

Title	eServices Portal
Organisation	Information Regulator
Innovation	<p>The eServices portal is a digital platform that has transformed how the public and organisations engage with the Information Regulator. Prior to its development processes were manual, inefficient, and often prone to delays. The portal now provides seamless online services, including Information Officer registration, PAIA Annual Report Submissions, and the upload of PAIA Manuals and Automatically Available Records, making compliance swift, straightforward, and efficient.</p> <p>Generative Artificial Intelligence (AI) was used to simplify complex legal frameworks, such as POPIA and PAIA, making it easier to develop educational content and formulate user-friendly self-assessment tools. These tools allow organisations to instantly evaluate their compliance with data protection laws and receive actionable feedback. Additionally, the Personal Privacy Score (PPS) empowers the general public by educating them on privacy best practices, helping individual improve their digital hygiene in a way similar to monitoring a credit score.</p> <p>The eServices portal's integrates with the Companies and Intellectual Property Commission (CIPC) via APIs eliminates redundant data entry by pulling verified data from public databases, saving time and ensuring data accuracy.</p>
Impact	<p>The eServices portal has revolutionised service delivery at the Information Regulator, achieving significant improvements across key areas. Developed internally by the CIO, this portal has saved millions in development costs. The platform enhanced accessibility and efficiency of compliance processes. Manu processes led to delays, inefficiencies, and administrative burden. The portal has eliminated these, by digitising the entire process. As a result, processing times in some units have been cut by more than 90% as processes are now fully automated, administrative overheads have decreased, and turnaround times for submissions have dramatically improved, contributing to higher user satisfaction. The number of registered organisations has increased by 45%, and the volume of submitted reports has more than doubled.</p>