



Establishment of a One-Stop Shop and local public service areas with a dedicated service center

Intervention Zone

The whole territory

Description of the Project

Simplify citizens' access to administrative services by centralizing procedures and facilitating interactions with the State. The one-stop shop will make it possible to process several types of requests in one place, while the proximity spaces, located in different regions, will offer easy and quick access to public services. A dedicated service center will be set up to provide personalized support, improve the efficiency of administrative processes and strengthen social inclusion by bringing services closer to the population.

Expected impact

- Improving the proximity and efficiency of administration
- Universal and multimodal access to all administrative services
- Reduction of State operating expenses
- Reduction of costs and delays in administrative procedures
- Fight against corruption and fraud
- Implementation of decision support tools
- Broadening the tax base and social benefits
- Collaborate with the digital ecosystem (private, startups, etc.) to create national champions

Project Leader

Entity

Ministry of Communication, Telecommunications and Digital Affairs

Contact

N / A

Project Partner(s)

- MCTN / SENUM

Funding

Project amount

FCFA 60,000,000,000

USD 95 306 520

Project duration

60 MONTHS

Type of Financing Sought

✓ Private

✓ Audience

PPP

Progress Status

Actions initiated

Documents available