

eGov.africa

The eGov system in Democratic Republic of Congo (DRC) project is implemented by eGov Africa, a Norwegian NGO. The eGov system has been developed for the DRC reality and together with the Congolese. It works on the ground in DRC now! The eGov project aims to deliver a complete digital governance system to build trust between the population and administration level within sectors like Finance, Health and Education, to ensure:

- Transparency and Accountability
- Citizen Security
- Remove Corruption
- Accountability

To succeed, a Citizen Registry with general information must exist, where system users only get access to the relevant citizen data (Fiche Unique) for the specific sector. The Citizen Registry and method is already been created and is fully operational in North Kivu and South Kivu. The data is stored at highest security level, and all users accessing the data is logged.



Only basic information (Name, Birth date and phone number) of the citizen – to avoid duplicates, is searchable across the information. Information collected on different services is fully owned by and accessible only by actual services. All services working together to develop DRC.

Citizen Registry - Enable Services

- Each citizen has their own digital vault where personal information is stored securely
- Equal access to governmental services for all citizens
- Service easily accessible (applications and service centers)
- Service provider is accountable
- Transparent and traceable decisions

In addition to a Citizen Registry, registers for Company, Building, Vehicle and Education are developed. The eGov system consists of multiple eGov modules like:

- eGov Tax (Province and Maierie)
- eGov Etat Civil
- eGov Education
- eGov Health
- eGov Birth registration
- eGov Member
- eGov Budgeting and Accounting

The eGov system must be in place and used by the administration before international companies start to invest in DRC. The government must increase the focus on human rights and fair business. The eGov system ensures transparency and accountability in all administrative levels, and builds trust between the administration, people, foreign companies and investors.

Only when TRUST and ACCOUNTABILITY between administration institutions and the population is re-established, can change DRC and make the country attractive for foreign investors.

EVERY DRC CITIZEN MUST BE REGISTERED! To do the eGov platform must be available everywhere, in every province, registering all life events of a citizen. eGov Etat Civil was created for this purpose – to ensure proper human rights for all citizens in DRC. Only when knowledge is in place, the right measures can be put in place.



The eGov solution is developed for DRC with input from Congolese to fit the reality of DRC and to build trust and to develop DRC fast! The solution is special designed for DRC, smarter and faster than all other comparable solutions.

Ongoing eGov examples to develop DRC:

eGov Tax ensures that it is no longer allowed in North Kivu to pay provincial tax in cash to a tax collector (Taxateur). Tax information is collected, and the eGov system generates a tax note. The taxpayer receives a SMS with a reference number (and can print the tax note). The reference number is used when the payment is done in the bank (all DRC banks are connected to eGov) or by mobile pay (such as Orange Money). Manual cash handling is not allowed by the tax administration in North Kivu. This has reduced corruption in North Kivu tremendously.

eGov Health has already started with a digital birth registration in North Kivu, South Kivu and Ituri. The digital birth registration is directly linked to **eGov Etat Civil** for verification and production of a digital birth certificate (Act de Naissance). The collected data immediately becomes available for analysis, giving data on how many births at each hospital, gender distribution, malformations, maternal deaths, length and weight of the child, pictures, etc.

eGov Education is operating at two universities in Kinshasa. The registration of students gives a continuously updated situation of each department and subjects at the university. The students pay the annual fee through bank or mobile pay. The university register the students marks for the courses and the student get automatically the diploma each year.

eGov Etat Civil is now operational in Goma, Beni and Butembo. The etat civil register all life events of the citizens. The digital registration secure human rights to all the citizens of DRC. The information for the citizens is collected by etat civil employees, and documents are generated by the system. If any payments are linked to the process, the citizen have to use bank or mobile for the payment. The

secure data storage makes the citizen independent of paper, as acts and attestations can always be retrieved.

Background for the DRC project:

Decline and mismanagement under Mobutu during the 1970s and 1980s led to a decade of violence and conflict that devastated DRC's economy, social fabric, government capacity and infrastructure. This has left DRC off track against all the MDGs and one of the poorest countries in the world. DRC has rich natural resources, but these have in the past proved a curse more than a blessing for ordinary people.

The Government and people of DRC face many challenges and risks in moving ahead. Not only does the Government face an enormous task in rebuilding the country, but sustainable peace is far from assured. The state lacks control over all parts of the country, accountability is very weak and widespread impunity allows endemic corruption and shocking levels of human rights abuses including very high levels of sexual violence. Humanitarian needs are enormous.

The human costs of the ongoing crisis in the DRC are borne disproportionately by women and children, whose homes have been pillaged and burned, who are not in school and thus vulnerable to soldier recruitment, and who have now been left with almost nothing. DRC has some 4.5 million internally displaced people, the largest number in Africa.

There is very little quantitative data on poverty levels and trends in DRC. But poverty is extreme and widespread throughout the DRC with estimates that at least 75% of the population is poor.

Strategical vision

To build a capable and accountable state, eGov Africa has identified four strategic pillars to make an impact, and to aid the necessary development of the DRC:

- Administrational governance and accountability
- Security for citizens
- Education
- Health