e-Government Solutions

A Project under ITC Services of the Republic of Fiji Islands Government

A Case Study
FIJI’S E-GOVERNMENT SOLUTION

As in many government machineries the Republic of Fiji ran on manual processes, inclusive of all the bureaucratic red tape and other ills associated with it. With the advance of the digital age, the Government has embarked on harnessing information technology since the late eighties. However, due to the lack of financial and intellectual capacity, the role of information technology during the pursuing decade was primarily for payroll functions and other special printing services.

During the late nineties, there was a surge of IT skills in Fiji as tertiary institutions began to introduce IT courses into their curriculum and with the decreasing cost of hardware, IT in Fiji became more accessible.

With the rollout of the eGovernment programme, the citizens of Fiji are guaranteed better service delivery from their Government, shorter processes and minimise travel expenses. It also ushers in a new era in Fiji, an era of ecommerce.

There is cost savings for Government in the way of cheaper infrastructure, telephony costs (VoIP) and the advent of a paperless society; as it is a saving for citizens as they have to make less trips to urban centres to access Government Services. These projects were specifically targeted at making government services more accessible to the citizen and enhancing the overall interaction between government and its citizens. The solutions are listed below range from eApplications developed with sharepoint to Infrastructure enhancements.
Citizen Portal

The Citizen Portal enables users to search for and access a diversity of information from government agencies, to conduct a wide range of transactions online.

It also allows the general public better access to government information and services.

Investment Approval and Tracking System (IATS)

Facilitates investors to apply online to start up a business and to collect application fees.

Potential investors can track & monitor the progress of their applications across all 22 agencies.

CHALLENGES

* Improve efficiency of processes
* Allows investors to apply for applications online
* Improve turn-around time of applications

OUR SOLUTION

a) To automate the back office processes of the department and improve the turnaround time.

b) The system allows investors to apply online should they wish to start up a business.
Social Welfare Management System (eWelfare)

Social Welfare System is hosted on G2G portal for the day to day use of the social welfare users only.

Facilitate the following processes for the Social Department: (1) Family Assistance scheme which serves as Income Support for families who need monetary assistance (2) Care and Protection, this is allowance given for child care giving either for residential home care or kinship care. The overall objective of such a system is to improve the average turnaround time from 3 months

**CHALLENGES**

* Improve efficiency of processes
* Improve Administrative aspects
* Improve turn-around time of applications

**OUR SOLUTION**

a) The Social Welfare System automates the workflow process within the department and helps them focus on their core business.

b) To automate the back office processes of the department and improve the turnaround time.

c) Enables Social Welfare officers to have access to the system online and interconnection between their branches.

d) Maintain documents in digital formats and informs welfare officers about the approval status of an application via email

e) It also helps the administrative staff track the vouchers and generates reports such as en-cash status of the vouchers
EXAM REGISTRATION & EXAM RESULTS SYSTEM (EXMS)

Managing nation-wide examination information effectively can prove to be a robust activity. Therefore to improve the service delivery and the management of examination results, ITC Services has developed an integrated examination system to assist in the management and administration aspects which improve transparency, higher efficiency in delivery of results.

Exam Registration & Exam results System (EXMS)

Allow the schools or students to register for external examinations administered by Ministry of Education (MOE) as well and view their results.

CHALLENGES

Some of the challenges faced with the Exam Registration & Exam Results System:

- Improve administrative and logistical aspects
- Accuracy of Data
- Improve Efficiency and delivery of results to students
- Provide results in real time
- Reduce paper based processes

OUR SOLUTION

a) Students can print their provisional results;

b) Print their exam slips & exam timetable;

c) Apply for a re-count, as well as transfer examination centres;

d) The system will also aid the MOE officers reduce the logistical effort required in preparing for examinations;

e) Schools can place a hold on a student’s results as well as control print bulk exam results;

f) Students or school administrators are guaranteed a better service delivery from their Government, shorter processes and minimise travel expenses.
ONLINE SCHOLARSHIP MANAGEMENT SYSTEM

With the numerous numbers of applications submitted each year to government scholarships agencies, can prove to be a tedious administrative and logistical nightmare. ITC Services developed an online scholarship which allows citizens to apply for government scholarships online while at the same time improving the back office administrative processes.

The system automatically selects the candidates eligible for the scholarships, according to the criteria set by the agencies hence promoting transparency and efficiency of service delivery.

*Online Scholarships Management System (SCHS)*

**CHALLENGES**

Some of the challenges faced with the Online Scholarship Management System:

- Inaccessibility of Government services from a citizen perspective
- Improve Efficiency of processes for the departments
- Transparency in selection of candidates
- Increasing administrative efficiency
- Streamline processes
- Reduce paper based processes

**OUR SOLUTION**

a) Allow citizens to apply for scholarships administered by Department of Indigenous Affairs (DIA), Multi-Ethnic Affair (MEA), and the Public Service Commission (PSC);

b) Applicants are able to monitor the progress of their application and receive notifications of a change in the status of their applications all on real-time basis;

c) DIA, MEA & PSC officers reduce their logistical effort required in preparing & awarding scholarships, as well as enjoy improved coordination of government scholarship processes;

d) Transparency is increased tremendously since the system automatically short-lists the applicants, as well as does the final selection.
ELECTRONIC GEOGRAPHICAL INFORMATIONAL SYSTEM (eGIS)

The e-GIS system is to facilitate the Department of Lands & Survey to publish the GIS sales item list online for the convenience of the customers to place orders and check order status through the online services provided. The system also aids the Department of Land and Survey officers in tracking processes of the orders submitted.

The Electronic Geographical System is an online map shop, and was developed to improve efficiency and service to the public.

CHALLENGES

- Easy and Accessible for citizens living in Fiji and abroad
- Ability to track orders

OUR SOLUTION

a) Allow the Department of Lands & Survey (DLS) to publish the sales items online. Once the items are published, the customers of DLS can order GIS sales items online;

b) Check order status and make payments via the online payment service or through payment counters;

c) The system will also aid the DLS officers in tracking processes of the orders submitted;

d) Reduces the processing time, no waiting in long lines;

e) Customer is able to view a variety of products and select a number of items (maps), also be able to get in large quantities along with buy customized maps (Preference of size, location etc)
REGISTRAR OF COMPANIES & BUSINESS SYSTEM (RCBS)

The system is developed to enable the Registrar of Companies Office to provide its core business services to the business community with greater ease and accessibility. The system allows applicants to apply online for registration of a business; to search for an existing company name; and to collect application fee via online payment gateway or through counter collection. The implementation of the system has reduced by the turnaround time for application for as much as 50%.

CHALLENGES

Some of the challenges faced with the Registrar of Companies & Business System:

• Improve Administrative efficiency
• Easy accessibility for those living abroad
• Streamline processes
• Reduce turn–around time

Our Solution

a) Allows the applicants to apply online for registration of a business;

b) Search for an existing company name and;

c) To collect application fee via online payment gateway or through counter collection. Turnaround time for applications have been reduced by as much as 50%
Births, Deaths & Marriages Online System (eBDM)

The Department of Birth, Death and Marriages (BDM) aims to provide accurate and timely information through registration and regulatory services. It envisions providing excellence in the delivery of service arising out of the relevant laws in terms of BDM Act vision. The BDM registry system is primarily responsible for all dealings relating to the registration of births, deaths & marriages in Fiji. Facilitating the online services for marriage registration (special license) and request for births, deaths and marriage certificates is the key objective of the e-BDM system. This also includes tracking the status of the application by citizens as well as the BDM office.

**Births, Deaths & Marriages Online System (eBDM)**

**CHALLENGES**

- Streamline administrative processes;
- Easy and accessible for citizens
- Improve operational efficiency for the department

**OUR SOLUTION**

a) Allow citizens to apply for marriage licences online and also request for birth/death/marriage certificates;

b) Applicants are able to monitor the progress of their application and receive notifications of a change in the status of their applications all on real-time basis;

c) Births Registry Office should be able to increase their revenue from the corporate sectors in billing enquiries (e.g. FNPF, Banks, etc), as well as improved coordination with other government agencies;

d) Birth Information security should increase through the reduction on the dependency on the paper records, which are prone to tampering.
STATISTICS ONLINE SYSTEM (eBOS)

The Sale of Statistical Information System (SSIS), also referred to as eBOS allows citizens, businesses, and government users to interact with key services Fiji Islands Bureau Of Statistics provides, such as, making online applications for statistical information.

Statistics Online System (eStats)

CHALLENGES

- Easy and Convenient for users as applications are done online;
- Improve administrative and logistical aspects;
- Stakeholders accessing information in a timely manner;

SOLUTION

a) Online search & query for Statistical News Releases & Reports
b) Online application submission
c) Online Subscription, offers expiry notifications
d) Downloading of reports/releases
e) Check application status
f) Allows fees collection online (credit card) or on counter (cash, Cheque, bank draft)
g) Email notification provided at every stage
h) Operation reports available, routine or ad hoc basis
PROPERTIES ONLINE SYSTEM

CHALLENGES

• Improve state service delivery
• Improve administrative and logistical aspects
• Improve Efficiency

OUR SOLUTION

a) Allows the public to apply for land and properties rezoning, subdivision and developments and make payments online;

b) Applicants are able to monitor the progress of their application and receive notifications of a change in the status of their applications all on real-time basis;

c) Government departments (Ministry of Health, Local Authority, Town & Country Planning, and Lands Department) should reduce their logistical effort required in processing such applications, as well as enjoy improved coordination of government agencies;

d) Improve the average turnaround time for approving applications.
FORESTRY ONLINE SYSTEM

CHALLENGES

- Improve state service delivery
- Improve administrative and logistical aspects
- Improve Efficiency

OUR SOLUTION

a) Allow public to apply for Forestry Licence & make payments online;

b) Applicants are able to monitor the progress of their application and receive notifications of a change in the status of their applications all on real-time basis;

c) Forestry Dept, Lands Dept & NLTB should reduce their logistical effort required in processing such applications, as well as enjoy improved coordination of government agencies;

d) The system should improve the average turnaround time for approving applications.
VOICE OVER INTERNET PROTOCOL (VoIP)

CHALLENGES

• To improve state service delivery
• Improve efficiency in dissemination of information
• Allowing cost effective and efficient communication with the government

OUR SOLUTION

a) This is a voice & data convergence project, which will allow for immense telephony cost savings;
b) Previous implementations have been at the DPPs Office which saw them save an average of $3,000 to $4,000 per month;
c) 14 Departments have been prioritised as part of the pilot.

PEOPLE HUB SYSTEM

This is one of the 3 data hubs identified under the eGovernment Master Plan. Its objective is to improve the sharing of information between respective government agencies.

This project is in 2 components: (1) the Master Plan for the development & enhancement of the People Hub, and (2) a Pilot Implementation as proof of concept.

This system also forms a key step towards the development of the national identity card.

INTERNET PAYMENT GATEWAY (IPG)

Allow public to make payments online using their credit cards for government services available online

The payments get deposited directly into each stakeholder agency’s bank account without any manual intervention
FIJI GOVERNMENT PUBLIC CONTACT CENTER (PCC)

This one stop centre is designed to improve state service delivery to the citizens. The government public contact centre is the citizen’s one stop shop for all government information.

This is the first contact centre for Government, initially including the following services:

(1) Water Supply & Sewage complaints;
(2) Government Shipping Services;
(3) Nation Weather Forecasting Centre information;
(4) Elections Enquiries;
(5) Labour Placement services.

CHALLENGES

• To improve state service delivery
• Improve efficiency in dissemination of information
• Allowing cost effective and efficient communication with the government

OUR SOLUTION

a) The primary objective of the PCC is to improve customer service to the citizens;

b) PCC Agents will follow up on progress of complaints, etc as an offline process with the responsible government agencies; this includes the first referral centre for government. The primary objective of the GiRC is to improve customer service to the citizens;

c) Citizens can come to the GiRC to request for new services, lodge complaints, pick-up forms etc
VSAT

The setting up eCommunity Learning Centres is to provide Internet access in remote schools. This is to bridge the digital divide and also expose students located in the rural schools with information available through the use of Information technology. To complete the centre, ITC places 4 computers together with a printer in order to ensure full utilization of the eCommunity Learning Centres.

This is a project that is aimed at bridging the digital divide between the rural & urban areas.

Some deployments have been done at various Post-Offices around the country allowing them to facilitate some government services, such as printing of birth certificates.

CHALLENGES

* Bridge the digital divide between the rural and urban areas
* Improve efficiency in service delivery within government department and to citizens

OUR SOLUTION

a) Allow Citizens to access government information via the internet
b) Efficient delivery of Service Delivery
c) Allow Students and Communities (especially those in remote areas) explore the opportunities of ICT
d) Connecting government departments in the rural to its headquarters

e- Community Sites

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