About Department of E-Government

The Department of E-Government exists to lead, coordinate and manage ICT development at all levels, including the delivery of innovative and efficient e-government solutions and services for the improvement of delivery of public services and maximizing impact of ICTs on the achievement of Malawi Growth Development Strategy (MGDS) goals.

Department of E-Government Services
- Providing e-services and ICT infrastructure management.
- Formulating policies and enforcement of ICT standards and guidelines.
- Providing ICT education and training services.
- Providing monitoring and evaluation of all ICT activities in the public service.

Department of E-Government

SERVICES RENDERED	REQUIREMENTS	CHARGES	TIME TO ACCESS SERVICE
Development of Computer Systems	• Written request specifying scope of work • Client to meet logistical costs	Free	Time varies from system to system.
Development of Websites for public institutions	Written Request Duly Completed Website Solicitation Form Client to meet logistical costs	Free	• 2 weeks for a basic website • 4-6 weeks for a complex website
Hosting of websites and web based applications for public institutions	• Written request • Registered .mw domain with SDNP100 USD initial two year subscription with SDNP. 50 USD per	Free	48 Hours after receipt of request and fulfillment of requirements

	year for subsequent years. (Cost determined and payable to SDNP)		
Maintenance and Support of Computer Equipment	• Written Request • Client to meet logistical costs	Free	Within 48 hours after receipt of request and fulfillment of requirements
Maintenance and Support of Computer Systems	• Written Request • Request through helpdesk line • Client to meet logistical costs	Free	Within 24hours after receipt of request and fulfillment of requirements
Provision of ICT Advisory Services • Provision of guidance on the use / procurement of ICT hardware and software Resources, standards and Policies)	Written Request	Free	24 hours after receipt of request and fulfillment of requirements
Provision of Network Services	• Written Request • Client to cater for Cost of network infrastructure, equipment and logistics	Free	Within 24hours after receipt of request and fulfillment of requirements
Provision of Internet Services	• Written Request • Network Infrastructure available and Connected to GWAN	Free	Within seven(7) working days after receipt of request and fulfillment of requirements

Provision of Official Government e-Mail Service and reset of access passwords	• Written Request • Client to cater for Cost of logistics • Request through helpdesk line	Free	Within 2 working days after fulfillment of requirements
Provision of ICT Education and Training Services			
Degree Course	• Application for enrollment • Advanced Diploma (NCC/IMIS/ACP)	• Registration form cost: K1000 • Tuition fee for Degree: Non-residential K760,000, residential K940,000 • Registration for degree: 1,400 Pounds	Within a month after notification of results of enrolment (Degree and Advanced programmes)
Advanced Diploma Course	• Application for enrollment • Diploma (NCC)	• Registration form cost: K1000 • Tuition Advanced Diploma Fee: Non – residential K580,000 per year, residential K760,000 • Registration fee advanced diploma: 350 pounds	Within a month after notification of results of enrolment (Degree and Advanced programmes)

Diploma Course	• MSCE with Credit in Mathematics and English • Application for enrollment • Aptitude Test	• Registration form cost: K1000 • Tuition Diploma Fee: Non – residential K500,000 per year, residential K680,000 per year • Registration fee for diploma : 275 pounds	Within 2-3 weeks after writing aptitude test (diploma)
User request for Training (Short courses)	• Written request for training; • Training needs identification	• 1 Week course: K50,000 per participant • 2 weeks course: K80,000 per participant • 3 weeks course: K150,000 per participant	Within 2 weeks from the time of receipt of the request