SINGLE WINDOW PORTAL

Single Window is a trade facilitation idea. Ethiopia is ranked 159 among 190 economies in the ease of doing business, according to the latest World Bank annual ratings.

The rank of Ethiopia improved to 159 in 2018 from 161 in 2017. Information and Communication Technologies (ICTs) are essential tools for electronic government of nations across the globe. The Ethiopian government is progressively working towards e-Government goal of IT enabling government service delivery (E-government). To this end, the government has undertaken different initiatives to use ICT as major tool for development agenda. One-stop service delivery platform, refers to a single point of access to consolidated and integrated government and business services through multiple delivery channels- one being through the use of Web Portal.

Pre Scenario

Ministry of Communication and Information Technology (MCIT) is engaged in formulating ICT related projects and programs to guide the various aspects of ICT developments of the country focused on strengthening the on-going initiatives aimed at improving citizens' service deliveries while contributing to economic and social development endeavors of the country. Around 100 services that the Govt., provides to its citizens, all were running manually making the process entirely slow, time consuming and vague. With offices at different places it's difficult to get things done within a stipulated time period.

Challenges:

The system follows a manual process for all services by which citizen as well as officials face various issues. They followed separate process for all related services

> Delay in manual File Processing

> No proper mechanism for application tracking

> Time consuming activity

> Lack of transparency

Solution

With a vision to establish Ethiopia as the premier ICT hub of Africa, the Government of Ethiopia is committed to develop Ethio-ICT-Village. One-stop service delivery platform that refers to a single point of access to consolidated and integrated government and business services through multiple delivery channels, one being through the use of Web Portal. Viewing the outcome of e-government services (e-Services) for citizens and businesses, and the individual government offices effort to provide an additional online services, it is possible to integrate the link into Service Ethio-ICT Village Web Portal to allow single window view of online services for customers. Ethio- ICT Village's Web Portal includes the analysis, design, development, implementation, testing and commissioning for the system.

> Single window interface for all the government & business services

> Provision to avail information & knowledge to customers and potential investors.

> Able to dynamically navigate structures

> Facility to capture basic user information

> Full-fledged Content Management System (CMS)

> Provide facility for the user to select the required service

Benefits

> *Improved user efficiency in operating online applications*

> *Single portal various service*

> *Wider software coverage of facilities*

> *Single set of master data can be maintained*

> *Lower operational risk*

> *Reduced effort for both IT and business users*