target            28 preliminary+5 family+8 appeals+1 Cassation
- Departments of Motor vehicles
  - ★ Service availed    19 units (Internet)
  - ★ Target                    139 units (One Stop shop & Internet)
- Commercial Registration
  - ★ Automated                  66 offices + 14 chambers of commerce  
    + 4 investment authorities
  - ★ Target                                66 offices + 26 chambers of commerce





# Enterprise Resources Planning

## Objectives

- Increasing Accuracy & Efficiency
- Reducing Expenditure

Application	Deployed No. of Entities	Targeted No. of Entities
e-Archiving and Document Exchange	50	147
Financial Units	730	1,600
Purchasing	25	630
Personnel & Payroll	32	630
E-Inventory-Exchange between different gov. bodies to reduce stagnant stock	113 (1083 warehouse)	630 (100,000 warehouse)
Egyptian Products Online Catalog	140 companies (2000 Prod.)	All Egyptian companies
Medical e-Archiving	2	All university hospitals
Government Buildings	DB developed	All Government Entities
Government Employees and Payroll D.B.	DB under development	All Government Employees)





# Enterprise Resources Planning

## ▪ Government e-Procurement Portal

*(Launched: January 2010)*

### ➤ Objectives

- ★ Promote transparency in government procurement process
- ★ Provide Central registration of suppliers
- ★ Optimize the procurement cycle through all government entities
- ★ Reduce procurement costs while increasing ROI
- ★ Optimize inventory levels through the adoption of efficient procurement practices
- ★ Improve the ability to audit the public procurement expenditures





# Establishing & Linking National Data Bases

## Objectives

- Providing accurate & updated information to support the decision making process and serve investors

## Social Outcome

- Family Data Base
- Linking Education DB and National ID DB to reduce drop out from school at earlier stages

## Economical Outcome

- Real-Estate Registration
- Unified Economical Establishments Records







## Establishing & Linking National Data Bases

Database	Completed	Targeted
Family Database: <ul style="list-style-type: none"><li>• Data Registration</li><li>• Issue Smart card for:<ul style="list-style-type: none"><li>- Food subsidy</li><li>- Insurance pension</li><li>-Health Insurance</li></ul></li></ul>	11.2 million family  12 million cards two pilot locations One governorate	17 million families  12 million cards 29 governorates 29 governorates
Linking National ID DB with Education DB	Matching 9.5 million for those Born 1994	16 million
Linking Health offices with National ID D.B. (Births and Deaths Registration)	560 offices (currently deploying)	5000 offices
Economic Establishments (Commercial & Industrial Registry) <ul style="list-style-type: none"><li>• Automation</li><li>• Data registration</li></ul>	66 offices 2.2 M record	66 offices 2.7 M record
Real-Estate Registration	1.250.000 units (under development)	28 millions units





# Organizational Development Program

Study existing organizations in terms of:

- Roles and responsibilities
- Laws and regulations
- Organizational structures

Move from Static hierarchical structures to dynamic structures (teams and projects).

- Cycles and processes
- HR Development & Capacity Building





## Examples

- Availability of cash on delivery service via Egypt's government services portal to obtain a number of services such as:
  - National ID extract
  - marriage document extract
  - Divorce document extract
  - Birth Certificate extract
  - Death document extract
  - Family record extract
  - Booking trains tickets
  - Bus reservation service





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# Thank you ...



**GOOD GOVERNANCE  
FOR DEVELOPMENT  
IN ARAB COUNTRIES  
INITIATIVE**