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| Hukumati e-government system |
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| **Summary:**Hukumati (my Government) is a unified e-government system with a single sign-on (SSO) authentication scheme that serves as a common portal for government institutions and agencies to provide e-services to citizens and other sectors. It allows citizens to access government services electronically and pay for them via available payment methods licensed by the Palestinian Monetary Authority. The system comprises four basic components (an SSO scheme, the Hukumati common e-government portal, the Hukumati mobile phone Application and an e-payment portal) which are integrated with each other and with the systems of government institutions and agencies providing government services through the national data exchange, which allows government data to be shared securely and easily and serves as the basic infrastructure for the provision of e-services. The Hukumati e-government system was publicly launched on 15 January 2023 to allow all citizens to complete the registration process using an SSO authentication scheme and verification by the relevant offices of the Ministry of the Interior and the Palestinian Postal Service in order to obtain a username and password for access to the system and the services provided through it. **Action required:**Presentation of document at the 2024 meeting of the Telecommunication Development Advisory Group.**References:**n/a |

Through a ministerial committee comprising the Ministry of Telecommunications and Information Technology as rapporteur and the Ministry of Finance, the Ministry of the Interior, the General Secretariat of the Cabinet and the Palestinian Monetary Authority as members, the Palestinian government studied a tender for an e-payment system in order to develop the e-government system. It has also worked through committees established to approve and adopt an e-payment financial policy and a governance document for the Hukumati e-government system.

• Hukumati (my Government) is a unified e-government system with a single sign-on (SSO) authentication scheme that serves as a common portal for government institutions and agencies to provide e-services to citizens and other sectors. It allows citizens to access government services electronically and pay for them via available payment methods licensed by the Palestinian Monetary Authority. The system comprises four basic components (an SSO scheme, the Hukumati common e-government portal, the Hukumati mobile phone Application and an e-payment portal) which are integrated with each other and with the systems of government institutions and agencies providing government services through the national data exchange, which allows government data to be shared securely and easily and serves as the basic infrastructure for the provision of e-services.

The Hukumati e-government system was publicly launched on 15 January 2023 to allow all citizens to complete the registration process using an SSO authentication scheme and verification by the relevant offices of the Ministry of the Interior and the Palestinian Postal Service in order to obtain a username and password for access to the system and the services provided through it. There are 42 e‑government services, including 22 paid services and 20 information services across 13 government departments.

In terms of payment methods available, the system has connections with credit and debit card operators, electronic PoS cash payment companies and Palestinian Monetary Authority systems and programs to include payment by other means licensed and approved by the Palestinian Monetary Authority, e.g. bank accounts and electronic wallets.

Components of the Hukumati system

• SSO scheme

This is the interface that allows citizens to create their account and enter their data. The data are matched with the civil register of the Ministry of the Interior and then go to the relevant offices of the Ministry of the Interior and Palestinian Postal Service to verify the identity of the citizen, activate the account and provide a username and password.

• Common e-government portal

This interface allows citizens to access electronic government information services and request and electronically pay for other government services. This saves time, effort and money and enhances the efficiency and effectiveness of institutions and the quality of services provided to the public, who can access the portal after activating an account through the link [www.hukumati.ps](http://www.hukumati.ps).

• Hukumati mobile phone application

The application contains all functions and components available on the common e-government service portal and is available for both iOS and Android smartphone users.

• E-payment portal

This portal allows financial staff in the various government institutions and agencies to follow all financial movements and obtain detailed reports on clearing and settlement transactions and bank accounts associated with the services of each government institution or agency.

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