

(i) Reduces the cost of doing business (ii) improves public sector efficiency, transparency and accountability (iii) reduces opportunities for fraud and corruption (iv) improves revenue collection and (v) facilitates more sub-regional harmonization and integration.

### **Benefits to Citizens**

(i) Faster and more convenient access to government services (ii) twenty-four hour service delivery and (iii) improves the business environment and (iv) develops the private sector.

### **Benefits to Government**

(i) Provides lower cost channels for communicating (ii) improves delivery of public sector services (iii) promotes economies of scale and related synergies at the regional level and (iv) contributes to public sector modernization