



Department of Information And
Communications Technology



PNG eGov Portal Version 2.0

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www.ict.gov.pg

Digital Transformation Journey | The Independent State of Papua New Guinea



PROJECT OBJECTIVES



Objectives

The primary objective of this project is to develop, implement, and launch a fully functional eGovernment Portal and Digital ID Wallet.

This will be achieved by:

- ✓ **Delivering a secure and accessible platform for accessing government services.**
- ✓ **Integrating various government services seamlessly into the portal.**
- ✓ **Enabling secure digital identity management for citizens.**

PROJECT SCOPE



Development and deployment of the eGovernment Portal (web and mobile applications).

Integration of government services into the portal.

Development of the Digital ID Wallet for secure citizen identification.

User experience (UX) design and testing for optimal user experience.

Robust security measures to protect user data and government information.

User training and capacity building for effective portal and wallet utilization.

PRODUCTS



DIGITAL ID



eGOV PORTAL



eWALLET



CRITICAL TECHNOLOGIES



DIGITAL ID

- Sign up/Sign in
- User verification
- eKYC (1 star assurance level 1)
- SSO



eGOV PORTAL

- Police Clearance (payments)
- *Crime Reporting (Pending approval)*
- School Fee Management (payments)
- Statement of Results (payments)
- Medical Registration Number
- Pay Water Bill (payments)
- Post Office Box Renewal (payments)
- Citizen Onboarding
- Civil Servant Onboarding
- Super Admin Portal



PAYMENTS



eWallet

- Store Digital IDs
- Store Verification Credentials (VCs)



HOW IT WORKS



Sign Up process

In order to access SevisPortal, a user must first sign up.



- **SevisPass** is used as part of the sign-up process (Biometrics)
- Foundational ID gets issued once verified
- User Digital ID is stored in **SevisWallet**
- Users access services through the **SevisPortal**

USER/CITIZENS OUTCOMES



• Citizens can access government services and information anytime, anywhere, through various digital channels (computers, smartphones, tablets).

Increased accessibility



• Online services reduce waiting times, queues, and paperwork, saving citizens valuable time.

Time savings



• Citizens can access a wider range of government services online, with faster processing times and reduced errors.

Improved service delivery



• Citizens can access government information and data easily, fostering trust and accountability.

Enhanced transparency



• By providing citizens with online tools and information, eGov portals can empower them to participate in governance and decision-making processes.

Empowerment



GoPNG OUTCOMES



- By automating processes and reducing paperwork, the government can achieve significant cost savings.

Cost reduction



- Streamlined workflows and digital services can increase government efficiency and productivity.

Improved efficiency



- Citizens can access government services more easily and quickly, leading to increased satisfaction and trust in government

Enhanced service delivery



- The government can collect and analyze data through the portal to inform policy decisions and resource allocation.

Data-driven decision making



- An eGov portal can support good governance by promoting transparency, accountability, and participation.

Strengthened governance





THANK YOU