Saudi Arabia

Technological investments in social infrastructure takes the spotlight in coronavirus battle

COVID-19
Responses In Focus

- To date, Saudi Arabia's COVID-19 crisis response include a slew of economic packages, regulatory guidelines, and qualitative measures.

14 March

SAR 50.0 billion
(USD 13.3 billion)

To support banking and SME sectors in deferred loan payments and increased lending

20 March

SAR 70.0 billion
(USD 18.7 billion)

To support the private sector

29 March

Supervisory measures and preventive policies

With their backing, SAMA instructed commercial banks to support businesses & individuals

3 April

SAR 9.0 billion
(USD 2.4 billion)

A royal decree allocated an additional SAR 9.0 billion (USD 2.4 billion) to cover part of private sector salaries in heavily impacted sectors.

- Underpinned by years of continued investment in modern digital infrastructure and efficient digital government platforms further bolstered by Vision 2030, Saudi Arabia's digital capabilities have provided a solid foundation for key aspects of the country's COVID-19 emergency response.

- Digital services that were introduced to strengthen government institutions have proven to be effective in providing better accessibility and enhanced delivery of public services.

- The national portal, Gov.sa, maintained reliable access to over 900 e-government services despite a surge in traffic when the curfew was applied nationally. As a result of Saudi Arabia's ongoing digital transformation, the country is now ranked 43 out of 193 countries around the world in the United Nations (UN)'s most recent e-government development index.

- Mawid and Absher are examples of digital channels that have helped ensure access to government services for citizens and businesses. Tawakkalna and Tabaud have also played an important role in supporting government efforts in curbing the coronavirus spread.

Tabaud   Tawakkalna

Various Government **Digital Channels**

The Central Appointment System (Mawid)
- Launched in May 2019 as part of the Ministry of Health's plans to implement digital technology in the healthcare system, Mawid is an e-service that enables patients to book, cancel or reschedule their appointments at primary health care centres, as well as manage their referral appointments.
- A self-assessment feature was added amidst the COVID-19 outbreak, offering a consultation window for the public.

Absher
The smartphone app which allows citizens and residents in Saudi Arabia to access a variety of governmental services.
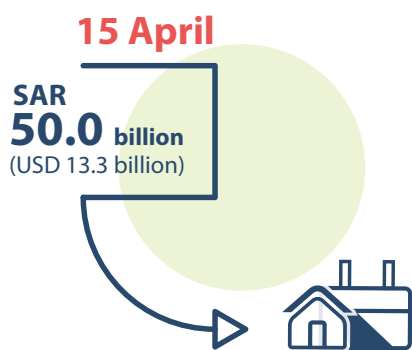
Tawakkalna
The official app approved by the Ministry of Health that provides instant and live information on the coronavirus outbreak.

Tabaud
The official contract tracing app that is designed to notify those who are in contact with people infected with the COVID-19 virus

15 April

SAR 50.0 billion
(USD 13.3 billion)

An additional SAR 50.0 billion stimulus package was approved to accelerate the payment of government dues to the private sector and cover a two-month 30% discount on electricity bills for the commercial, industrial and agriculture sectors.

1 June

SAR 50.0 billion
(USD 13.3 billion)

SAMA's injection of SAR 50.0 billion (USD13.3 billion) into the banking sector to enhance banking liquidity and enable banks to continue providing credit facilities for the private sector.

14 July

SAR 670.0 million
(USD178.0 million)

Launched a SAR 670.0 million (USD178.0 million) initiative to help businesses defer loan instalments due this year amid economic uncertainty.

● In recent years, education technology (edtech) has been at the forefront of improving the quality and accessibility of education in Saudi Arabia. With the complete closure of educational institutions during the course of the COVID-19 lockdown, access to remote learning has been made possible with several online educational platforms.

بوابة المستقبل
FUTURE GATE

عين بوابة التعليم الوطنية
iEN National Education Portal

منظومة التعليم الموحدة

Future Gate
The platform has so far recorded 20 million visits as more than 700,000 intermediate- and secondary-level students completed over 1 million assignments and 430,000 exams prepared by 64,000 teachers.

Ein TV Channels
20 satellite TV channels provide live broadcasting of curriculum explanations, lessons, and educational activities. Launched on YouTube, it has provided more than 54,000 teaching sessions to date.
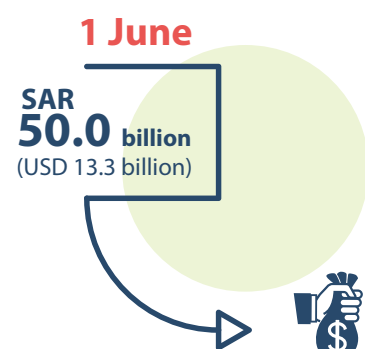
iEn National Education Portal
Included over 45,000 educational subjects and more than 2,000 digital textbooks. It is now the main channel of education for more than 6 million users.
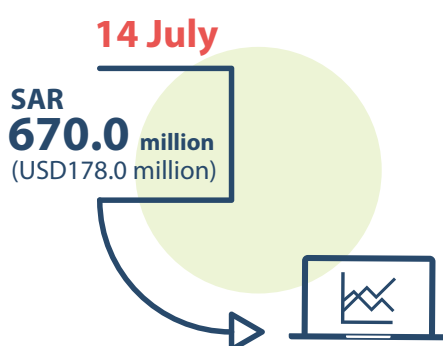
The Unified Education System (VSchool.sa)
Attracted more than 52 million visits, benefiting more than 1 million students and 200,000 teachers. The platform provided more than 330,000 exams and 970,000 assignments.

● Spearheaded by Saudi Arabia's digital ambition, the rollout of technological initiatives has given the country the required agility in adjusting to the sudden disruption of a pandemic.

Fast Facts

Saudi Arabia's **digital resilience** is key in its fight against **COVID-19**

● 2nd highest radio spectrum allocation among G20 countries.

● 3rd global ranking in 5G deployment and 1st in the MENA region with more than 5,797 towers installed across 30 cities as of May 2020.

● 91% of the population is covered by mobile broadband 4G networks and 3 million homes connected to fixed broadband at the start of the pandemic.

● 3rd technology governance ranking among G20 countries.

● 10th fastest mobile internet speed in the world in April 2020.

● Ranked 13th in the World Economic Forum's Digital Capacity Index.

● Ranked 43 out of 193 countries in United Nation (UN)'s E-Government Development Index 2020.