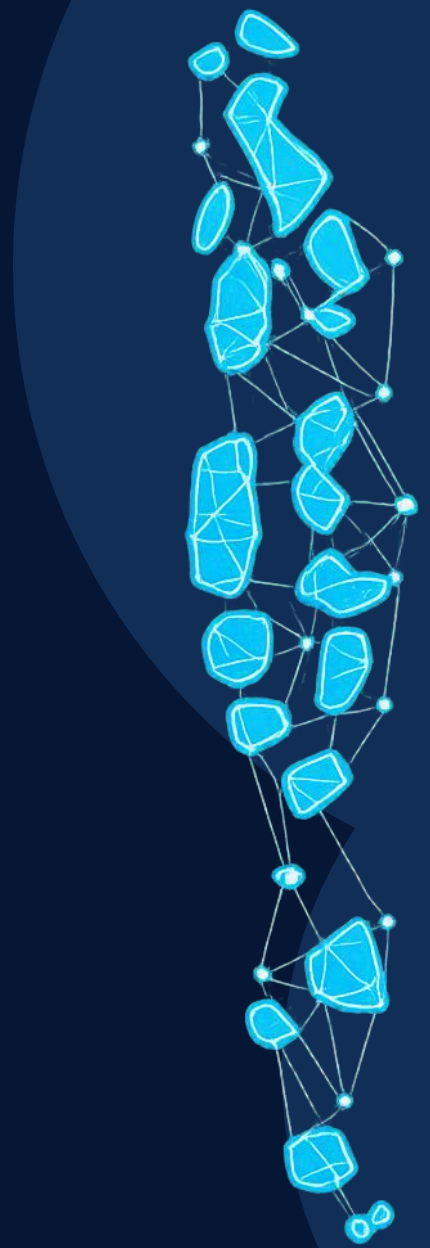
Digital Transformation: Journey to a Digital-First Nation



Asst. Prof. Dr. Mohamed Kinaanath

Minister of State for Homeland Security, Labour and Technology
Ministry of Homeland Security, Labour and Technology
Maldives Digital Service
National Cybersecurity Agency
Communication Authority of Maldives

ICT Infrastructure in the Maldives

- 84.7% Internet users
- Almost 1 millions mobile subscribers
- 4G coverage 100%
- 5G coverage 75%
- Fibre optic 100%
- 6 subsea cables
- 88% of citizens are in Digital Identity (eFaas)
- 75% online transactions

Digital Transformation (Maldives 2.0)

Maldives 2.0

- Feb 2025 – Digital Transformation Cabinet Paper
- 9-11 May 2025 – Maldives 2.0 Summit
- Digital Transformation Council - Aug 2025
- Sep 2025 – Maldives 2.0 Roadmap Endorsed
- 3 years duration (end date: June 2028)

Eight (8) pillars



01

Digital Identity & Trusted Transactions



02

Data Sharing & Governance



03

Cybersecurity for National Resilience



04

Modern Legal Framework & Digital Governance



05

Secure & Sovereign Digital Infrastructure



06

Citizen-Centric & Business-Friendly Services



07

Sectoral Digital Transformation



08

Digital Economy Development & Innovation

Maldives Digital Service

Maldives 2.0
Digital First Nation

Digital Identity

November 2026 release

- **Electrician licence card:** new digital card in the eFaas app
- **Face-verification recovery:** reset mobile number when password and OTP access are lost
- **Other Visa Holders user type:** proper registration and verification
- **Notification service:** apps send mobile, email or push alerts via eFaas
- **Protected accounts:** for state dignitaries
- **Account suspension:** temporary freeze and re-activation
- **Screen reader support:** on the login page

Next year (2027)

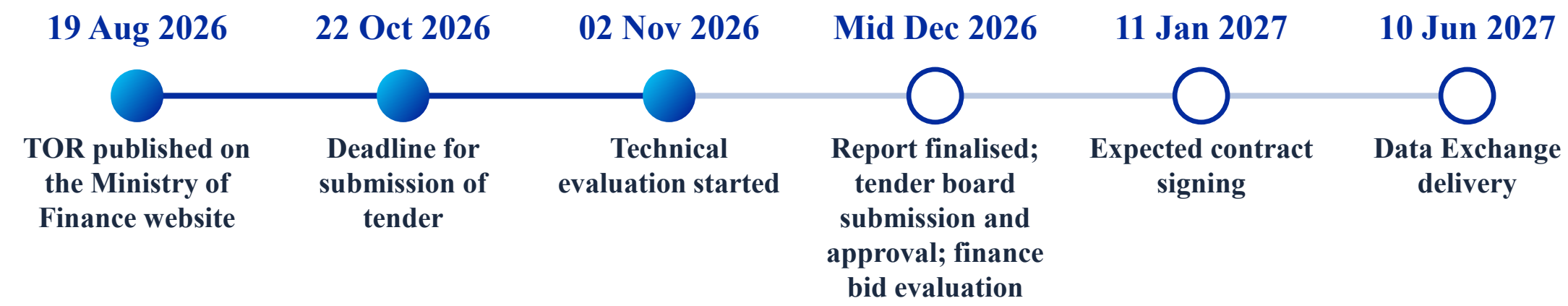
- **Predictive alerts:** renewal and action reminders
- **Sector integration:** health, education and finance
- **Delegated access:** authorise others to act for you
- **Verifiable credentials:** digitally signed credentials (ID, licences) with revocation and audit trail
- **Open API platform:** public APIs for developers
- **AI tools:** chatbot and fraud detection

Awareness

- **Island outreach (DMADD):** Kulhudhuffushi and Kudahuvadhoo done; Fonadhoo planned
- **Workshops and mobile helpdesk:** demos, registration and face verification
- **Priority groups:** island communities, women, elderly, persons with disabilities
- **Campaigns:** social and broadcast media, Dhivehi and English content, local focal points

Maldives Data Exchange

US$2.5 million World Bank funding (DMADD Project) – Hardware and Software



● Completed / under way ○ Upcoming

Maldives Digital Service

Maldives 2.0
Digital First Nation

Maldives National Sovereign Cloud

Sovereign cloud architecture finalized

Completed

Migration plan in progress

In progress

Currently finalizing legal commitments

In progress

Maldives Digital Service

Maldives 2.0
Digital First Nation

National Cyber Security - NCSA

1 **GRC Platform 2.0**

Governance Risk Compliance Platform – many tools available

2 **NCSA Learn 2.0**

Cybersecurity learning features, National Cybersecurity awareness

3 **Bug Bounty**

National Vulnerability Disclosure Platform; 7 countries joined: Spain, Indonesia, Pakistan, Malaysia, Uruguay, India, Bahrain

4 **Foreign Agency collaboration / Cyber Incidence Workshop**

Gov.mv

- GOV.MV brings government services together on one central digital platform, allowing citizens to:
  - Find clear information on government services
  - Access services from different government agencies.
  - Submit applications online.
  - Use government services through a consistent and convenient platform.
  - Migration Progress: 99% completed
  - Launch in Nov 2026

Digital Registries

3

Registries gazetted

Officially established and in force

40

Registries finalized

Ready for gazette

50+

Additional registries identified

Surfaced during stakeholder workshops

In progress **Finalizing custodians and legal boundaries for the registries**

Governance and Regulatory

4 Bills (Laws) in People's Majlis

to be ratified soon

- Maldives 2.0 Digital Transformation Bill
- Digital Identity Bill
- Data Protection and Privacy Bill
- Cyber Security Bill

Other bills (laws) / policies

CRSVID Bill

Draft stage, with World Bank help

Artificial Intelligence (AI) bill

Drafting near to completion

AI Master plan

Working Draft

Policies

4 policies published; 2 pipeline and 6 drafting and many more

New GEMS – Government Productivity

System readiness

5 security assessments completed; Mail and PO modules done; system is live ready

Trainings and UAT

ministries and agencies trained, ToTs in every ministry; test accounts issued and bugs reported

President's Office module

demo held, workflows and user guides shared, testing accounts issued

Key dates

Onboarding began 1 Sep; all institutions targeted to complete onboarding by 31 Dec 2026; launch date TBD by HEP



Roadmap progress by pillar

207
Total activities

30
Completed

96
In progress

	Pillar Name	Total Activities	Completed
P1	Digital Identity and Trusted Transactions	19	47%
P2	Data Sharing and Governance	18	21%
P3	Cybersecurity for National Resilience	31	33%
P4	Modern Legal Framework and Governance	23	44%
P5	Secure and Sovereign Digital Infrastructure	7	36%
P6	Citizen-Centric Digital Public Services	35	24%
P7	Sectoral Digital Transformation	42	30%
P8	Digital Economy Development and Innovation	32	8%

Completed (%) by pillar



Thank you

