

Convenient. Efficient. Service.



**Botswana's National
e-Government Strategy
2011 – 2016**



Republic of Botswana



Botswana e-Government Initiative

1. Background
2. e-Government in content Highlights of Findings
3. Status Update
4. Conclusion

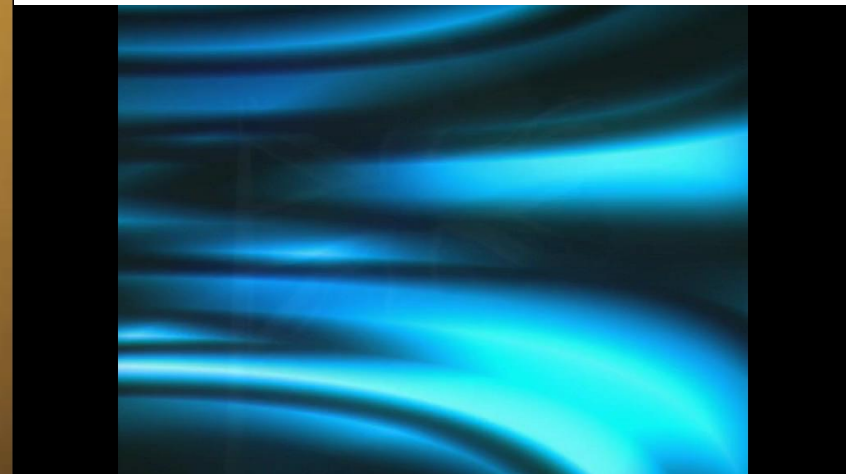


Figure 2.2: Botswana Population Distribution 1981

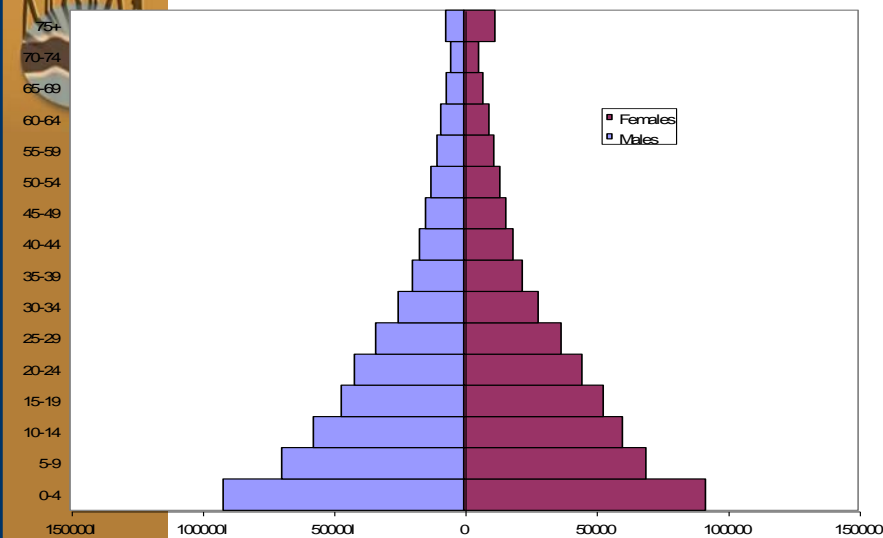


Figure 2.3: Botswana Population Distribution 1991

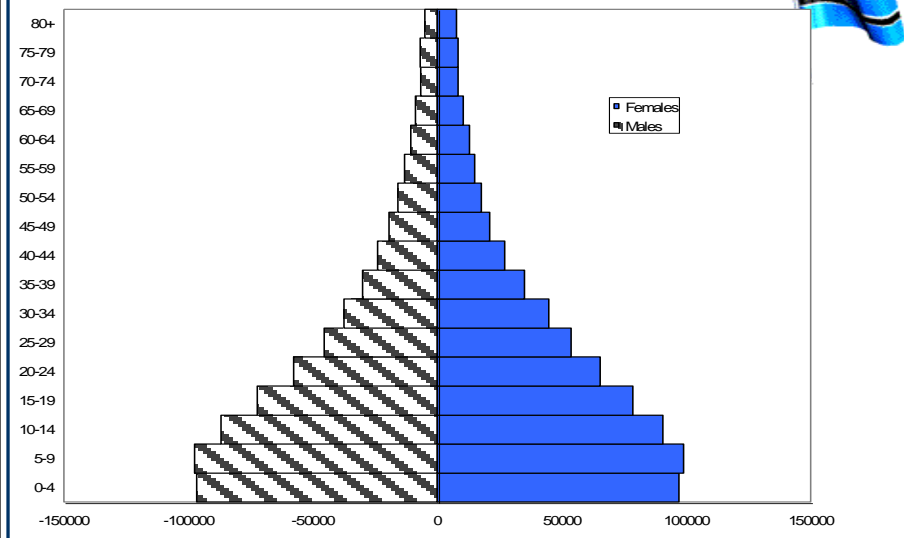
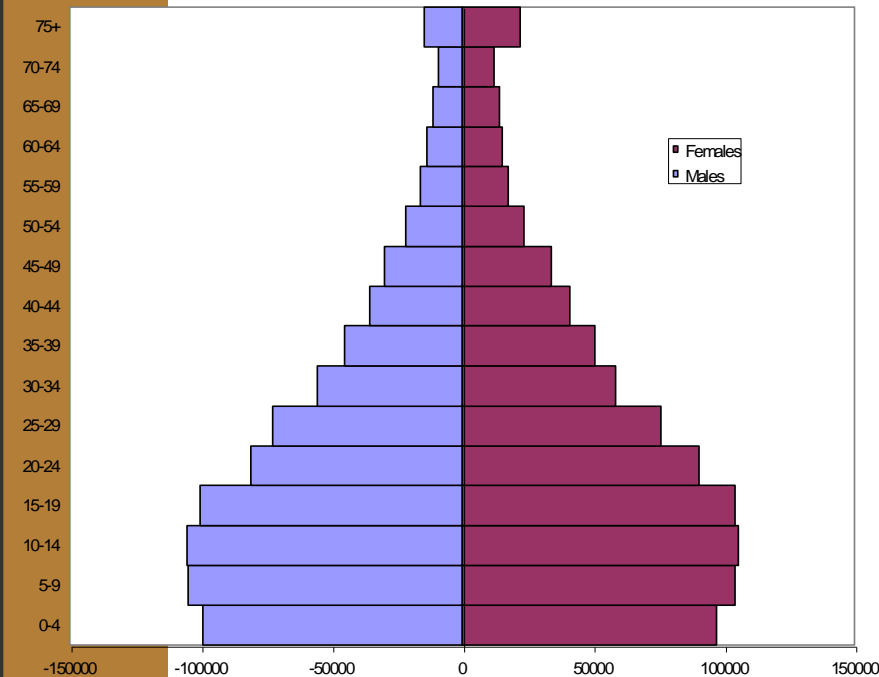
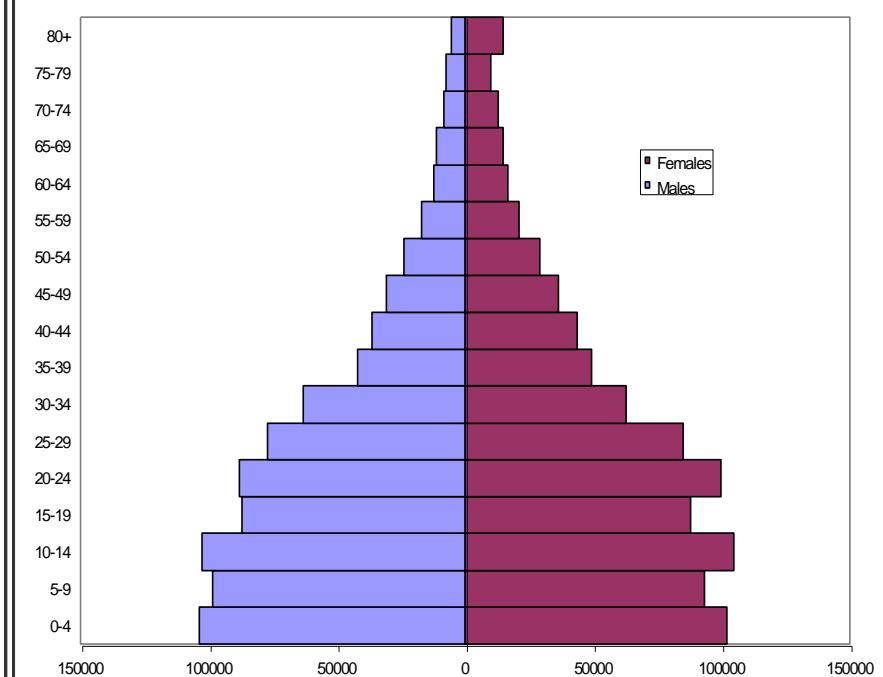


Figure 2.4: Botswana Population Distribution 2001



•CSO, 1991

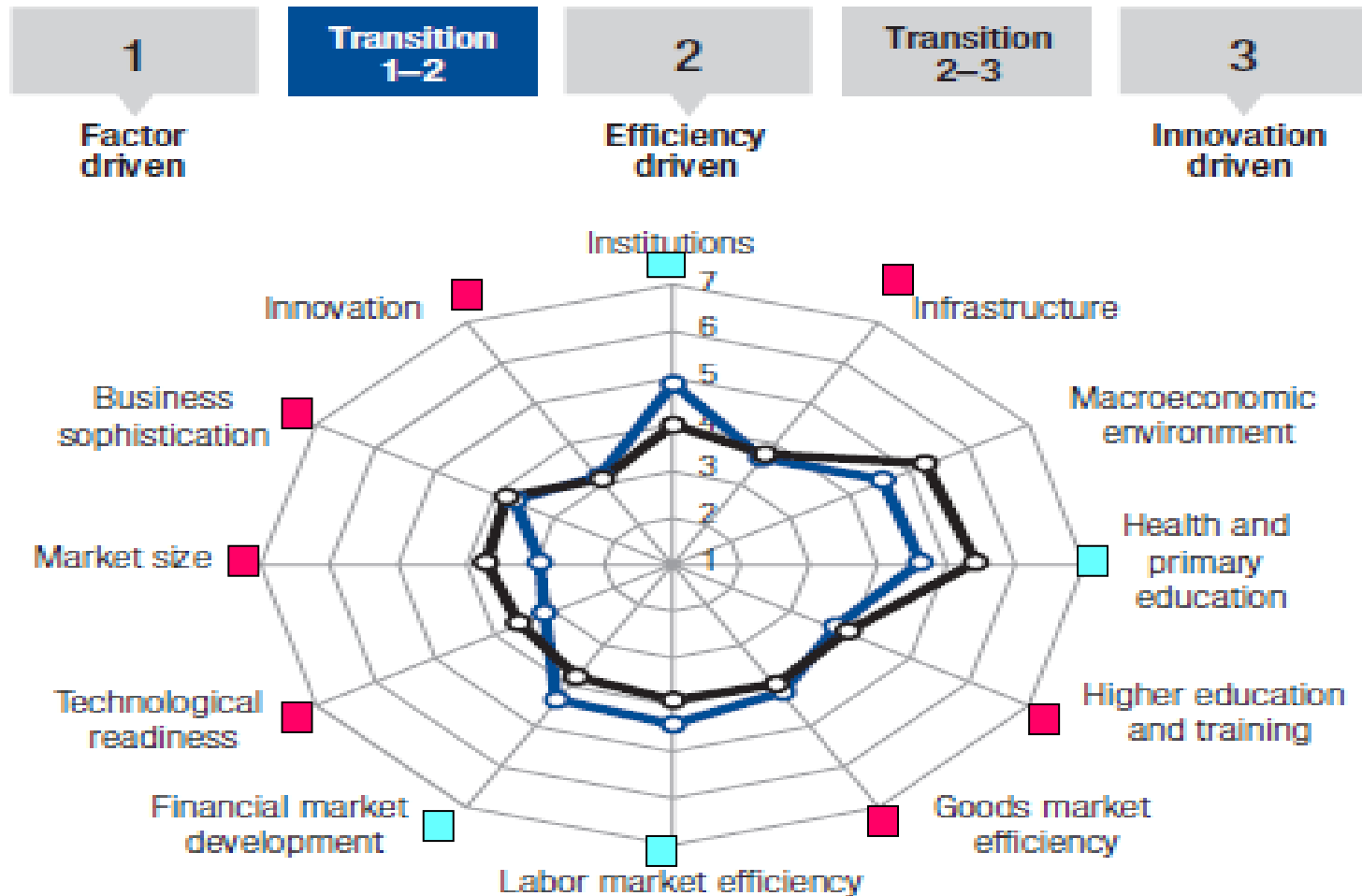
Figure 2.5: Botswana Population Distribution 2006



•Botswana Demographic, 2011

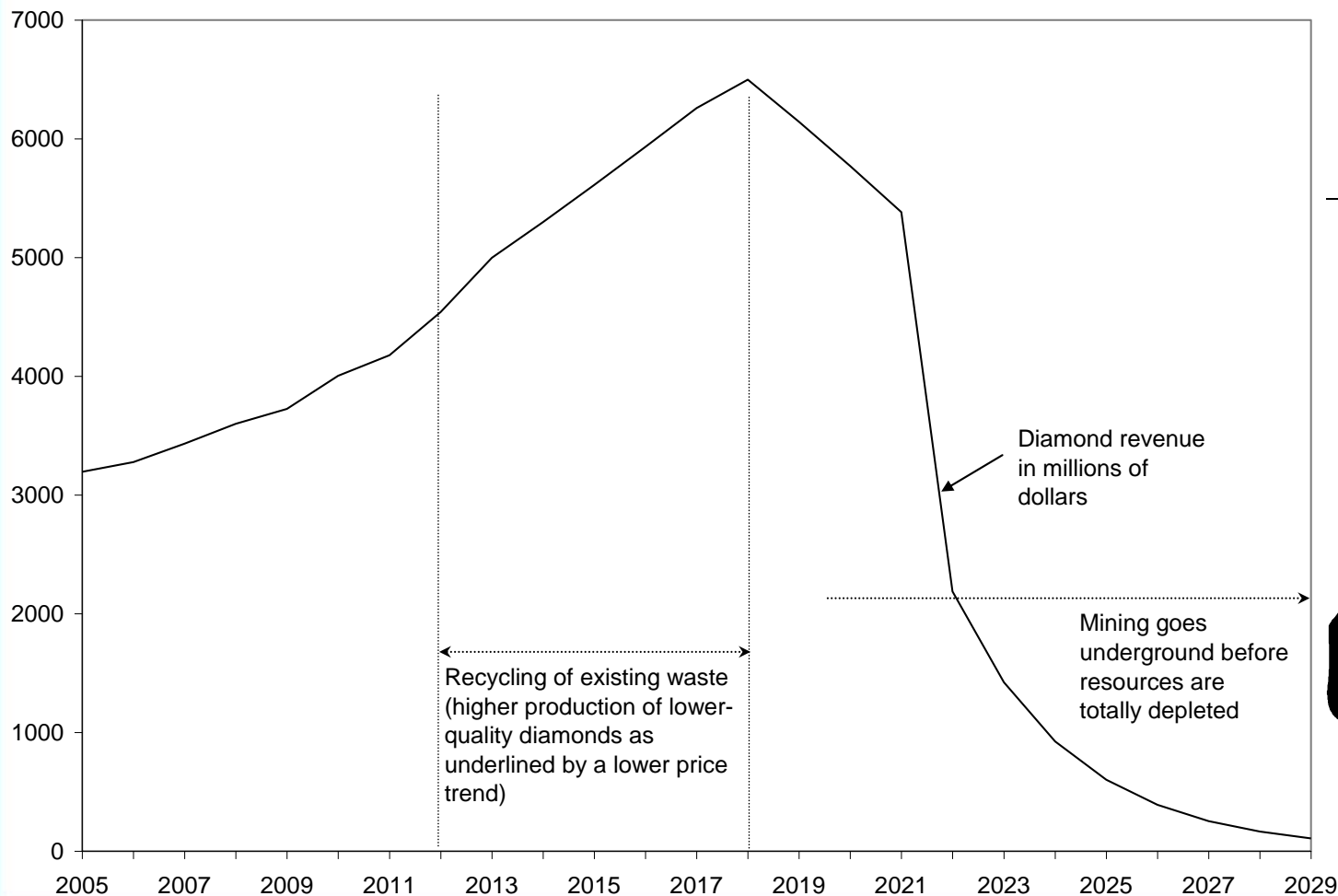


Stage of development





Long-Term Revenue from Diamonds



Generic Standards



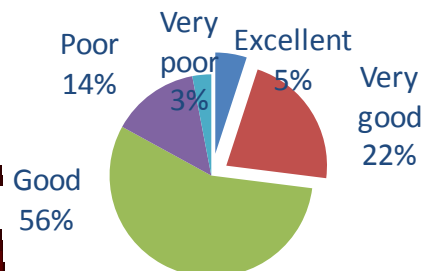
REF	PROCESS	Before Re-engineering	STANDARD (working days)	CUSTOMER
i	Response to correspondence	45 days	10	Internal/ Public
ii	Procurement			
	Informal Tendering (P20 000 and below)	70	10	Public
	Informal Tendering (P20 001 – P100 000) MTC	164	22	Public
	Formal Tendering (MTC)	188	44	Public
	Formal Tendering (PPADB)	200	66	Public
iii	Payment to Suppliers			
	Local Suppliers	22	10	Public
	Foreign Suppliers	45	10	Public
iv	Application for Imprest			
	Internal Trips		5	Internal
	External Trips		8	Internal
v	Retirement of Imprest		5	Internal

Unique Standards

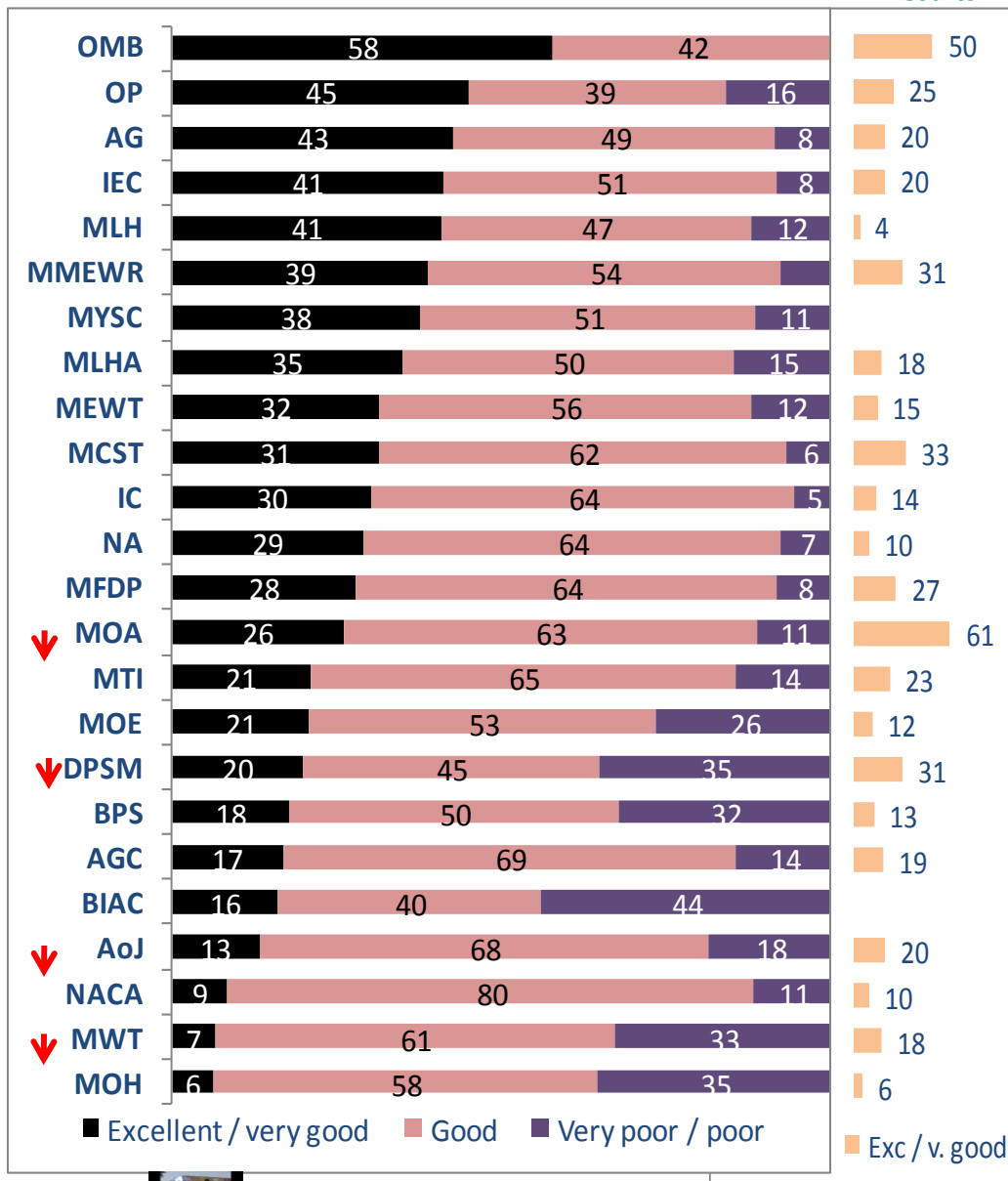
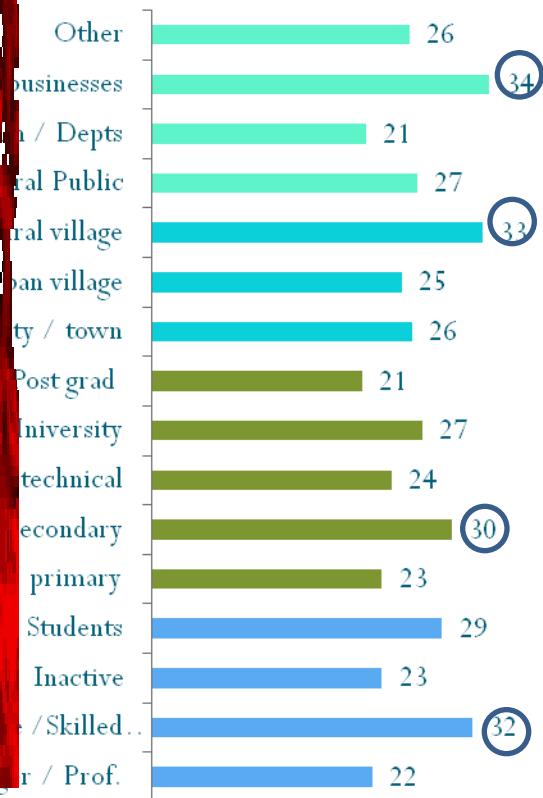
REF	PROCESS	Before Re-engineering (Times)	After Reengineering (Days)	After Continuous Improvement (CURRENT)	CUSTOMER
MTC	Boarding of Vehicles	228 Days	21	11	Public
MTI	Registration of Companies	30 Days	10	10	Public
MOH	Issuing of Medical Supplies	60 Days	7	7	I
MLHA	Trade Dispute Resolution	150 Days	60	60	Public
	Processing of Passports	30 Days	7	1 (Express) 5 (Normal)	Public
	Processing of Omang	30 Days	7	5	Public
	Registration of Births & Deaths	30 Days	1	1	Public
	Works & Residence Permits	90 Days	30	30	Public
MLG	Supplying of school Books	391 Days	120		
MoA	Cattle Brand Registration	6months	7min	7mins	Public
MLH	Land Application	9 years	2 years	89 (4 months)	

OVERALL CUSTOMER SATISFACTION

2005 survey results



Exc / v. good score in 2005 =





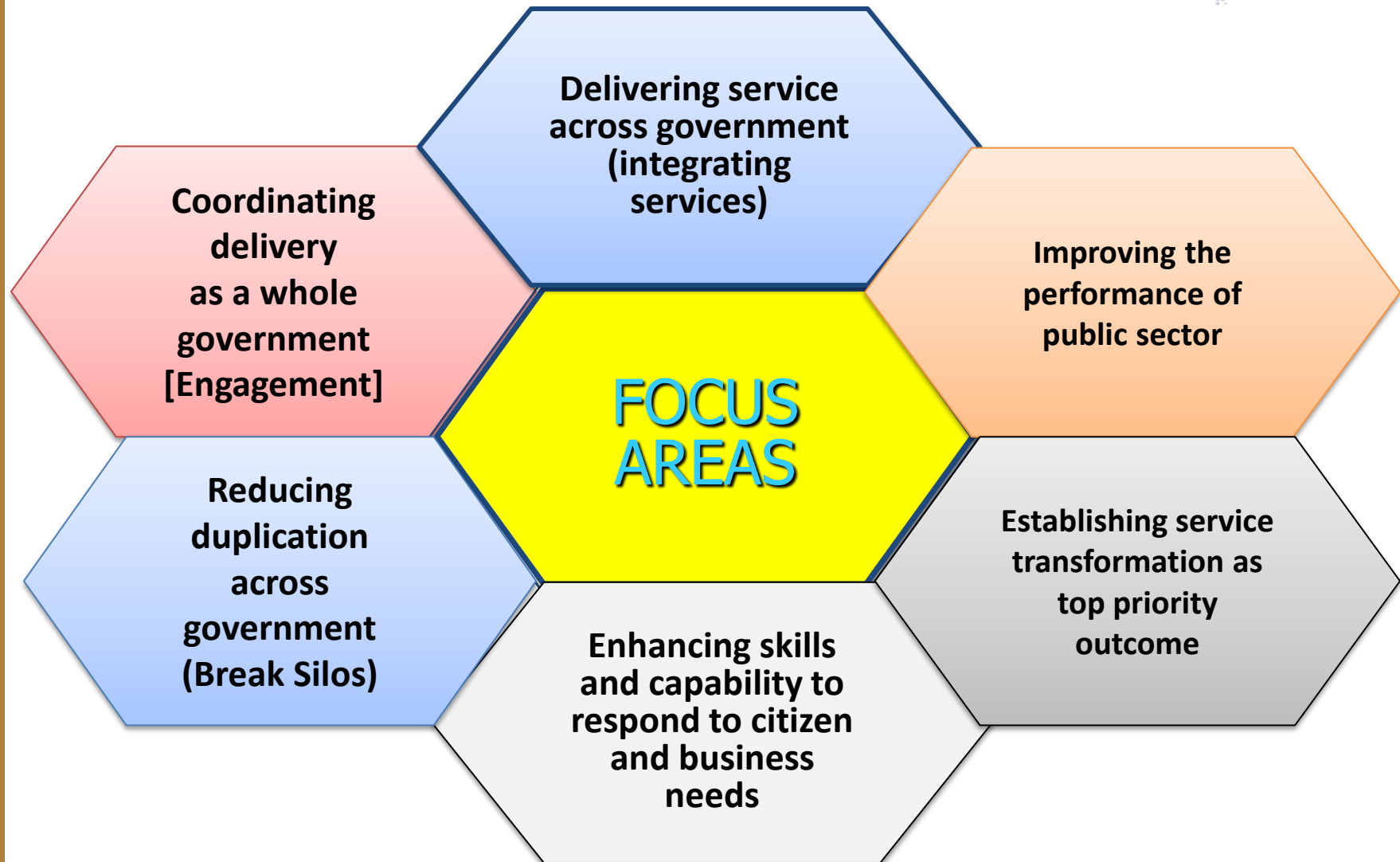
Overview



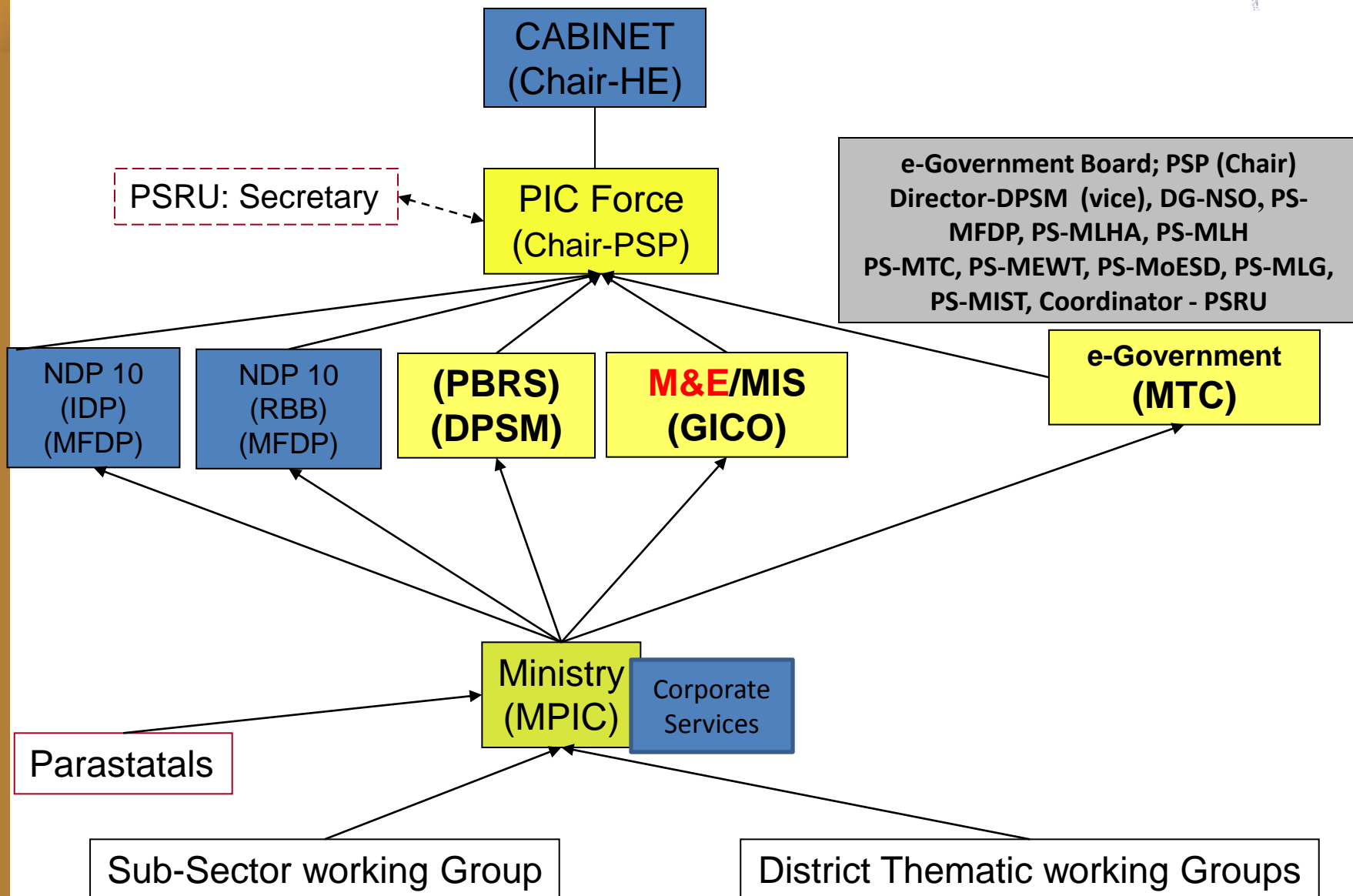
- The Silos – same, same, but different
- Understanding the different roles and expectations of Citizen, Customer and the Tax-Payer
- Engaging and Partnering (a new dialogue)
- Simplifying Access
- Improving and integrating Services
- Building and Sharing Common Capability
- Enabling Change and Creating Value
 - Government Transformation Initiative



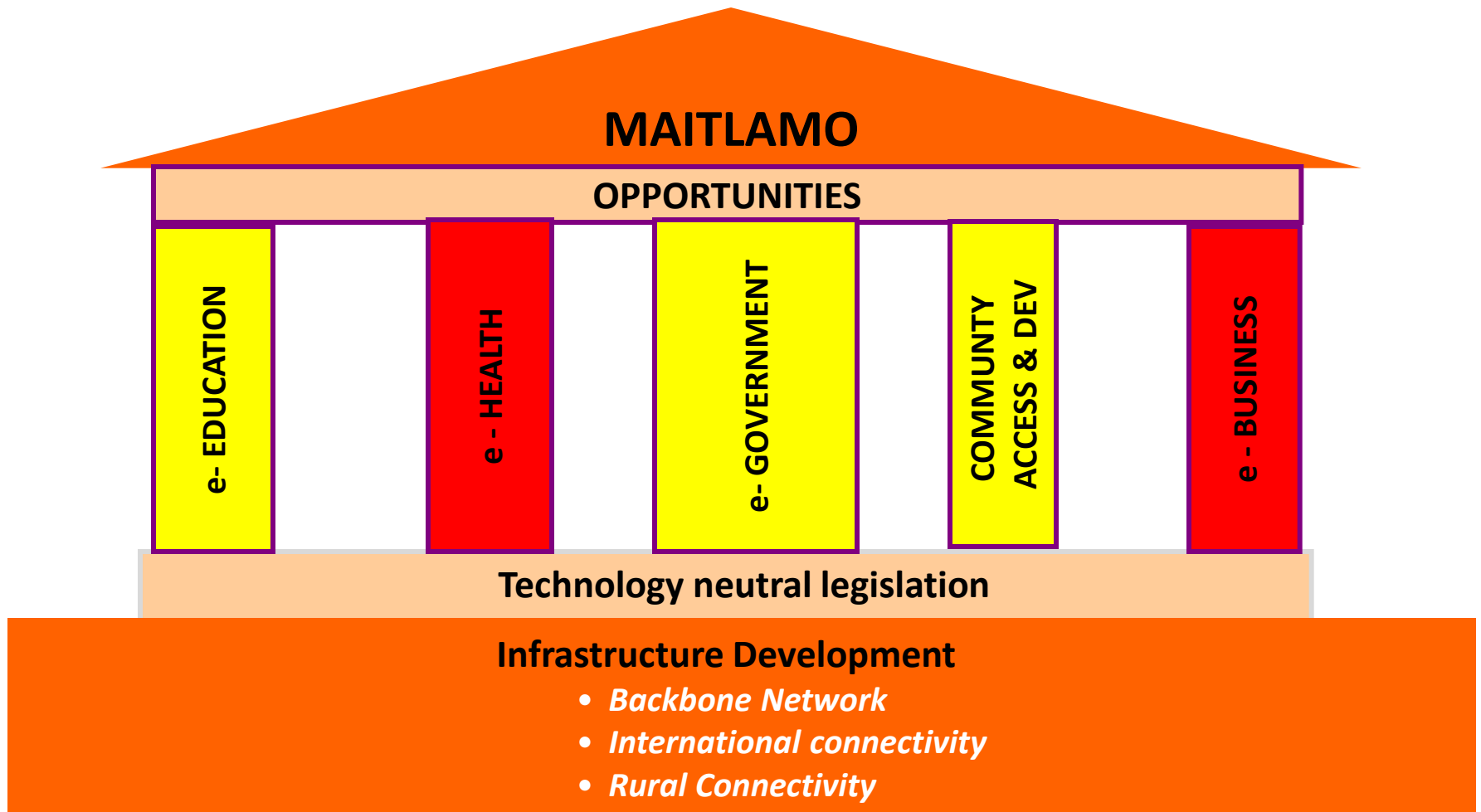
PUBLIC SERVICE TRANSFORMATION AGENDA



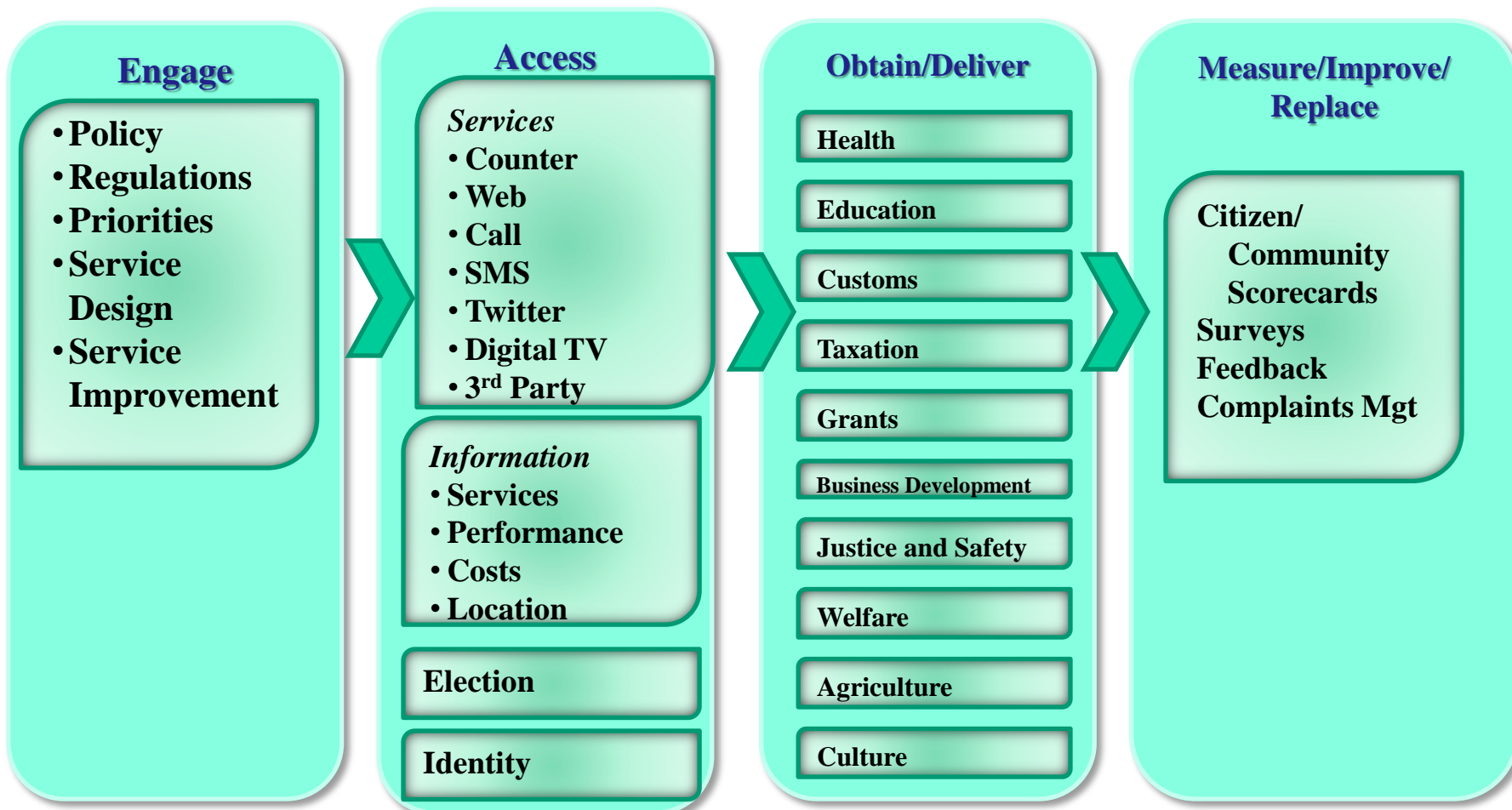
GoB IRBM Institutional Arrangements



Maitlamo Programmes



Citizen's experience is improving



Enabling Capability

Business processes	Knowledge	Accountability
Facilities	I&C Technologies	Governance
Information	People	Culture

What is e-Government?



- ➔ Surprisingly, it's about transformation - not automation.....
- ➔ Making effective use of the Internet (and other electronic channels) to provide easier and more convenient access to important government information and services
- ➔ “Designing the delivery of public services around the needs of clients - not the structure of Government”
- ➔ Rethinking the delivery of government services
- ➔ Improved service and operational efficiency
- ➔ “Better Government”



Definition of e-Government



e-Government is "the use of ICT (information and communication technologies), and particularly the Internet, **as a tool to achieve better government**".

ORGANISATION
FOR ECONOMIC
CO-OPERATION
AND DEVELOPMENT



"Use of electronic(e) platforms/applications to efficiently communicate, interact and deliver services to the citizens, businesses, employees, visitors/tourists".

"use by government agencies of information technologies (Wide Area Networks, the Internet, and computing, mobile technologies etc) that are;

- able to transform relations with citizens, businesses, and other arms of government".**



e - Government is.....

- an electronic **LEVER** for catapulting public service delivery
- Concerted, harmonized, organized, agreed program of implementing electronic platforms and/or automation of **INTEGRATED PROCESSES**.
- **Whole-of-government PROCESS approach** with user-centric focus
- Real Time/Online Management Information System(MIS) for effective Collaborative approach to service delivery

It is not.....

- **Centralization of service delivery**
- **A Ministry wanting to build an empire (Silos)**
- **Construction of electronic boxes**



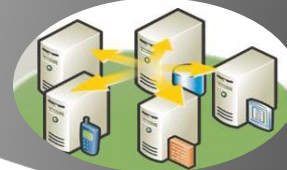
e-Government in Context...



Information



Interaction



Transaction

Transformed



The Basic Mode of e-Government

Gov to Citizen

- Facilitate citizen interaction with government
- **Primary goal of e-gov**
- E.g. tax service, information query.
- User-centered design
- "One-stop" service

Gov to Business

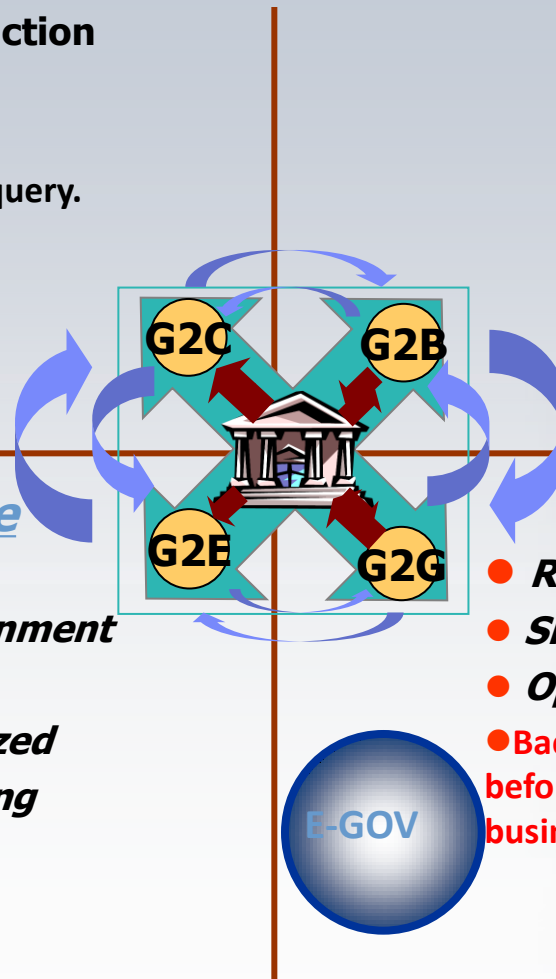
- Foster economic environment and attract foreign investment
- Facilitate the sale of surplus government goods to the public, and the procurement of goods and services (e.g. **online procurement**)

Gov to Employee

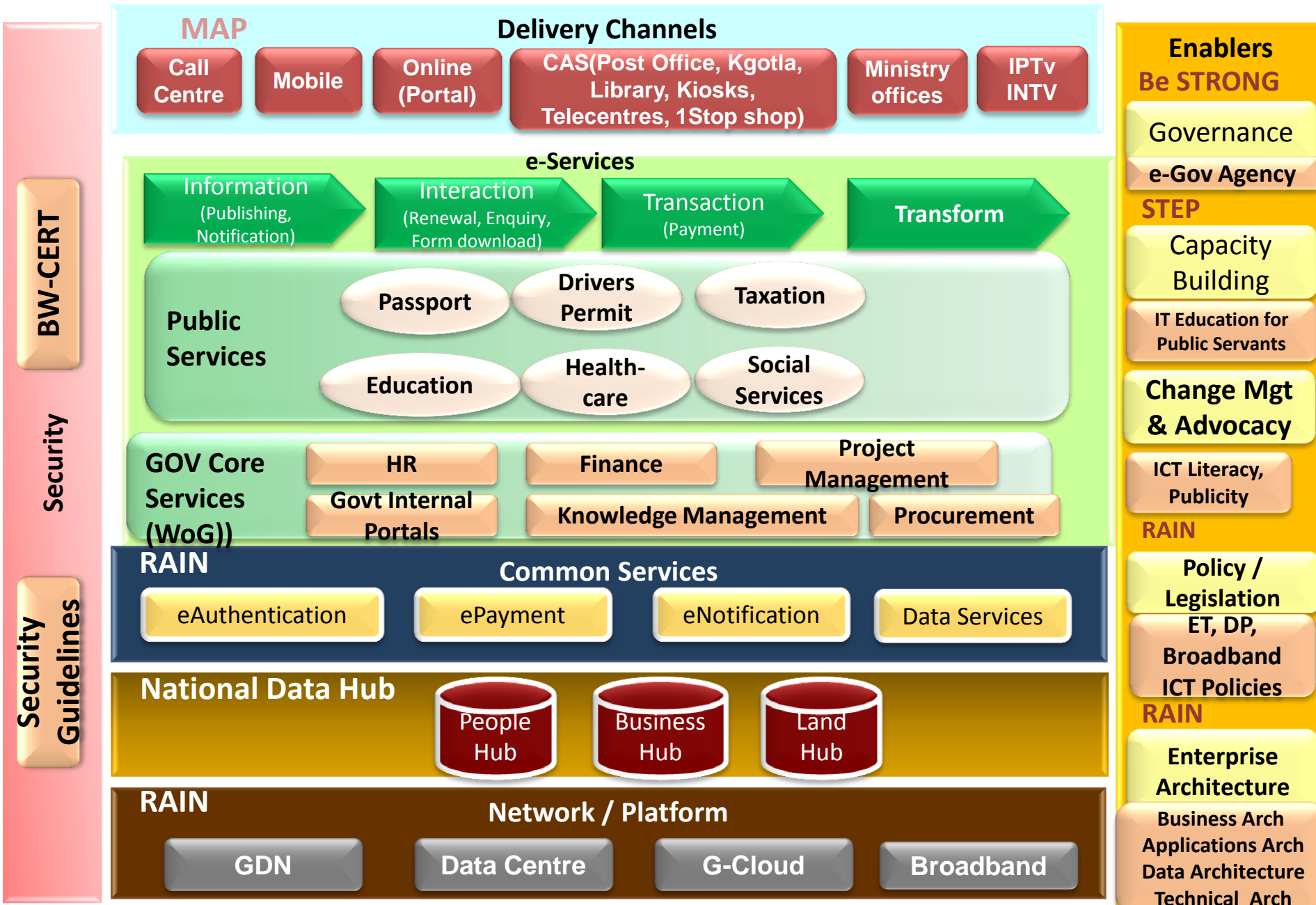
- **Improve efficiency and management of the government**
- **Reduce cost**
- **Make process standardized**
- **Realize paperless working**

Gov to Gov

- **Realize information exchange**
- **Share data**
- **Operation integration**
- **Backbone of e-gov, must be enhanced before transaction with citizens and businesses (e.g. file exchange)**



Botswana eGovernment Service Delivery Framework







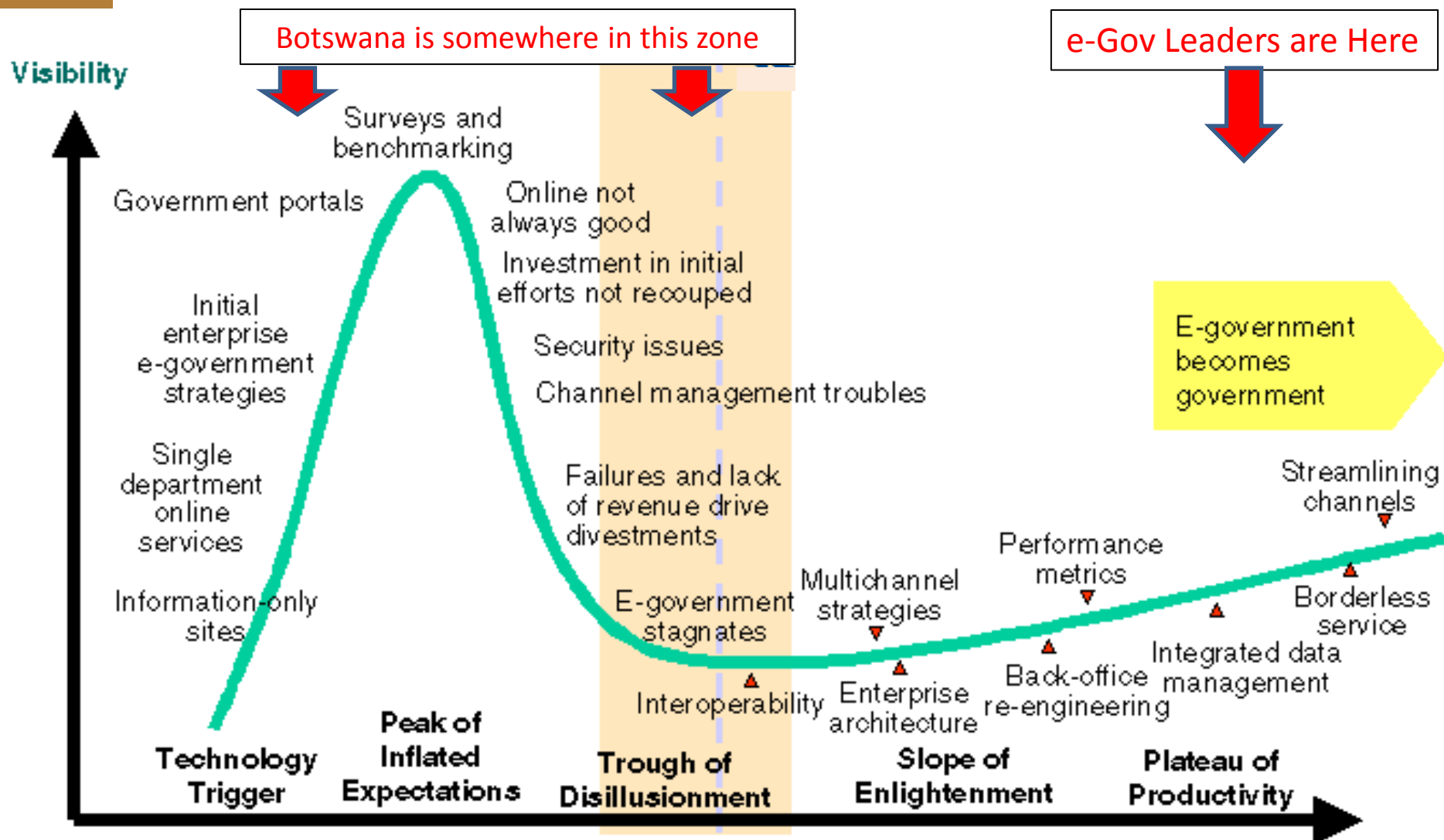
Global perspective...







Reality thoughts...





Critical Success Factors

- We must adopt a “It’s Time to Do This!” Attitude
- Understand that this is a service transformation project, not an IT project
- Improve on work ethics
- Cut on red tape “Governance bureaucracy
- Pace ourselves - don’t take on too much at once - balanced portfolio of projects
- Viewing the world through the lens of the citizen
- A single face of (all) government administrations
- Convenience through efficiency
- **Develop once, share and use many times**
- Collaboration to enable co-production and co-governance
- Devolution of service planning and delivery
- Choice of access
- Local engagement





The National e-Government Portal



- ⇒ Released at the end of 2009
- ⇒ A good start, but must be continually strengthened by:
 - Adding more services
 - Improving service-orientation
 - Applying a common-look-and-feel across the Portal and ministry websites
 - Making sure content management procedures are in place to ensure information remains relevant and up-to-date

The screenshot shows the homepage of the 1Gov Botswana portal. At the top, there is a header with the date and time (Tuesday, March 23, 2010, Local time: 11:50 hrs) and a search bar. Below the header is a navigation menu with tabs for Home, Citizens, Business, Visitors, Government, Ministries & Authorities, and Tools & Services. The main content area is titled 'Home Page' and features a large image of the Botswana coat of arms on the left, labeled 'Republic of Botswana'. To the right of the coat of arms are four smaller images representing different user groups: Citizens, Business, Visitors, and Government. Below these images is a news section titled 'Government encourages agricultural sector' with a date of 11.03.10. The news item mentions President Lt Gen. Seretse Khama Ian Khama and his statement regarding the development of the agricultural sector. There is a 'To all news' link and a 'Read more' link. At the bottom, there is a 'Tools And Services - Do It Online' section with three columns: 'Services & Forms' (including Tax Invoice guideline, How to Report a Crime?, and Appeal to the Minister), 'Job Vacancies' (including ASSISTANT DIRECTOR I - and INFORMATION AND COMMUNICATION), and 'Government Directory' (including Government Directory and Help & Support).



Services online...



- Government Portal - www.gov.bw
- 63/ 78 Libraries internet available
- 3 Kiosk for High courts
- Kitsong centres (193 Nteletsa II project , 55 Botswana Post)


- e-notifications available (Driver's license renewal, Agri-business imports ban notice, Vehicle flagging and registration renewals, Health and HIV& AIDS notification messages,
- Botswana Speaks,
- Company registration name search feature available at www.gov.bw
- Trade Permits and Licences notification service (End of June)
- Cattle brand collection and expiry notification
- Passport notification services (Testing done to start immediately)
- National Identity notification services ((System is going through enhancements)
- * **Mobile penetration is 158%**





Ongoing & coming Services..





TAX PAYER
Moonstone Capital

TIN
C06332001013, INCOME TAX

USER
Margaret Moneypenny

HomeAbout UsTreaties & LegislationTaxCustoms & ExciseE-ServicesFAQNews & PublicationsEvents Calendar

My InformationApplicationsTaxpayer Registration ApplicationVATPaymentsAdministrationReportingUIG

Home → Applications → Taxpayer Registration Application

Taxpayer Registration Applications

Registrations in Progress

Application	Name	Tax Types	Created	Submitted	Status	
1902022 New Registration	Wayne Enterprises, Inc.	Income; VAT	25/08/2012 Aleksander Skafander		Draft	Continue Editing
1902022 New Registration	25/08/2012 Aleksander Skafander	Income; PAYE	25/08/2012 Aleksander Skafander	25/08/2012	Approved	View Details

Existing registrations

Taxpayer PIN	Taxpayer Name	Registered Taxes	Valid as of	Updated Date	
19020244	Aleksander Skafander	Income; PAYE; VAT	25/08/2012	25/08/2012	Update

Note: you can create new taxpayer applications from "User Settings" section in "My Information" menu.

BURS E-Services Portal
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 Call Center Phone
17649

 Support Email
support@burs.org.bw

 Have a Question?
[Contact Us](#)



Coming and ongoing projects...



- Tax e-filing (prototype already designed at advance stage)
- Bookshop Online (Contract has been signed)
- Business Process Management (BPM) and Business Process Reengineering (BPR) (Tender going through evaluation stage)
- Priority e-Services (e.g. e- Payment, Records Management)
- New Datacentre Design (design, GDN Phase IV design) (Business case under development)
- Interim Training Plan for Civil Service (Project Management, Specialised ICT training, etc.)
- Public Education, awareness campaign, advocacy and branding (public and civil servants) (Ongoing though some ministries are not forthcoming)

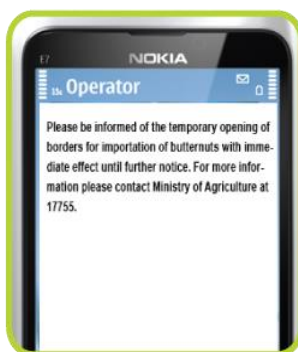


Key enablers status...

- **Electronic Communications and Transactions** (e-Commerce and e-Signature) at third draft.
- **Privacy and Data Protection Bill** - response to the first draft submitted to AGC.
- **Cybercrime and Computer Related Act** - MDJS is working on drafting instructions for AGC
- **Electronic Records** (E-evidence) Bill –Revised Bill has been submitted by AGC to MDJS for input
- **Consumer Protection Act** – MTI has issued instructions to AGC to review the act to cater for online consumers
 - The intention is to have most of this laws pass through the July sitting



Current Services delivery constraints..



www.gov.bw



BWGovernment





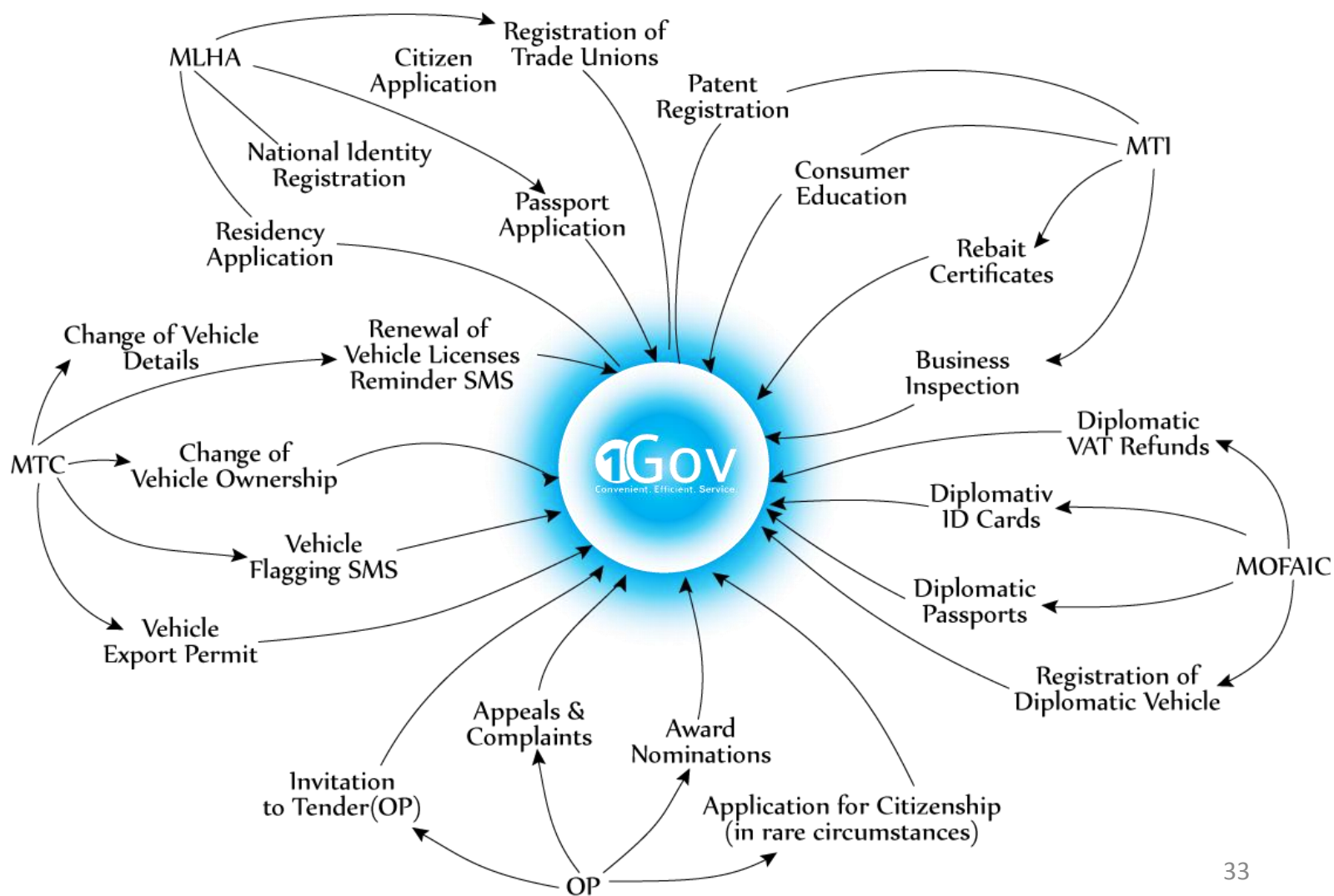
Desired state..

1Gov
Convenient. Efficient. Service.





Desired state..



Way Forward



Shift from rigidity to flexibility

Shift from a traditional emphasis on output and expenditure to one that emphasizes outcomes and produces holistic results

Paradigm Shifts

Shift from a troublesome bureaucracy that complicates to one facilitates and relieves citizens

Shift from measuring achievement solely based on productivity to combination of creativity and innovation

Shift from technophobic to technophile mindsets



“The Road to an efficient and Effective Public Service”



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(+267) 3170045



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Questions and/or Answers

Thank You