AFRICAN ASSOCIATION FOR PUBLIC ADMINISTRATION AND MANAGEMENT (AAPAM) INNOVATIVE MANAGEMENT AWARDS (IMA) 2018 WINNERS' HIGHLIGHTS

1. Egypt- Egyptian Birth and Death Registration System (EBDRS)

Purpose and objectives

- Automating the process/workflow of Birth and Death Registration to eliminate incomplete citizens' data.
- Developing a live database of births and deaths to be availed to all government services providers.
- Support the Ministry of Health in creating Egypt health map by availing the records of death causes to improve health strategy.
- Support the Egyptian government with reports/indicators/outputs

The Ministry of Planning, Monitoring and Administrative Reform (MOPMAR), in collaboration with Ministry of Health, built and implemented an electronic system "Egyptian Birth and Death Registration System" (EBDRS) to automate and link 4571 health offices, 300 health departments and 27 health directorates to a central database. This initiative was aimed at creating an effective way for utilizing the technology to provide instant public services as all Egyptian governmental entities as it enabled exchange data between entities in a fast and efficient manner through a platform that provides highest levels of security, confidentiality and data protection according to the international standards. As a result, it protects data from the discrepancy and contradiction, facilitating strategic decision-making.

The innovation has led to the creation of a birth and death database that has automated and linked 4571 health office to a main data center through a secured network. It has also led to the development of 39 statistics reports and 21 health

indicators according to WHO standards. By using EBDRS the government has reduced wastage on paper and duplication of work by the different government ministry, hence improving efficiency.

2. The Citizen Support Portal (CSP)- Mauritius

Purpose and objectives

- Efficient and round the clock service
- Transparency and accountability
- Reengineering of government operations
- One-Government concept
- Interoperability
- Confidentiality
- Fairness and predictability

The Prime Minister of the Republic of Mauritius launched the Citizen Support Portal (CSP) in 2017, CSP is a ticketing system that enables citizens to register a complaint or a suggestion online. The innovation is in line with Agenda 2063 and the SDGs vision of 'leaving no one behind' is modified to accommodate citizens with special needs. The platform provides valuable information about trends and issues which require policy response, this data is used for decision making and planning.

Since its launching, the project has resolved 70% of complaints, this success is attributed to the leadership and supervision of the Prime minister. The project has also contributed to instill a new mindset among government officers from a cumbersome and manual approach of public service to the adoption of a learner and modern approach through innovative technologies.

3. Cow Health Insurance Program (CHIP)- Rwanda

Purpose and objectives

To provide cow farmers from vulnerable families in the Rusizi District/ Nkungu sector with easy access to medicine through mutual insurance at a minimum cost at an appropriate time so as to increase milk production.

In 2006, the Government of Rwanda implemented the One Cow per Family project (Girinka), the project aimed at cutting poverty and improving health and nutrition in rural areas by giving a cow which would produce milk to drink and manure to fertilize crops. Families that received the cows were however unable to properly care for the animals which resulted in large scale death of livestock.

The Cows Health Insurance Program (CHIP) sought to address this gap. The CHIP program was launch in 2017 in the Nkungu sector, since then no cow has died due to lack of medicine. Milk production has also increased from 1,284 liters a day to 2,167 a day. Because of the steady supply of milk, farmers mobilized and formed a cooperative which financed the establishment of a milk treatment center. Farmers further plan to develop an IT application system that will facilitate the management of the program which is continuously gaining popularity in the country.

4. Smart Mobile Apps Platform – Mauritius

Purpose and objectives

The Smart Mobile Apps platform – implemented by the Ministry of Technology, Communication and Innovation was formulated to develop new applications for innovative services to citizens. The platform comprises of three main components:

- A service-oriented architecture system that allows for quick and consistent deployment of mobile app servers
- A government "app store" website to reference and promote the mobile apps as well as any future apps
- 10 mobile applications, available on major platforms

The project is aimed at improving service delivery by harnessing innovative technologies and open platforms. The mobile application will provide a simple way to search for information and will reference a number of important information links, giving the app user a unified experience when searching for information from the government. The mobile apps currently being deployed include:

1. Smart Gov
2. Smart Traffic
3. Smart Police
4. Emergency Alert App
5. Public Utilities
6. Family Welfare

7. Consumer Rights
8. School Companion
9. SME Net
10. Green Living Index

These applications will be enhanced with new functionalities, languages and simpler workflows as the need arises.

5. VulAmanz Initiative – Safe Water Provision for Rural Areas- South Africa

Purpose and objectives

Many rural communities in South Africa and many developing countries do not have access to safe drinking water leading to the consumption of contaminated water. The project aimed at addressing this problem by developing a Point-of-Use (POU) water treatment system that enables rural households to produce safe drinking water for their homes.

The technological development of a point-of-use water treatment water filter is unique and patented. The water filter is able to produce safe drinking water instantly from raw water from the comfort of rural homes.

The innovation is currently being implemented and demonstrated at 1,000 households in the Limpopo and Eastern Cape provinces in South Africa where feedback has been outstanding. VukAmanz (Pty) Ltd. has been established to commercialize the technology.

The current estimate cost of a unit is ZAR 2,500, this includes the membrane pack, the feed tank, the stand, the brush for cleaning and a bottle for disinfectant.