4TH EDITION BEST MGOVERNMENT SERVICE AWARD 2017 REPORT
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INTRODUCTION

The “Best m-Government Service Award” is an annual 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’s Smart Government vision of making government always available and accessible to the public while motivating all governments to provide their own innovative, smart solutions. As the mGov award seeks to bring top notch technology to all governments, the award’s fourth edition will have only one winner per category globally.

The ‘Best m-Government Service Award’ is under an overarching accolade named “World GovTechioneers Race” designed to motivate government entities to promote creative smart government initiatives and acknowledge government technology pioneers for providing global solutions to global challenges.
AWARD BACKGROUND

The UAE government launches the fourth cycle of mGov award with its 9 categories. This year the award has only one award 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.

- Develop a spirit of creativity and innovation in global government institutions to develop mobile services that facilitate customer services delivery.

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

The best mGov service award in its 4th edition consists of the following 9 categories:

Health Sector

Education Sector

Environment Sector

Social Affairs Sector

Safety & Security Sector

Tourism Sector

Economy & Commerce Sector

Transportation & Infrastructure Sector

One Stop App
AWARD CATEGORIES

1. HEALTH SECTOR

This award recognizes innovations in all aspects of healthcare from prevention to diagnosis, treatments and health system services. This can include access to healthcare as well as remote diagnosis solutions, chronic disease management & healthcare monitoring as well as treatment compliance, lifestyle and health coaching.

2. EDUCATION SECTOR

This award recognizes innovations that provide unique opportunities for academic institutions, teachers and students and even businesses to develop and deliver educational services as well as to manage education services and education institutions more effectively and efficiently. It will also recognize innovations in engaging students and parents related services and initiatives as well as support services that affect students and/or parents, etc.

3. ENVIRONMENT SECTOR

This category focuses on significant and innovative environmentally friendly solutions that highlight the role of eco-friendly government services. This could focus on environmentally friendly lifestyle, improved energy efficiency, reduced carbon footprint and air-pollution, reduced water and electricity consumption, recycling, bio diversity and conservation. Moreover it could focus on bridging the gap between society and the environment.

4. SOCIAL AFFAIRS SECTOR

This award recognizes mobile innovations of government entities in various topics that focus on services, human development, individual’s prosperity and culture. In addition, this sector covers smart solutions that preserve national identity, social cohesion and family cohesion including community development, youth, women, the elderly, sports, and religion as well as social assistance, welfare, etc.

5. SAFETY & SECURITY SECTOR

This award recognizes mobile innovations of government entities in various topics that focus on services related to reliability of police services, immigration services, traffic, security, identity, judicial system efficiency etc.
6. **TOURISM SECTOR**

This award recognizes award innovations of government entities in the areas of tourism development, travel and hospitality, culture and arts, recreation and sight-seeing, shopping, etc.

7. **ECONOMY & COMMERCE SECTOR**

This award recognizes mobile innovations of government entities in economic development and improvement of government procedures around business activities from starting a business, obtaining permits/licenses, hiring and dealing with employees (labor), business operation, business closure, Intellectual Property etc. This also includes government services that help advance trade and commerce activities.

8. **TRANSPORTATION & INFRASTRUCTURE SECTOR**

This includes mobile innovations of government entities pertaining to services and service improvement in various transport activities, infrastructure engagements, road safety, airport, logistics, etc.

9. **ONE STOP APP**

This award recognizes mobile innovations of government entities that provide easy access to a range of relevant government services through a convenient one-stop app thereby putting citizens at the heart of service delivery.
ASSESSMENT CRITERIA

The award is based on 3 main criteria (Efficiency and Effectiveness, Ease of Use, and Innovation). The factors used within the 3 main criteria are explained in the following pages.
ASSESSMENT CRITERIA

EFFICIENCY & EFFECTIVENESS (40%)

• Estimate time saved.
• Number of services integrated.
• Size of impacted audience.
• Average user review score.

EASE OF USE (40%)

• Accessibility features
• Ease of registration
• Ease of navigation and intuitiveness of the User Interface
• Languages supported
• Platforms supported
• Support features

INNOVATION (20%)

• Creativity and innovation of the concept
• Mobile technology trends supported
• Effect of the app on Sustainable Development Goals


TOTAL ARAB APPS COUNT 332

Mobile Apps
M-GOVERNMENT AWARDS | HIGHLIGHTS

TOTAL NATIONAL APPS COUNT 227

Mobile Apps
AWARD STATISTICS

Mobile applications assessed for the competition have increased by 54% from 2014 to 2016. The noticeable increase is in the number of countries evaluated and amount of apps retrieved from each governmental entity.

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<th>Category</th>
<th>2014</th>
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<td>Health</td>
<td>271</td>
<td>176</td>
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<td>Economy &amp; Commerce</td>
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<td>One Stop App</td>
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54% Health
32% Economy & Commerce
36% Education
65% Environment
42% Safety & Security
72% Social Affairs
32% Tourism
19% Transportation & Infra
90% One Stop App
HEALTH SECTOR
HEALTH SECTOR NOMINATED APPLICATIONS

Guardians of Health
Brazil
Ministry of Health

This App was created for the Olympic Games of 2016 as a Participatory Monitoring tool to strengthen the detection of public health emergencies and outbreaks through allowing users to register their daily health status and the symptoms and provide the relevant statistics about their illness on a publicly shared map. In addition, it provides users with health tips and news through a fun and interactive gamification.
HEALTH SECTOR
NOMINATED APPLICATIONS

Health Authority Abu Dhabi
United Arab Emirates
Health Authority - Abu Dhabi

This App helps the public to view and search for details of different health services and related information. Customers can find information on licensed doctors, hospitals and pharmacies, health insurance etc. The public can book appointments, verify sick leaves and also track and pay their fees. The app also caters to health professionals by providing various services including booking exams and certificates as well as transferring professional medical licenses.
HEALTH SECTOR
NOMINATED APPLICATIONS

MOH iHealth Sg
Singapore
Ministry of Health

This App is a comprehensive guide on the healthcare professionals and facilities in Singapore. Customers can identify, locate and call their selected clinic, hospital or nursing home to make an appointment. In addition, the medical professionals directory includes doctors, allied health professionals and traditional Chinese medicine practitioners.
HEALTH SECTOR
NOMINATED APPLICATIONS

Better Health Channel
Australia
Department of Health and Human Services, Victoria

This App contains reliable health information verified by over 200 health experts. The user can benefit from advice on medical conditions, lifestyle, family, first aid and recipes. In addition, the app provides a tracker for finding nearby medical services. Other features include access to personalized health alerts and notifications for heat, temperature, the UV index, smog and pollen.
HEALTH SECTOR
NOMINATED APPLICATIONS

NZ Blood Service Donor
New Zealand
New Zealand Blood Service

This App informs users about blood donations and allows them to easily book their next appointment to give blood based on their location. Through a simple and professional interface, users can locate nearby blood donation branches on the interactive map and monitor their blood donations account to view their activity, total donations and blood type.
EDUCATION SECTOR
EDUCATION SECTOR

NOMINATED APPLICATIONS

Learning Potential
Australia
Australian Government Department of Education and Training

This App helps parents to be more involved in their child's learning, from the highchair to high school through lots of useful tips and ideas. It provides a set of articles including subjects education, nutrition, sport, wellbeing, etc. The app offers personalized features tailored to the child's age group and displays relevant articles depending on the time of the year to keep parents informed about relevant topics in education to make the most of those small opportunities in their busy day.
This App is fully integrated into the website TV School and has the same tools enabling users to access multiple educative platforms. It offers a personalized and interactive experience to students, professors and anyone interested in learning. Once registered, users can save or download videos, view interviews, leave comments and learn about the latest highlights related to education.
EDUCATION SECTOR

NOMINATED APPLICATIONS

Zoe Makes a Splash
European Union
Environment Directorate General of the European Commission

This App is an interactive digital storybook aimed at children between the ages of 7 and 11 to better understand the importance of water in society and how to preserve it. The App raises awareness through gamification, allowing it to reach a large number of kids and it’s available in English, French, German, Spanish, Italian and Polish.
This App aims to improve the happiness of parents, students, teachers and educators in Dubai by providing tailored data, in order to help them make informed choices and learn about the ongoing development in the sector. The app provides location services to track nearby schools and the ability to sign mobile contracts. In addition, parents can keep track of their child’s education and fees and all users are encouraged to stay engaged through earning rewards for app use.
EDUCATION SECTOR
NOMINATED APPLICATIONS

Nasa Visualization Explorer
United States of America
NASA

This App is the best way to read stories about advanced space-based research delivered right to users’ devices. A direct connection to NASA’s extraordinary fleet of research spacecraft, this app presents cutting edge research stories in an engaging and exciting format using HD illustrations from space stations or satellites and notifying users of the latest scientific research and discoveries.
ENVIRONMENT SECTOR
ENVIRONMENT SECTOR
NOMINATED APPLICATIONS

Eesti Energia
Estonia
The Eesti Energia Group

This App is a vital tool for monitoring and managing user utility consumption. It provides real time data analytics on daily, weekly and monthly energy usage and translates the information into useful statistics and graphs to help users better understand and control their consumption. In addition, the app allows users to view their past invoices, pay current fees and also sends them alerts about increased consumption and payment deadlines.
This App provides customers with a variety of smart services that includes viewing and paying monthly bills. In addition, it gives advice on how to optimize electricity and water consumption effectively and allows new customers to easily activate their electricity and water supply when moving to a new premises. This multi-lingual universal application caters to different users including individuals, suppliers, job seekers and government entities.
This App helps users find the fuel efficient car that suits all their needs. Fuel Economy analyzes the user’s daily trips and consumption levels and matches a car to their needs. It enables users to search through an extensive database of cars using bookmarks to narrow down the search and the QR code scanning feature to compare vehicles. In addition, it allows for the personalization of fuel consumption estimates for each user’s habits.
ENVIRONMENT SECTOR
NOMINATED APPLICATIONS

Kahramaa
Qatar
Qatar General Electricity & Water Corporation

This App allows the user to manage electricity consumption by participating with the government entity in a transparent manner. Not only does the app provide detailed information about energy consumption, it offers users with the option of paying water and electricity bills, track their services and request certificates.
The ‘Too Good for the Bin’ app helps users prepare top notch recipes through the wealth of information it contains. The app consists of 340 recipes from star and celebrity chefs including classic dishes and new creations made from a few ingredients. The app provides tips on how to purchase, store and recycle food. A comprehensive food dictionary educates users about storage and durability. The shopping guide provides advice that helps estimate quantities and save time.
SOCIAL AFFAIRS SECTOR
Arrival App (Ankommen)  
Germany  
The Federal Office for Migration and Refugees

This App is designed to help refugees on the merger during the first weeks in Germany. The app is available in 5 languages and gives foreigners the opportunity to adapt to Germany by providing knowledge of the language, job opportunities, information on the official procedures and insights on finding jobs. It offers an extensive library of articles containing guides, official documents and cultural information to keep all those residing in Germany well informed of cultural happenings.
This App provides users with direct access to the Swedish Social Insurance Agency. The app allows users to view the status and history of their cases, apply and monitor their VAB among other benefits, track their cash flows, read messages and be alerted when payments are due. In addition, through the use of the Mobile Bank ID technology, the app is a secure and efficient tool to pay and receive money through smartphones.
SOCIAL AFFAIRS SECTOR
NOMINATED APPLICATIONS

MyGov India
India
Ministry of Electronics and Information Technology

This App gives users the opportunity to participate in the government by increasing transparent methods of communication. It allows users to share comments, demands or creative ideas with the government. Citizens can participate in policy formulation and program implementation through multiple platforms such as polls, blogs and group talks.
SOCIAL AFFAIRS SECTOR
NOMINATED APPLICATIONS

iKepoh
Malaysia
Government of Malaysia

This App is the official mobile application of the government of Malaysia providing users the ability to make complaints to the local authorities. The app allows users to geotag their complaints, follow up on the feedback and learn statistics on all registered complaints to increase awareness amongst users.
SOCIAL AFFAIRS SECTOR
NOMINATED APPLICATIONS

AWQAF
United Arab Emirates
General Authority of Islamic Affairs & Endowments

This App provides information on all services related to the General Authority of Islamic Affairs & Endowments in the UAE. Information is provided on all fatwa, Masjid locations and prayer times, Qibla and all information related to Hajj and Umrah. Moreover, customers can read, listen and download all Friday sermons. In addition, users can browse and download all the books and publications issued by AWQAF.
SAFETY & SECURITY SECTOR
NOMINATED APPLICATIONS

Dubai Police
United Arab Emirates
Dubai Police General HQ

This App offers a large number of intelligent and integrated services that serve consumers and contribute to raising the level of safety in Dubai by providing public access to instant authority contact. It contains traffic and crime reports, activity feeds and all police smart services. The app contains Drive Mode for faster and safer commuting in Dubai and a Police Station Mode to enhance usability and offer direct contact with government services.
SAFETY & SECURITY SECTOR
NOMINATED APPLICATIONS

Stop Heling
Netherlands
Ministry of Security and Justice

This App allows users to check the safety status of their products. It uses a comprehensive database of serial numbers from the Dutch Police to determine whether a product is registered as stolen or smuggled. Users can also create a list of belongings and email it to the authorities.
SAFETY & SECURITY SECTOR
NOMINATED APPLICATIONS

SAIP
France
Ministry of Interior

This App alerts the public in the event of a terrorist attack. It will alert geo-located users in case of a suspected attack. Users will be able to sign up to receive alerts in up to eight different geographical zones in addition to their present location. Alerts will offer a brief description of what has happened as well as advice on how to stay safe.
This App is an emergency information and news service that warns users of any imminent danger or disaster in Germany. The app provides civil protection, severe weather and flood warnings complete with emergency tips and recommendations for safe action. It also provides the option to choose specific regions for which to receive alerts.
SAFETY & SECURITY SECTOR
NOMINATED APPLICATIONS

Report 119
South Korea
National Security Agency

This App allows users to directly report fire incidents to relevant authorities and receive advice on how to cope. Users can send MMS or SMS messages to quickly contact the local fire briefing room and view a detailed step-by-step guide for dealing with emergency situations and safety equipment.
TOURISM SECTOR NOMINATED APPLICATIONS

Visit Abu Dhabi
United Arab Emirates
Abu Dhabi Tourism & Culture Authority

This App includes extensive tourism information about Abu Dhabi. It offers information about attractions and experiences relating to culture and heritage in 10 different languages. It allows users to plan itineraries, complete online booking transactions and provides location services for nearby hot spots. In addition, It helps users discover the best hotels, restaurants, spas, and malls with the integration of augmented reality to ensure users enjoy a top of the line experience.
TOURISM SECTOR

NOMINATED APPLICATIONS

Tabimori
Japan
Narita International Airport

This App is a hospitality solution to assist foreigners in Japan. It provides a comprehensive guide of knowledge and solutions for user’s needs such as voice translation while highlighting the customs and culture of Japan. In addition, it can be used in offline mode and enables users to view airport services, perform currency conversions, peruse multiple databases and use the geolocation services to track their desired destination.
This App provides a comprehensive explanation of the cultural and tourism services of Moscow. It consists of an extensive description of the city’s history and provides parallel 3D visualizations of iconic persons of bygone eras. In addition, it offers GPS services to direct users to their destined location and camera functionalities that allow users to insert live pictures of themselves with historic figures.
TOURISM SECTOR
NOMINATED APPLICATIONS

Fellowtrip
Brazil
Ministry of Tourism

This App allows users to create their own itinerary and share the best public transport routes in Brazil. Fellow Trip makes “smart suggestions”, such as top notch restaurants, destinations and shows the best times to visit them. In addition, users can personalize their preferences to receive tailored information. The app also connects to smart wearables and keeps users up to date through sending push notifications to all devices.
TOURISM SECTOR
NOMINATED APPLICATIONS

City Guide Zürich
Switzerland
Switzerland Tourism

This App allows users to plan their trips around the city. It lets users bookmark preferred or frequently visited locations, use the integrated city map to learn about interesting destinations, events and the fastest route to the nearest hotel or cash point. The app provides the user with a time saving method for getting around their surroundings in offline mode and keeps users up to date about announcements through push notifications.
ECONOMY & COMMERCE SECTOR NOMINATED APPLICATIONS

Vendors@Gov
Singapore
Accountant-General’s Department, Ministry of Finance

This App provides government vendors with Smart Services to enable them to manage e-invoices and payments in addition to access to all relevant interactive services. It incorporates the ability to create, edit and submit invoices and other records and to monitor them. In addition, it provides users with instant alerts on account updates and their latest developments.
ECONOMY & COMMERCE SECTOR NOMINATED APPLICATIONS

Ministry of Human Resources and Emiratisation App
United Arab Emirates
The Ministry of Human Resources and Emiratisation

This App offers a unique portfolio of intelligent and integrated services which reflects the ministry’s strategy, opening new channels through which to deliver services with a high level of quality. The app is designed to enhance the government’s efforts in the provision of open data and the trend towards a knowledge-based economy. It also includes statistical studies carried out by the Ministry of Human Resources and Emiratisation to ensure easy client use.
ECONOMY & COMMERCE SECTOR NOMINATED APPLICATIONS

Invest Easy
Sultanate of Oman
Ministry of Commerce and Industry

This App is a single interface to provide fast and easy commercial e-services to help set up and manage companies in Oman. Using the e-services on the app helps minimize paperwork and save costs and time. The app provides citizens, entrepreneurs, prospective investors and businesses with the services and information they need quickly and efficiently. The app enables an easy, reliable and transparent business environment.
ECONOMY & COMMERCE SECTOR NOMINATED APPLICATIONS

Tourist Refund Scheme
Australia
Department of Immigration and Border Protection

This App allows users to efficiently lodge a Tourist Refund Scheme claim and track it. Once the claim is entered, a QR code is generated and is used at the airport when traveling from Australia, to quickly and easily claim the refund. In addition, the user can monitor, manage and cancel the claim allowing them to bypass the queue at the airport (among other formalities).
This App increases transparency between the Ministry of Labor and the workforce in South Korea by providing key and useful diognoses of the wages in the country. Users can learn about their rights, each profession's working hours, the different job wages according to the type of work, employee age and work experience.
TRANSPORTATION & INFRASTRUCTURE SECTOR
This App offers a comprehensive list of services and features designed to support the latest standards for roads and public transport users in the Emirate of Dubai and allows users to benefit from a myriad of public services. Services range from paying for parking spots to booking taxis or paying traffic fines. The app also allows users to register licenses and cars and renew their registrations on-the-go.
TRANSPORTATION & INFRASTRUCTURE SECTOR NOMINATED APPLICATIONS

ÖeBB Scotty
Austria
Austrian Federal railways

This App offers comprehensive information services about public transport in Austria. From ticket fares to available routes, ÖeBB Scotty is a powerful tool that provides access to the most up-to-date itineraries. In addition, it contains an ÖeBB train radar with live updates of the status of train lines and stations, maps and real-time information.
TRANSPORTATION & INFRASTRUCTURE SECTOR
NOMINATED APPLICATIONS

MBTA mTicket
United States of America
Massachusetts Bay Transportation Authority

This App allows the user to buy a ticket anywhere, anytime within seconds. MBTA mTicket also provides information on government services, integrated payments, a digital wallet with which to pay on the go and push notifications and alerts on the latest developments and offers.
Traffic Voice Information Service
Thailand
National Electronics and Computer Technology Center

This App is an automatic system that reports traffic information in Bangkok. The app has an interactive map and allows users to use the integrated speech recognition system to request information via voice. Moreover, it also contains a live feed to provide CCTV coverage around the city of Bangkok to further help users plan their routes.
TRANSPORTATION & INFRASTRUCTURE SECTOR NOMINATED APPLICATIONS

Tokyo Subway Navigation
Japan
Tokyo Subway Corporation

This App enables users to search and transfer information about the Tokyo subway system through the use of offline maps. Users can plan their trips around the city and bookmark preferred or frequently visited locations. In addition, the app provides key and useful information about subway stations such as the best exits to get to a tourist site, Wi-Fi availability and more.
ONE STOP APP NOMINATED APPLICATIONS

The Mobile government of Kazakhstan (eGov.kz)
Republic of Kazakhstan
Ministry of Information and Communication of the Republic of Kazakhstan

This App is a comprehensive application which provides a single platform for consumers to reach the most top 80 smart government e-services. It includes a “Mobile Personal Cabinet” where a citizen can view his/her personal data on the national databases. In addition to a map of important service locations like notaries, kindergartens, etc., the application allows users to submit inquiries with the aim of improving public services quality.
ONE STOP APP NOMINATED APPLICATIONS

Public Mobile Services
Russia
Russian Federation

This App enables the checking and payment of utilities services, speeding fines and other penalties. It integrates and allows users to complete a wide variety of services end-to-end such as: booking a doctor’s appointment, paying traffic fines, tax and judicial debts, etc. In addition, it sends users notifications and alerts for deadlines. The app also features Touch ID Fingerprints making sensitive information more secure and facilitating account access.
USA.gov offers a wide range of government services as well as an extensive database of information about all the government entities in the country. In addition, it gives access to benefits, grants and loans. It provides information on housing and the community and also informs users about shopping, travel and immigration.
The app provides a fast and simple way to access government services online. A secure myGov account provides a wealth of Australian Government services in one place including: health services, employment, child support, veterans’ affairs, disability insurance and housing. Moreover, users can securely receive sensitive information to their account inbox or pay for fines, taxes and other fees through the webpage.
ONE STOP APP
NOMINATED APPLICATIONS

Surat Municipal Corporation
India
Surat Municipal Corporation (SMC)

The app allows users to check, pay and manage details and owed amounts for a variety of municipal and public services. Users can pay utility bills, monitor their water meter connection details, request birth certificates and death registrations, check shops & establishment registrations, register complaints, and find the nearest center from which to access services.