

Title	Repurposing Service Delivery Points (eKiosks)
Organisation	Western Cape Department of the Premier
Innovation	<p>The project's innovation lies in its transformative approach to digital inclusion and service delivery in rural Western Cape communities. Instead of building new infrastructure, the project strategically repurposes public infrastructure such as libraries and museums into digital service hubs equipped with self-service eKiosks. This model is innovative in three ways:</p> <ul style="list-style-type: none"> • Infrastructure Optimization – by leveraging existing brick and mortar service points. • Human-centred Design – the project includes comprehensive change management and digital literacy training for frontline staff and community development workers. • Integrated Service Delivery – the eKiosks serve as nodal points for accessing a wide range of government services – from housing and education to safety and economic development through a unified digital platform.
Impact	Citizens in remote areas now have direct online access to online government services such as housing applications, school admissions, and police ombudsman systems. This has reduced travel time and costs, especially for youth, job seekers, senior citizens, and persons with disabilities. It has also reduced long queues at service points. By March 2025, the project had recorded over 52 000 user sessions.