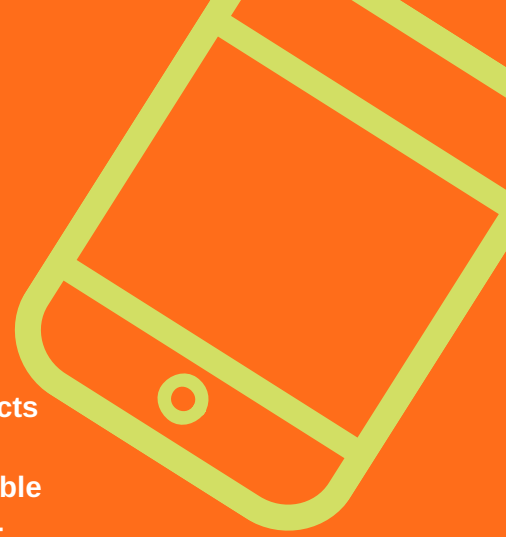


# WHAT is S2F?



S2F Tracker is a digital system to track, monitor and update citizens on the progress of individual service delivery requests, and their ultimate resolution, including automated updates and notifications along the way.

S2F Tracker effectively connects citizens directly to the Government officers responsible for their files, enabling one-to-one communication through the system.

Rights, Empowerment and Cohesion (REACH) for Rural and Urban Fijians Project

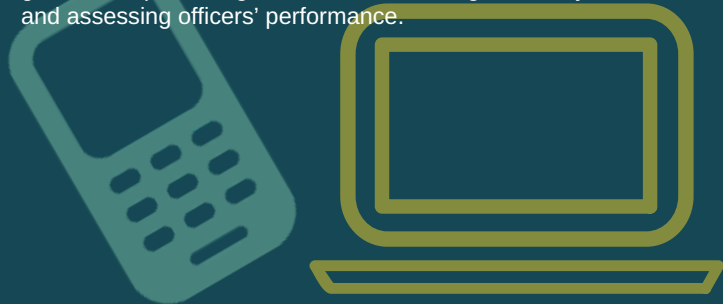
The S2F Tracker will enable

## Government service providers to:

Update and follow up individual service delivery requests using unique case IDs through a web-based portal.

Respond and address individual service delivery requests.

Develop improved business processes by generating data and information on service request processing times, including fully disaggregated data on applicants (geographic distribution, age, gender, etc.), tracking case flows and timing to identify bottlenecks and assessing officers' performance.



# WHO will benefit and HOW?

The S2F Tracker will enable

## All Fijians, particularly those in remote communities and to most vulnerable to:

Check the status and confirm final delivery of individual service delivery requests using unique case IDs through a mobile application and short message system (SMS) via their smart and/or mobile phones.

Communicate directly with Government officers regarding their service requests through the mobile application and SMS.

# WHY S2F?

Under the REACH Project, while mobile service delivery is being provided on-the-spot in targeted rural, urban and maritime communities of Fiji, the challenge lies in ensuring start-to-finish service provision for those longer-term services which cannot be delivered instantaneously.

S2F is being explored to address the full cycle of public service delivery, with lessons learned from the pilot to be shared across Government.

The Poverty Benefit Scheme administered by the Ministry of Women, Children and Poverty Alleviation (MWCPA) provides a guaranteed minimum income to eligible Fijians under the scheme.

In order to determine eligibility, various proofs are required to include: appropriate identification (e.g. birth certificate); proof of any children (e.g. birth certificates and certificates of school enrolment); an on-site assessment completed by an officer of MWCPA; together with a completed Poverty Benefit Scheme application form.

REACH has enabled applicants to submit their eligibility applications under the scheme by virtue of the participation of the Ministry of Justice's Births, Deaths and Marriages to provide legal identification documents and the MWCPA, who's officers carry out on-site assessments during REACH missions. The S2F Tracker will further enable applicants to track the progress of their applications under the Poverty Benefit Scheme. Thus, applications initiated during REACH mobile service delivery will be integrated into the system in the pilot phase to track the progress of applications, with the ultimate aims of empowering citizens with up-to-date information on their applications, including final approval and delivery, creating full accountability and transparency in the process, and providing MWCPA with concrete data and information to streamline the application process and improve business processes.



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