

Digital civil status and social services through Egypt Post

Egypt Post plays a significant role in expanding access to essential government services, including civil status registration and updates, through its vast national network. At Egypt Post branches across the country, citizens can request birth, death, marriage, and divorce certificates, and update civil registry information – services traditionally limited to specialized government offices and the national government’s Digital Egypt e-government portal. Offering these services through the postal network supports the government’s broader public policy goal of ensuring more inclusive, citizen-centric service delivery, especially for those in remote or underserved areas.

These services are part of a broader suite of government and financial services Egypt Post offers, as outlined in box 17. In addition to civil status documents, citizens can register for and receive government cash transfers through Egypt Post-issued prepaid cards. These same cards enable users to pay utility bills, make purchases online and in stores, and withdraw cash at ATMs. By integrating these services into one trusted access point, Egypt Post not only reduces the burden on citizens who would otherwise have to visit multiple government institutions, but also mitigates digital and social exclusion by offering face-to-face service alongside digital systems. This model is especially impactful for women, elderly citizens, and low-income groups who may lack digital access or mobility.

Sources: (Egypt Post, n.d.)