WORLD GOVERNMENT SUMMIT

The World Government Summit is a global platform dedicated to shaping the future of government worldwide. Each year, the Summit sets the agenda for the next generation of governments with a focus on how they can harness innovation and technology to solve universal challenges facing humanity.

The World Government Summit is a knowledge exchange center at the intersection of government, futurism, technology, and innovation. It functions as a thought leadership platform and networking hub for policymakers, experts and pioneers in human development.

The Summit is a gateway to the future as it functions as the stage for analysis of future trends, concerns, and opportunities facing humanity. It is also an arena to showcase innovations, best practice, and smart solutions to inspire creativity to tackle these future challenges.
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INTRODUCTION

The “Best m-Government Service Award” is an annual global award under the directives of His Highness Sheikh Mohammed bin Rashid Al Maktoum, UAE Vice President, Prime Minister and Ruler of Dubai. The award comes in line with His Highness’ Smart Government vision of making governments always available and accessible to the public while motivating all governments to provide their own innovative, smart solutions. It will also ensure around the clock access to government services which are easily accessible, efficient and transparent, in order to meet public needs and exceed their expectations.
This year, the award 6th edition will consider mobile apps across seven categories, seeking to bring top-notch technology to all governments whose objectives, if fulfilled, will enable governments to provide improved, smarter, and more integrated services and allow citizens to lead lifestyles that are more comfortable.

The ‘Best m-Government Service Award’ is running under an overarching accolade named “GovTech Prize”, an annual global award designed to motivate world government entities, startups and students to promote creative smart government initiatives & partnerships and create innovative technological solutions that contribute to solving common global challenge.

The award ceremony will be held during the World Government Summit, a global platform dedicated to shaping the future of government worldwide. Each year, the Summit sets the agenda for the next generation of governments with a focus on how they can harness innovation and technology to solve universal challenges facing humanity.
Best m-Government Service Award
AWARD BACKGROUND

The award achieved a great success over the previous 5 editions and has seen the quality of submissions improve tremendously. Now, in its 6th edition, the award has continued to evolve and raise its bar as part of the United Arab Emirates’ continuous efforts to improve mobile government services, and as part of the nation’s global mission to improve the lives of citizens across the world.

The UAE government launches its 6th edition of the 'Best m-Government Service Award' with 7 new categories. Similar to last year’s award, the award this year will only have one winner globally per category.

The award aims to motivate government entities worldwide to provide innovative solutions using the mobile as a platform. The awards strive to achieve the following objectives:

- Improve adoption of new innovative mobile based technologies that contribute to the development of government services globally.

- Raise the competitive spirit between international governmental bodies and institutions to achieve service excellence.

- Develop a spirit of creativity and innovation in global government institutions to develop mobile services that facilitate customer services delivery.
This year, the categories have been revamped from the 5th Edition to take into consideration the changing dynamics of the world and modern challenges that citizens are facing.

The award 6th edition categories have been designed in alignment with the UN Sustainable Development Goals, the spread of emerging technologies, increased emphasis on innovation, and changing lifestyles. The revamped categories enable the identification, evaluation and involvement of new applications that help solve problems faced by citizens in brand new ways.

**Data Driven**
This category covers mobile apps that leverage Big Data and advanced data analysis (government and user data) to enhance public services and citizen experience. This may include apps that manipulate any form of data (e.g. open data, big data, crowd-sourced data, historical or real time data) and apply advanced analytical methods and techniques (e.g. predictive analytics and/or user behavior analytics) to deliver insight-based and tailored public services to citizens.

**Emerging Technology**
This category covers mobile apps that primarily adopt and apply advanced disruptive technologies to deliver public services to citizens. Such apps are based on a clear application of any one or more of (and not limited to) Artificial Intelligence, Virtual Reality, Internet of Things, Blockchain, Advanced Biometrics (e.g. Facial Recognition, Voice Recognition) and/or others to provide a service with high levels of efficiency.
Public Empowerment
This category covers mobile apps that deliver public services driven by citizen feedback. Such apps apply techniques such as crowd-sourcing and user-engagement tools to encourage and empower citizens to participate and contribute to enhanced public services delivery. This category includes apps that support access to various communities and the integration of minorities and People of Determination (special needs).

Gamification
This category covers mobile apps that apply gamification techniques to encourage citizens (especially young citizens) to use government services more effectively and as a means to raise and activate citizen awareness of social matters in a more interactive, interesting way. Such services enable more entertaining and happier interactions between citizens and government.

Innovative Services
This category covers mobile apps that provide new innovative services that have genuinely made significant breakthroughs to deliver modern government and citizen services in a unique way, with much greater impact.

Public Private Partnership
This category covers mobile apps developed by the private sector and/or NGOs in partnership with government to deliver efficient and effective public services, with the aim to achieve economic and social development and improve the lives of citizens.

Accessible Government
This category covers mobile apps that offer a wide suite of services in a single centralized platform. It also covers apps that can provide complex services based on smart coordination (e.g. smart data sharing) between multiple government entities in an easy and seamless manner.
ELIGIBILITY CRITERIA

Definition of a mGov Mobile Service:
Service is accessible on a smartphone, either as an application downloadable from the Google Play Store (Android) or AppStore (iOS), or accessible as a web-responsive page.
Eligible Entities
Entities that provide free public services or services on a non-commercial basis, and have a demonstrable impact on the end-user, either in time saved or improved quality of life. The eligible entities include the following organizations:
- Governmental organizations
- Non-Governmental Organizations (NGOs) in partnership with Government
- Private organizations in partnership with Government

Submission
- The entity can only submit one application in the same category.
- The entity can’t submit the same application to more than one category.

Resubmission
Applications that were submitted in previous editions of the award were considered, as long as major updates/enhancements are present and justifiable.

Usability
The application must be a working application.
ASSESSMENT CRITERIA

The award is based on 5 key criteria: Effectiveness and Efficiency, User-Centricity, Impact, Merit, Technology, and Idea. The factors used within the 5 main criteria are explained below.
EFFECTIVENESS & EFFICIENCY
This criterion focuses on how well the services are being delivered, from a user perspective. It focuses on modern functionalities that have become a standard for public services applications. Effectiveness and efficiency are evaluated considering different factors including, but not limited to the below:
- Ease of Use
- Predictive
- Support
- End-to-end Service
- Integration

USER CENTRICITY
This criterion focuses on advanced or additional functionalities that utilize the full potential of smartphones. The below points are considered when evaluating the app for additional functionalities:
- Disability Access
- Personalization
- Open Data
- Happiness

IMPACT
This criterion focuses on the adoption of services amongst the targeted audience, and the impact of the application on the intended city, country, or the world. To assess impact, we have evaluated applications based on how well they address the challenge of the category they fall under as well as the overall social impact they have.

TECHNOLOGY
The technology criterion is divided into two components: maturity of the technology (e.g. AI vs Geolocation) and complexity of the challenge solved by technology (e.g. AI used to calculate equations vs AI used to identify diseases).

IDEA
The idea criterion focuses on the concept of idea maturity and how new the idea is. This criterion is a sector-agnostic criteria that does not emphasize a specific sector/industry over the other.
mGov in Numbers | Apps Considered
4,500+ apps were considered across 87 countries

Total Apps Count
4,646

37%
NOMINATED APPLICATIONS
Data Driven
The VoiceTRA app is a translation app that utilizes Neural Machine Learning. This means that the app does not rely on phrase-based sentences but instead, algorithmically maps “natural” sentences from a database of words, then determines the most appropriate sentence in the selected language. This happens instantaneously and is vocalized in a synthetic, easy to understand voice, in multiple languages making it a useful app for tourists and travelers in foreign lands. The app is praised for providing more natural phrases than other similar apps.
The EDSS/SnapRX app is used by pharmacies across the Philippines as part of the Food and Drug Agency's drive to improve transparency and track pharmacies purchases. The app allows pharmacists to take pictures of handwritten prescriptions, digitizing them into a cloud platform that feeds into a national pharmacy database. This database is then used by the FDA to monitor and predict possible outbreaks. The database also enables the government to enforce proper recall of medication, track counterfeits, and detect scarcity of medicine in certain areas. The result of this is an app that is used by over 1,400 pharmacies and has benefitted 20 million patients.
The Noise capture app allows users to generate and share noise maps. Users can activate the app while they are travelling which will allow the app to evaluate the level of noise. This can be done by calibrating the phone sensors to minimize background or acoustic noise that may interfere with readings. This data is then mapped out and visualized for the user to understand the noise pollution. Citizens can then make informed decisions on where they want to live, stay during vacation, or even go for a walk. The app can also help governments with urban planning and development in order to reduce noise pollution which can be harmful to citizens. The app has generated over 140,000 traces of sound, making it one of the largest open sound databases in the world.
The Electronic Consumer Guide App designed to help on the go users with budgeting and ensuring that vendors are accountable for their pricing. This is done through a virtual cart that allows users to add items to their basket and calculate the total cost of their food. The app allows users to compare food prices nationally and, regionally based on the latest census data. This enables the user to compare and select the most cost-effective grocery stores, and reduce their shopping bills. If the vendor is charging a higher price than what is being reported, the users are able to file a complaint through the app immediately.
The Environmental Info Push App monitors the air quality in Taiwan using remote sensors. This data is then collated and used to forecast the next 12 hours utilizing AI techniques and eight indices. The data is then visualized in an easy to understand manner through charts, colors, and graphics. The app can advise the user as to how to act and dress, and what activities are to be avoided if pollution levels go beyond a certain threshold. Users are able to customize alerts and set favorite areas; in the event that the air quality decreases beyond the threshold or suggested level, a notification is sent out.
The QuakeAlert’s app draws data from various IOT sensors spread across the country to detect tremors. Using big data and advanced cloud computing, QuakeAlert is able to calculate the location of the quake, and the severity of the tremors around 50 seconds before actual tremors strikes. This early warning gives enough time to the users to seek safety and halt anything that they are doing. It enables citizens to evacuate quickly, governments to stop trains and avoid derailments, and the person to get out of elevator before electricity shuts down and they are stuck for the next 3 days.
EMERGING TECHNOLOGY
EMERGING TECHNOLOGY

Smart City Zayed
United Arab Emirates

Abu Dhabi Municipality

The Smart City Zayed mobile responsive webpage represents the future of smart cities in the region. There are 12 different types of sensors spread across the city that measure over 1,000 real-time data scenarios. These sensors monitor everything from air quality, lighting, parking and energy consumption to assets and logistics. All of this raw data is then visualized, allowing the user to understand what is going on and how it affects them on a personal level. It enables the government to increase the quality of public services while reducing costs.
The GP At Hand NHS is a medical app available for public use in the UK. Users of this app can seek medical advice through an advanced AI chatbot, detailing their symptoms and receiving a diagnosis: over 40% of all chats lead to self-treatment, reducing doctor wait times. From this diagnosis, the user can also book an appointment with a licensed doctor and videoconference with them for immediate assistance. This results in time-efficiency as patient can avoid the dreaded waiting lines at hospitals. GP At Hand’s AI-powered Healthcheck tool also allows the users to visualize their health based on doctor reports onto their body and in 3D. Over 30,000 users giving a 96% satisfaction rating of the chatbot and the options/services that the app offers.
The Active Citizen Moscow app utilizes gamification techniques to encourage residents of Moscow to be more civically engaged. Users make recommendations and other users vote on them. As a way to increase transparency, blockchain has been introduced, so that each vote is logged on multiple, independent computers reducing the chances to alteration to zero. Each vote is timestamped and tracked, being made available for public viewing and downloads, even before the official results have been announced.
The Smithsonian Skin and Bones app utilizes GIS and VR technology to allow users to visualize over 50 skeletons. Using GIS services, it tracks user’s location and interacts when pointing device at an exhibition. Users will be able to see not only how the animals looked, but how they moved and hunted. The app can also be used by people who are unable to visit the Hall; remote mobile app users have viewed the swordfish AR, 90,000 times alone. This app reflects the new VR trends that have been transforming the entertainment and tourism industries.
EMERGING TECHNOLOGY

PortalAR
Scotland
Visit Scotland

The PortalAR app is designed to be a final nudge for tourists interested in visiting Scotland. The app generates a “portal” that users can step into; using their phones users can then walk around Scotland’s most iconic locations and perform some of the most popular activities (such as Edinburgh Castle, skydiving, motorcycle roadtrip, etc.) in Stereoscopic 3D (360 degrees) from the comfort of their own homes. Within the first week, and at least one user was downloading the app every 44 seconds. The app currently has 26 locations to visit and tour, with more expected soon.
The Voatz app works as a mobile election platform, recently used in the State of Virginia. The app utilizes biometrics, facial recognition and blockchain to ensure voter verification. The user is required to take a picture of their face which is then matched to the State’s driving license records. To actually vote, the app requires that user provide a fingerprint and the entire process is recorded by a blockchain that generates a digital paper trail in the event of an audit being required. This ensures transparency and reduces chances of corruption and vote rigging.
PUBLIC EMPOWERMENT
The Qlue app acts as a city social media platform for the City of Jakarta. Citizens can post issues and take pictures and geotag their concerns. This can then be seen by fellow users as well as government officials who are made accountable for solving the issue. Citizens can monitor the response in real time. The success of this app has been an improvement of government performance by over %60 and, an increase of government trust by %47 as a result of this app’s usage. In 2 years over 540 KM of sidewalks have been paved and traffic violations have been reduced by over %24.
The NYC 311 app benefits almost 1.8 million users annually through this app. Users are able to access government information, services and assistance without having to spend time making calls to the 311 line. Furthermore, users are able to track their responses and look at the history of ticket claims made. Over a dozen government agencies also benefit because the app helps standardize a user’s responses, agencies are then able to investigate and resolve the issue in a timely manner.
The Pakistan Citizen Portal App allows users (including non-resident citizens) to open up tickets on any complaints they have. These complaints are then routed to government through a performance management cell. The users can track the status of the complaint to its resolution. The app is a great initiative from the Pakistani government to fight corruption and help citizens and residents. Within 1 week of being released, the app has had over 100,000 downloads and, within the first month, has resolved 15,000 complaints.
The My Safetipin app crowdsources safety metrics from its users from in the city of New Delhi. The city is separated into zones and, users are reevaluate and track their safety based on specific criteria (e.g. lighting, etc.). Using this data, the app is able to provide the safest routes to avoid the unsafe zones. Users are able to map out a geo-fence: in the event that they are entering into an unsafe zone a select set of contacts will receive a notification from the app alerting them of the user’s location. Citizens are also able to geotag specific locations that make fellow users aware of the situation as well.
The CitizenCop app has been designed to enhance the ability of citizens to report concerns/issues anonymously across India to various enforcement agencies. Users can report incidents and use the SOS button when in danger. Users are also able to map out safe zones; in event that they are kidnapped, the app will send out a push notification to friends and cops saying they are leaving their safe zone. Friends and family can track the user in real time through safetracking functionality. Users now have access to a photographic database of all licensed public transport drivers, and an Auto Taxi fare calculator prevents users from being overcharged by taxi drivers. Landlords are also able to use this able to streamline the tenant and character verification process. As of date there have been 460,000 downloads and 92,500 reports have been reported.
The SmartSafe+ app is a diary that is designed for victims of domestic violence in Australia, to access resources and record violence against them that can be used to seek protection. Through the app, users are able to document evidence via video, audio and photos. This evidence is then stored onto a cloud platform that the government monitors and can use to intervene in the situation. This reduces the risk of such evidence being discovered when the phone is being searched through. The evidence provided also has legal standing in court.
GAMIFICATION
GAMIFICATION

Carrot Rewards
Canada

Carrot Insights Inc, enabled by Ontario Ministry of Health and Long-Term Care

The Carrot Rewards App is an AI-driven engagement platform that leverages behavioral economics and nudge theory to motivate Canadians to make better everyday lifestyle choices. Carrot harnesses the power of the most popular consumer loyalty programs in Canada to maximize its appeal and user engagement.

The Carrot platform was created in collaboration with public sector agencies, the three leading Canadian health NGOs and the private sector. With over a million downloads across Canada, Carrot is the most popular and trusted engagement platform in Canada.
The Rocket Science app is designed by NASA with the goal to increase social awareness of aerospace and its functions. Users are able to mix and match different parts to a space ship that is going to outer space based on various needs and circumstances. Each part of the rocket is explained, and as the user gains a greater understanding of space launches, they are able to build larger and more advanced rockets. The lifecycle of the launch is visualized and explained to users after the rocket is built. In a time of SpaceX and Mubadala, this app finds a fun and engaging way for users to pursue STEM (Science, Technology, Engineering and Mathematics) careers.
The Traffic Guru app is a driving instructor/simulator game developed by the Kerala Police Department. Users are guided on what are the rules of the road and how they should respond and react to distractions/difficulties on the road. The app gamifies driving, awarding points/badges for safe driving and deducting points for unsafe driving which results in the game ending. The clean user interface and high quality graphics make the user experience interesting, enjoyable and relatable. The app helps raise awareness to the perils of reckless driving and teaches young kids about the rules of the road, hence decreasing accidents and traffic violations.
The Theme Park app seeks to highlight the cultural heritage of the Gulf region. Users are provided with a customized avatar that explores a UAE amusement park. In this park they are able to collect gold coins (dirhams) and learn more about the history of the country through various interactions. Users will also be to witness the traditional Yowlaa dance.
The CDC app educates the user about the diseases, their causes, and lifecycles. Users are placed into scenarios where they investigate the disease/outbreak and answer questions. Each correct answer helps solve more of the case and nets the user points to level up. Only with enough points is the user able to advance to the next case and increase their rank. The app helps create a situational awareness of how disease works and what is the procedure to cure/contain the disease. The cases are detailed and provide graphs, charts and data to analyze in order to solve the outbreak. Cases and outbreaks are tailored to different geographies and follow current outbreak trends.
The Free Rice app quantifies user rewards by donating 10 grains of rice to for every trivia question answered correctly. The game allows users to improve their English through word association training techniques but also to help communities in need by donating rice. Users can see the gradual filling of a wooden bowl (i.e. a rice counter) for every question that is answered correctly, encouraging the user continue going. Questions also increase in difficulty to challenge and educate the user. Furthermore the app features an online scoreboard tracker that allows user to be compared to other users. Users can also join groups as well and interact with each other.
INNOVATIVE SERVICE
The Dubai Police app, is the smart gateway for all the main service provided by Dubai Police. The app is suitable for the citizens including the senior citizens and People of determination; to enables them to complete their transactions without having to visit the police stations and achieve the directions of the Government of Dubai (20-80) in reducing the number of reviewers by %80.

The app is characterized by a unique design and sophisticated user experience, which contains more than 130 distinctive services and features, developed using the latest programming languages and artificial intelligence techniques, and the app is available in 7 languages. Through the virtual assistant (Amna), it is possible to provide services using voice commands only.

To create a safer society, volunteering feature has been developed where users have the opportunity to help and report traffic accidents. Moreover, assist the security personnel by reporting many irregularities and suspicious behavior through smart camera and 3D location maps via enhanced reality technology. The application is highly integrated with other applications.
The iGrow app is a P2P lending platform, similar to an Air BnB for organic farming and produce. Landowners that are unable to use their land are able to lease out the land to farmers. Farmers are then able to cultivate the land to grow crops. The users that are investors can select the type of crop that they want to invest in and are able to calculate their ROI (return on investment). The farmer is then able to receive the cash through a business entity that helps them manage their cashflow. The app provides farmers with jobs and investors with a steady, and guaranteed ROI.
INNOVATIVE SERVICES

Agrocenta
Ghana

Agrocenta, enabled by the Ministry of Food and Agriculture

The Agrocenta app is a digital food distribution platform. The app facilitates trade between small farm holders, consumers, and factories. It solves the two biggest problems of the agricultural supply chain: vendors and transportation. The way the app works is that it enables farmers who are ready to sell their crops to list them online; corporations are then able to view and buy them. If the farmer does not have transportation, they are able to rent trucks that will carry their produce to the vendors, reducing wastage and prices due to food waste. The app has helped over 12,000 farmers and has transported over 565,000 kilo in Ghana alone.
The Beeline's is a crowdsourcing demand-driven mobility app; it allows users to benefit from and contribute to customizing bus routes. Other users can vote for and join a suggested route; if enough people vote, the bus route will be changed. Users are also able to reserve seats on a bus and find specific bus routes that are catered to their needs. The result is a decrease in the city’s carbon footprint because of fewer cars on the road. The app on average has 000,19 monthly bus bookings and has launched over crowd start 80 bus routes.
INNOVATIVE SERVICES

ParkRight
United Kingdom

City of Westminster

The ParkRight app utilizes IOT sensors that are placed across all 3,500 parking areas in the city, allowing the users to see in real time, the availability of parking space. Users will have access to the 41,000 parking spaces available across West London. The app also features an integrated payment platform that allows the user to pay for parking without leaving the app. Taxis will also benefit by finding out where there are available spaces in taxi stands so that they can park and prevent an overflow.
The FBI Child ID app was developed as a way to accelerate the search process in the event a child goes missing. Users can download the app and input the data of their children. In the event that they are missing, they are able to instantaneously transmit the information to the authorities without spending time collecting the required information.
PUBLIC PRIVATE PARTNERSHIP
The Smart App City app has partnered with the City of Logroño; to consolidate all city services into one app. Users can report incidents, access updated news, set up digital IDs and pay electronically, track buses in real-time via IoT sensors, access meteorological information and pharmacy location, compare petrol prices at various gas stations, access live traffic cameras, view real-time parking availability and radar locations, locate wifi zones, make online reservations and receive consumer promotions, be alerted of sound and pollution levels across the city and receive emergency alerts, personalized their routes, and so much more. This app addressed the entire customer journey of a citizen and may help reduce the direct involvement of the government.
The WeChat app has partnered with the Chinese Government to create an e-ID that will allow citizens to access a wide variety of services. WeChat is a single integrated multipurpose platform that allows users to make payments and create social feeds. Users can scan and compare product prices, transfer money, pay for utilities, top up phone cards, access and pay for public services, chat with people, track online deliveries, order food, reserve tables and interact with brands, track fitness, etc. WeChat has partnered with the government of China, to provide e-IDs to over 100 million users as a replacement for paper/physical identity documents.
The Udrive app is the first and largest Pay-per-Minute mobile application in the Middle East in collaboration with public sector agencies that allows users to rent a car by the minute or by the day anywhere on the streets of Dubai, Sharjah and Abu Dhabi. The app can also be used by tourists with valid international diving licenses. Using the app’s location map, users can find/locate and book the nearest car, and unlock it through the app. The service includes free fuel and parking. At the end of the journey, users can drop off the car at any location within the cities.
The Shotspotter app has a partnership with multiple Police departments across the United States. The app utilizes IOT sensors setup across cities. When a shot is fired, the sensors are able to pick up the fire and filter the acoustic sound. Based off of that, they are able to calculate the position of the shot within 45 seconds of the shot being fired. The app then sends a push notification to the user alerting them of the fact. The app also provides a 360 degree street view and, 25 meter evidence search area. Shotspotter has helped locate over 1,500 shots in Los Angeles alone in 1 year. 487 of those shots were not reported.
ACCESSIBLE GOVERNMENT
The app includes 125 services in all aspects of Security and Prevention Services, in order to enhance safety and security. The service of «Police Station on Your Phone» is one of the unprecedented innovative solutions on the global level; which enable the public to submit reports of crimes, criminal and non-criminal cases in an automated, smooth, and easy access channel, to ensure effective communication with the local police stations 7/24 with the utmost confidentiality and security. The feature of receiving the reports through the app with high accuracy levels of the data, enclosures, and the geographical location. In addition to establishing an Automatic Classification System; that adopts artificial intelligence techniques (Automated Learning) in classification and analysis of reports by their importance (Report type, description, geographical location, enclosures), and the selection of priority of action, and the related escalation matrix, and presentation of data through standard control panels, and reports to facilitate the functions of decision makers.

The app includes an internally developed the Automated Chat System (Virtual Assistant ChatBot); using state of the art technologies in order to automatically interact with clients to inquire about service information and completion of various procedural such as payment of fines, and the addition Supervised Learning Techniques of the default assistant ML / NLP with more than 40K terms.
The Smart ID app is a new generation of ID authentication that allows users to access over 70 government services. Over 1.4 million people in the Baltic region have utilized this app (%23 of the population) with over 21 million transactions per a month. The app is also a Qualified Electronic Signature Creation Device (QSCD), meaning that these signatures are recognized as legally binding in the EU and may be used to confirm transactions and service requests. SmartID utilizes advanced security features to secure the user’s digital identity, by using two PINs to access different services. As of 2017, there were zero cases of identity theft.
The Bhim app allows the user to access all their accounts across different banks in India from one single app. Users are provided a unique Virtual Payment Address (VPA) with free inter-banking transfers. Users are able to then transfer up to 40,000 rupees a day via the app. Bhim also has a digital inbox where bills are sent and can be paid via the app. Bhim’s VPA also allows users to send and receive money without needing an internet connection. Bhim has over 35 million downloads and has 128 participating linked to the account.
The Moscow Public Services app used by over 1.5 million users, this centralized platform allows users to access all government services (taxes, driver license renewal, passport application, child registration, traffic fine payment, utility payments, doctor appointments, live newsfeed, check taxi registration, justice court services, community services, etc.). It also allows parents to track if their kids are in school, how much they spent in cafeteria, as well as check their marks and homework.
ACCESSIBLE GOVERNMENT

State Services
Russian Federation

Ministry of Digital Development, Communications and Mass Media

The Russia State Services App is a centralized government platform that allows users to access government services through the mobile app (e.g. taxes, driver license, passport application, and child registration). Users that use the app to pay for government services or fines receive a significant discount (%50-%30). The app is also tailored to each region in Russia to match the services offered to the users’ needs. The clean and user-friendly interface makes allows citizens to access government services at the touch of a button.
The T-App folio app is an eGovernance one-stop shop that delivers over 180 public services through a single integrated platform (e.g. bill payments, bookings and certificate). The app also utilizes an integrated wallet that allows users to pay for government services and, keep track of their consumption. The app allows the user to connect to the over 1,000 Wi-Fi hotspots. It also helps reduce corruption/costs by removing bureaucracy from form filing.
The GovTech Prize is an annual award designed to motivate government entities to promote creative smart government initiatives & partnerships with the aim of providing innovative smart solutions for common global challenges. The Prize, now in its 6th cycle, consists of two awards:

The ‘Best m-Government Service Award’ aims to stimulate and encourage government entities to provide creative and innovative solutions via smartphone applications.

The ‘GovHack Series Award’ has been introduced this year as a unique international competition running in 5 cities to showcase innovative solutions that demonstrate how technology can help governments better serve their citizens using innovative technologies.

The competition is based on discussions with thought leaders, government officials, the private sector and the startup community exploring how they can work together to prepare governments for the future and be part of a global journey.