

Session Outcome Document

WSIS Action Line C7 E-government Inclusive e-government services: Reaching the hardest to reach through multi-channel service delivery

UN DESA/UPU

Monday, 6 July 2026 16:00-16:45

<https://www.itu.int/net4/wsis/forum/2026/Agenda/Session/298>

Key Issues discussed: (5–8 bullet points summarizing the main discussion points)

- The rapid expansion of online public services risks excluding the 2.2 billion people who remain offline, as well as those facing barriers related to affordability, connectivity, digital skills, disability, language, devices or geographic isolation.
- Online availability does not automatically translate into effective access. Governments therefore need multi-channel service-delivery models that combine websites and applications with physical, assisted, mobile and telephone-based channels.
- Existing community infrastructure—including post offices, libraries and other service centres—can extend e-government services into underserved areas more quickly and cost-effectively than establishing entirely new networks of government offices.
- Postal networks have particular potential because of their extensive rural presence, trusted staff, buildings, payment infrastructure and delivery networks. More than half of postal operators across 153 economies already provide some form of e-government service.
- Egypt demonstrated how modernized post offices, kiosks, mobile post offices, ATMs and assisted services can connect rural communities to the Digital Egypt platform, while targeted measures support rural women and persons with disabilities.
- Kenya presented its hybrid Huduma model, combining one-stop service centres, digital platforms, community digital hubs, mobile outreach, contact centres and emerging AI-enabled interfaces in local languages.
- Libraries can similarly serve as trusted e-government access points by providing devices, connectivity, neutral public spaces, digital-skills support and one-to-one assistance, as illustrated by initiatives in the Netherlands and Senegal.
- Participants emphasized that there is no single institutional model for every country. Channels should be selected according to citizens' needs, geographic reach, accessibility, convenience, institutional capacity and public trust. There is also no one-size fits model for how to deliver e-government services through postal operators.

Key Outcomes of the session (concise bullet points capturing the concrete results of the session)

- Participants reached a shared understanding that inclusive e-government should not require all citizens to use online self-service. Digital platforms must be complemented by trusted physical locations, mobile outreach and human assistance.
- Inclusion is a service-design choice. Trained frontline staff and human touch points are as important as connectivity and digital platforms for people with limited skills, confidence or access to devices.
- Leveraging existing public-facing networks like post offices and libraries can reduce government infrastructure costs, bring services closer to citizens and create opportunities for institutional sustainability and service diversification.
- Effective multi-channel delivery may involve several institutions simultaneously rather than selecting a single national channel. Such is the case in Kenya, where more than half of Huduma centers are co-located at post offices.
- All participants of the panel expressed interest in sharing their experiences with inclusive e-government service delivery again in the future

Key Recommendations and Forward-Looking Actions (2–5 bullet points outlining practical and actionable recommendations to support WSIS implementation towards 2035)

- Adopt multi-channel delivery by design: Ensure that essential public services remain accessible through appropriate combinations of online, in-person, assisted, mobile and telephone channels, particularly for people who cannot use digital services independently.
- Invest in existing trusted infrastructure: Map and upgrade post offices, libraries, community centres and other public-facing institutions in underserved areas, including their connectivity, equipment, accessibility and integration with national e-government platforms.
- Invest in human support alongside technology: Provide frontline staff with appropriate training, resources and mandates to help citizens access services, while incorporating local-language support, disability accessibility and digital-literacy assistance.
- Create enabling institutional and financing frameworks: Strengthen coordination across ministries and service-delivery institutions, remove regulatory barriers and establish sustainable funding and partnership arrangements for multi-channel delivery.
- Measure effective access and outcomes: Complement indicators of online service availability with data on geographic coverage, channel use, accessibility, service quality, user satisfaction and the ability of underserved groups to complete transactions successfully.
- Presentations and discussions from this panel will help inform future UN DESA and UPU guidance and capacity building materials on inclusive e-government service delivery and leveraging post offices for inclusive e-government service delivery