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INTERNATIONAL CONFERENCE ON DATA AND DIGITAL GOVERNANCE 2024

19 – 22 October 2024
Shanghai and Deqing

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Country: Tanzania

Recovery
Protection
Identify & Detect
Consultation
System Development
e-GA Act 2019
Strategic Plan 2021/22 ~ 2025/2026
e-Government General Regulations
Standards and Guidelines
DC & Cloud Services
RIDC
Public Institution
1
2004
Idea to Establish e-Gov
2
2006
Consultation ~ Korean e-Gov Expert
3
2009 – 1st e-Gov Strategy
4
2010
Cabinet reminded on eGA establishment
5
2012
eGA established
6
2020
Authority

The Concept of e-Government

01

e-GOVERNMENT

Is the use of ICT to enhance delivery of Government services in terms of quality, availability, accessibility and innovation of new services.

02

"The use of ICT" is an efficient way of conducting transactions between the Government and its citizens, business communities as well as within the public administration

03

e-GOVERNMENT IMPLEMENTATION

Depends on the four major building blocks: (i) e-Government related Policy, Laws & Regulations, (ii) proper Governance, (iii) effective Infrastructures and(iv) Systems and Applications that deliver digital services.

MAJOR BUILDING BLOCKS FOR e-GOVERNMENT IMPLEMENTATION

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1. POLICY, LAWS & REGULATIONS
- National ICT Policy
- e- Government Policy
- e- Government Related Laws (e-Gov act 2019, EPOCA, 2010, Cybercrimes Act, 2015 & Electronic Transactions Act, 2015, e-Gov general regulation, 2020)
- e- Government Regulations

2. E-GOVERNANCE
- Governance & Management Structure
- e- Government oversight & Coordination
- Planning & Investment Management
- e- Government Leadership
- Cyber Security Management
- People Skills Sets
- e- Government Standards & Guidelines

3. APPLICATION SYSTEMS

MISSION CRITICAL AND STRATEGIC
- Population Registry (NID)
- Land Management System
- Collaboration System (e-office, GMS)
- Human Capital Management System
- Financial Management System

SECTORIAL

Communication	Minerals	Transport	Land
Forestry	Tourism	Livestock	Energy
Fisheries	Health	Construction	
Financial	Legal	Education	Water
Agriculture		Industry and Trade	

4. INFRASTRUCTURE

MISSION CRITICAL
- Mobile Platform
- National Payment Gateway
- Public Key Infrastructure
- Government Network
- National Data Center & Government data center
- National ICT Infrastructure Backbone

INSTITUTIONAL
- Local Area Network
- Server Rooms

5. E-SERVICES
- e-Procurement
- e-Banking
- E- office
- e-Payment
- e-commerce
- e- Tourism
- e-Recruitment
- e-education
- e - Agriculture
- e - Water
- e-Health
- GMS etc

ACCESS POINT: PORTAL, KIOSK, PHONE

Citizen, Business, Government

- Ministry (The entire Sector)
- Region (All sectors)
- District (All sectors)
- Ward (All sectors)
- Villages

RESULTS
- Improved Public Services (Accessible Affordable, Reliable, Convenient ,Quality)
- Improved Business Environment (Tax, Banking, Licensing, Land Management etc)
- Improved Government operations (Transparency, Efficiency & Accountability)
- Optimal resources utilization (Human, Financial & ICT Infrastructure)
- Improved Government Revenue Collection (Visibility, Control & Participation).

Why Digitalization of Government Business processes?

- ❑ Cashless & Less Cash (e-Payment system(billing and Revenue collection), Registrations and application)
- ❑ Paperless & Less Paper (Registrations, Feedback and Communication systems,)
- ❑ Silos to Shared Systems
- ❑ Data Sharing and exchange : System integration
- ❑ Convenience
- ❑ Efficient Service Delivery to the public

CITIZENS

BUSINESSMEN

Accessibility of various services through different channels (mobile, web etc.)

Internet /Bill/ Payment /SMS/USSD (*152*00#)/Status (15200)

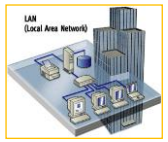
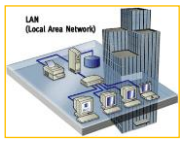
TTCL | VODA | TIGO | AIRTEL | HALOTEL | ZANTEL

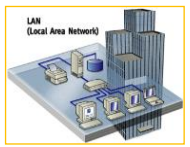
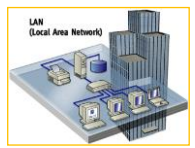
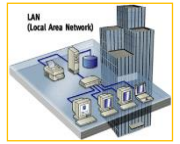
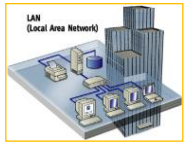
CRDB BANK
NMB
NBC National Bank of Commerce
TIB Corporate Bank
Tpb Bank Grow with us
OTHER BANKS

VISA
MasterCard

SIM BANKING
INTERNET BANKING
SWIFT/ TISS

CITIZENS

LAND (MINISTRY,NLUPC,NHC,NHBRAC,)

WATER (MINISTRY, DUWASA, AUWASA,DAWASA, etc)

ENERGY (TANESCO, EWURA)

FINANCE (MINISTRY,TRA,TREASURY, BOT, TIB,TPB)

PO-RALG (DISTRICTS, TOWNS, MUNICIPALS, CITIES)

SECURITY AND DEFENSE (POLICE, JKT, IMMIGRATION etc

HEALTH MSD,TFDA, OSHA, HOSPITAL (etc.)

TRANSPORT (MINISTRY, TPA,MSC,SUMATRA,TANROADS etc.)

N.K ....

SECTORS/MINISTRIES AND PUBLIC INSTITUTIONS

UN DESA

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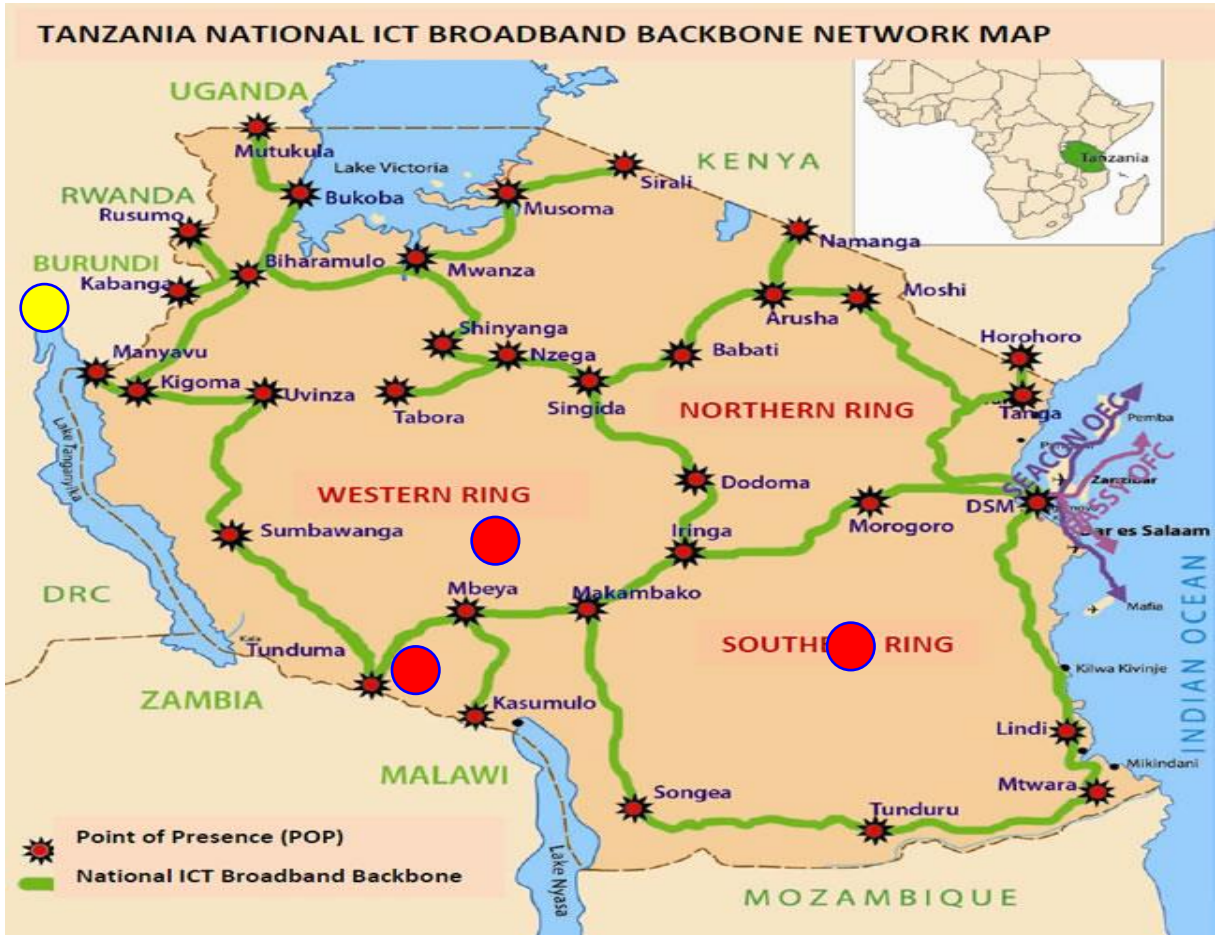

Future e-GA Presence

e-GA Presence

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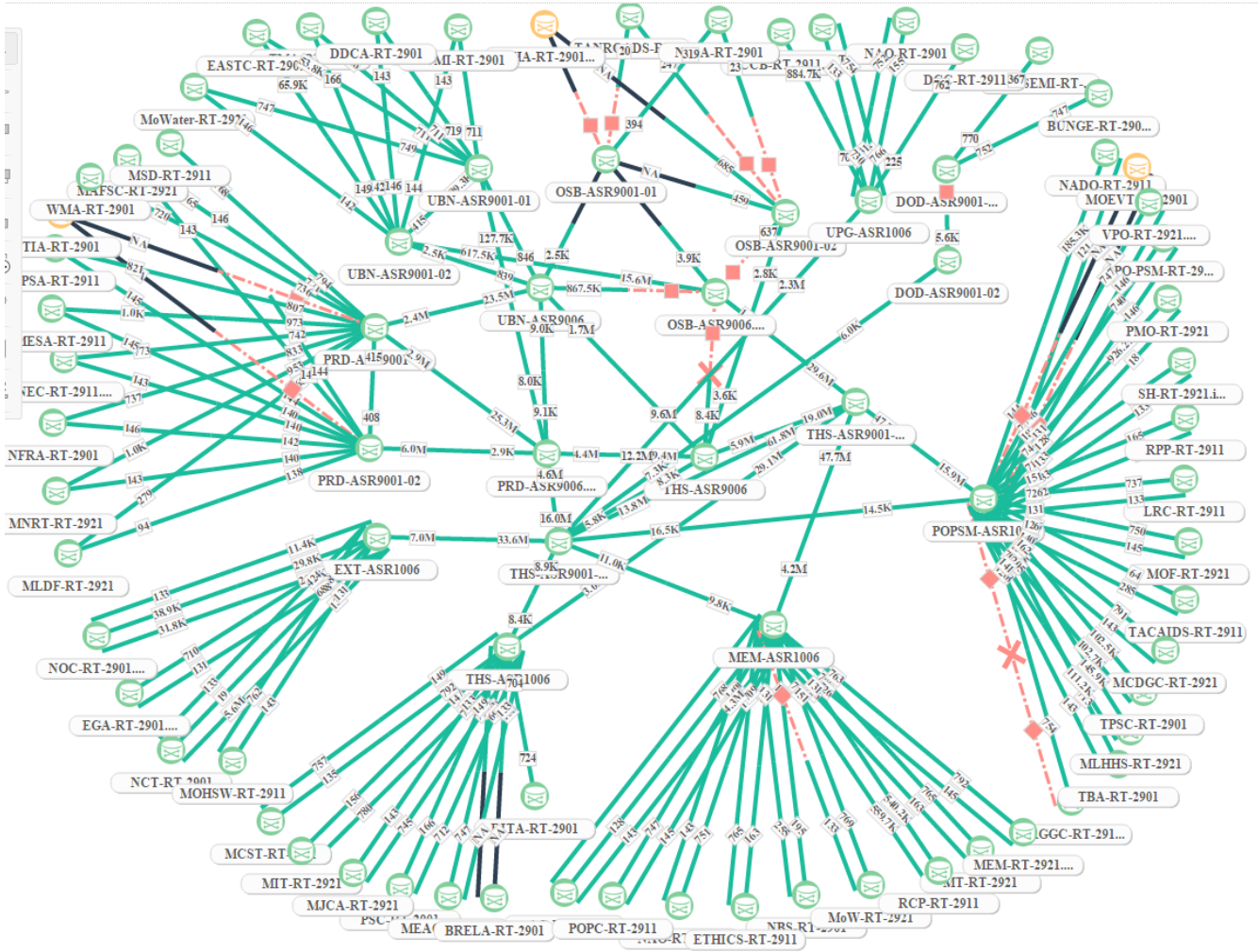
Example of very small part Cyber Space!



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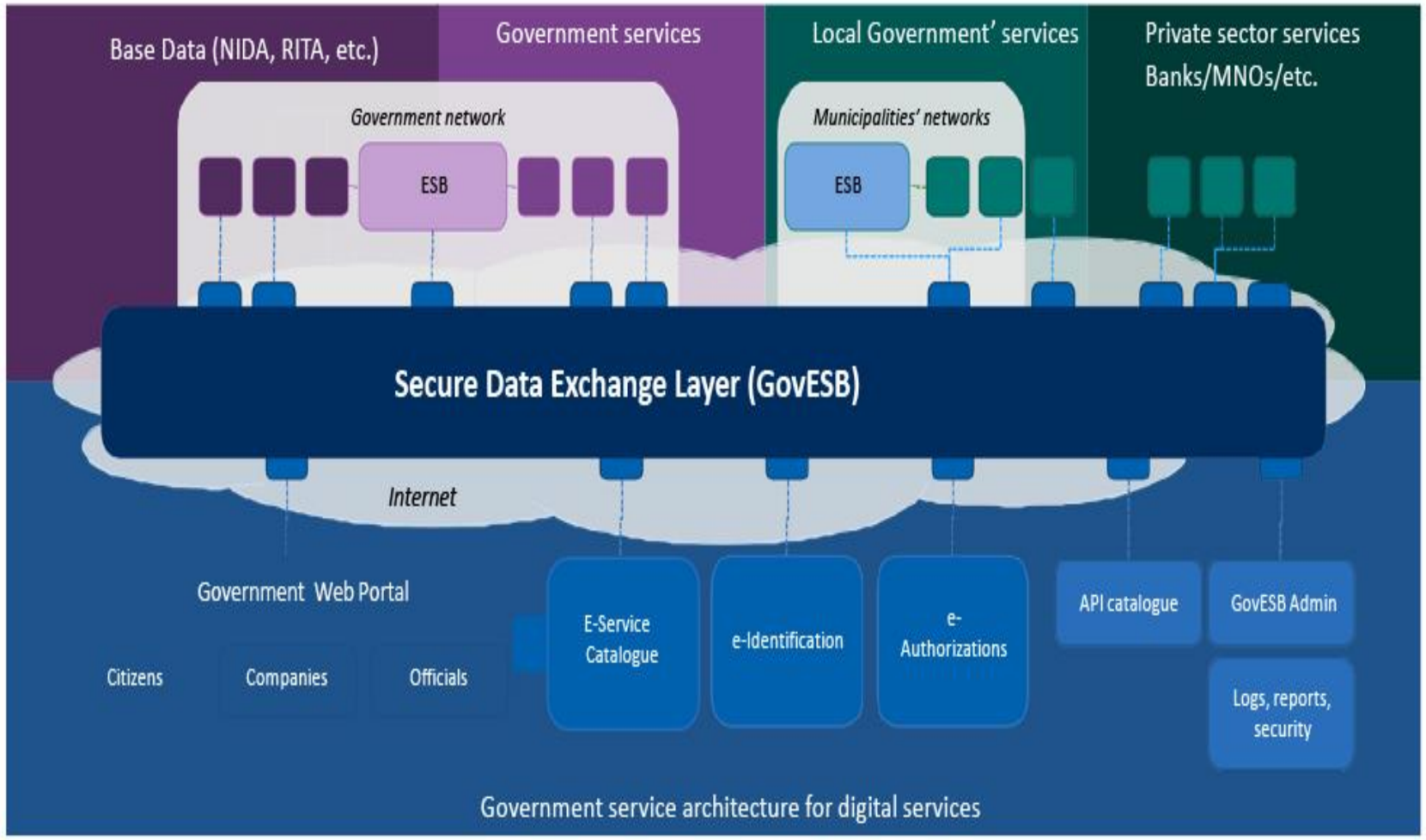

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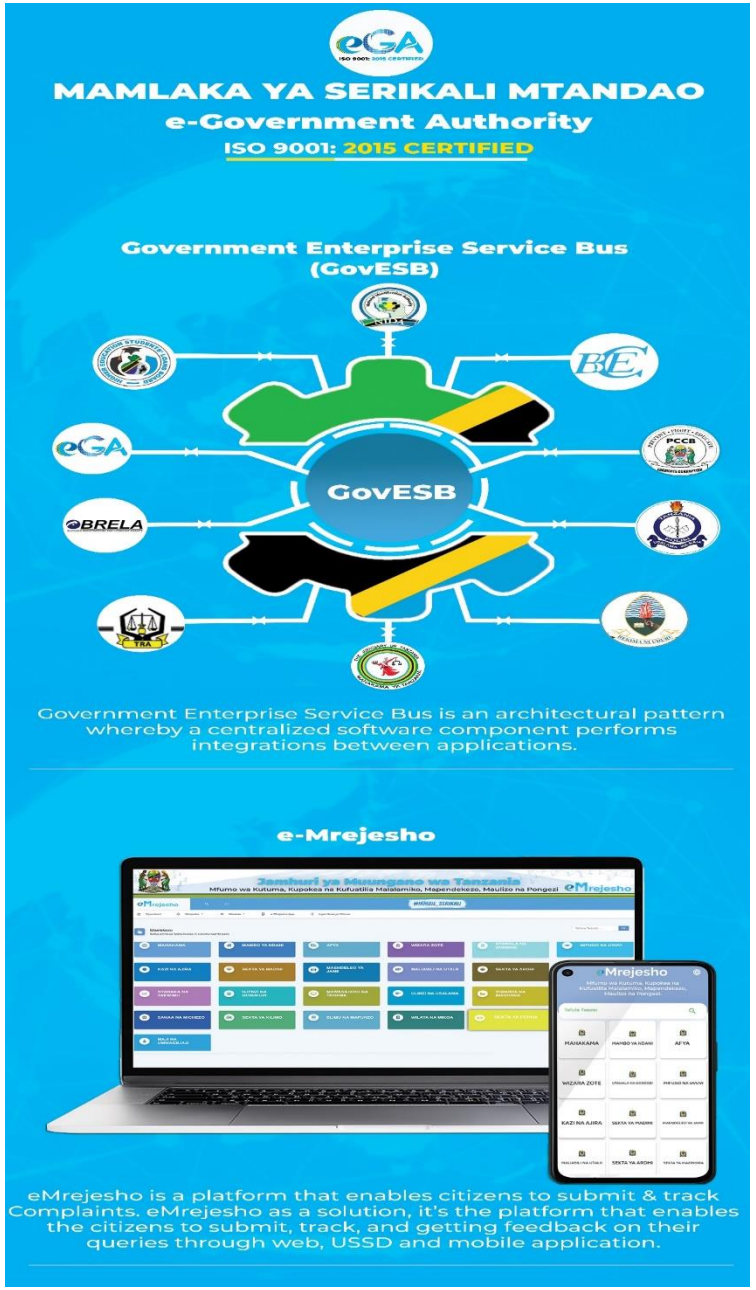

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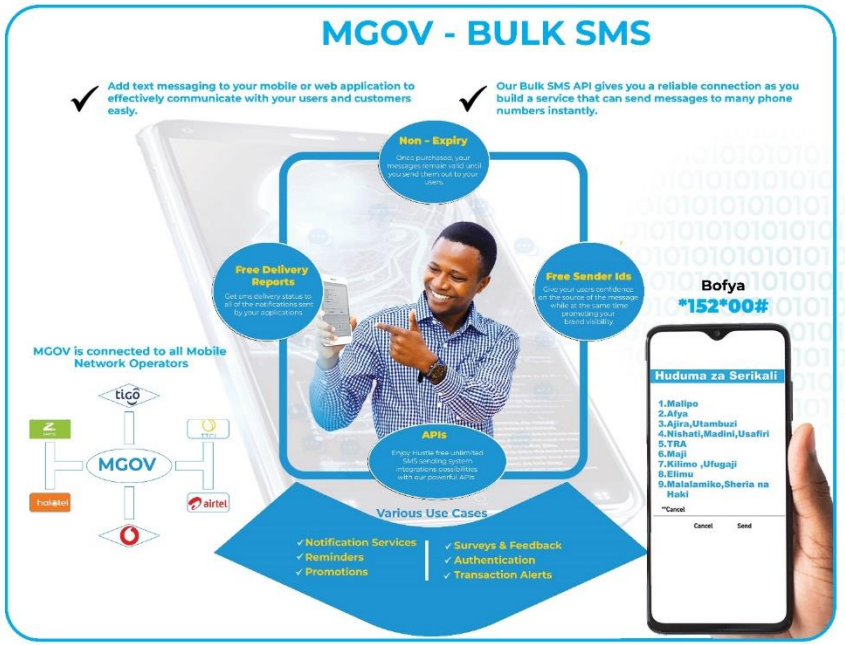
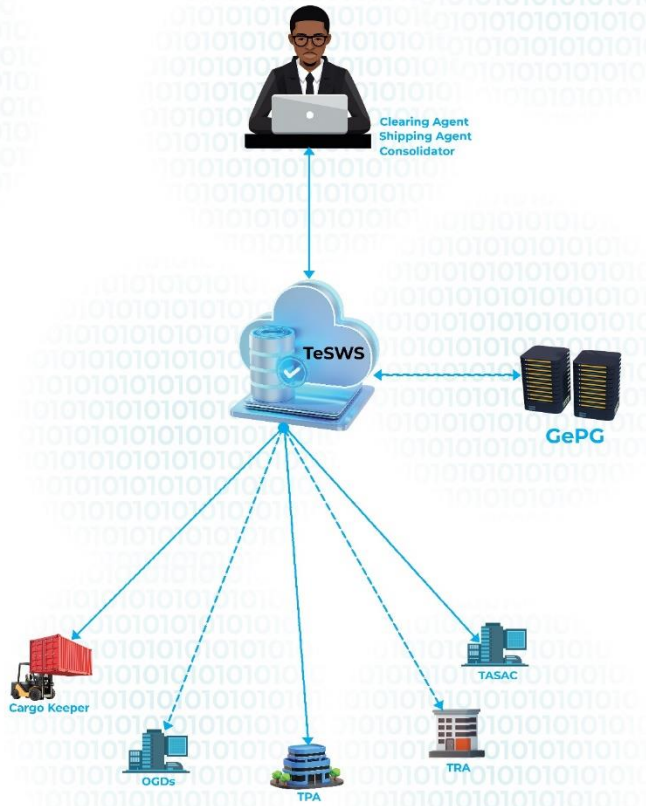


Tanzania electronic Single Window System (TeSWS)



“TeSWS allows trade stakeholders to interface electronically, submitting and distributing documents including customs declarations, import/export permit applications, trading invoices and certificates of origin to accelerate and secure the supply chain.”

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MOBILE GOVERNMENT For Inclusiveness

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USSD *152*00#

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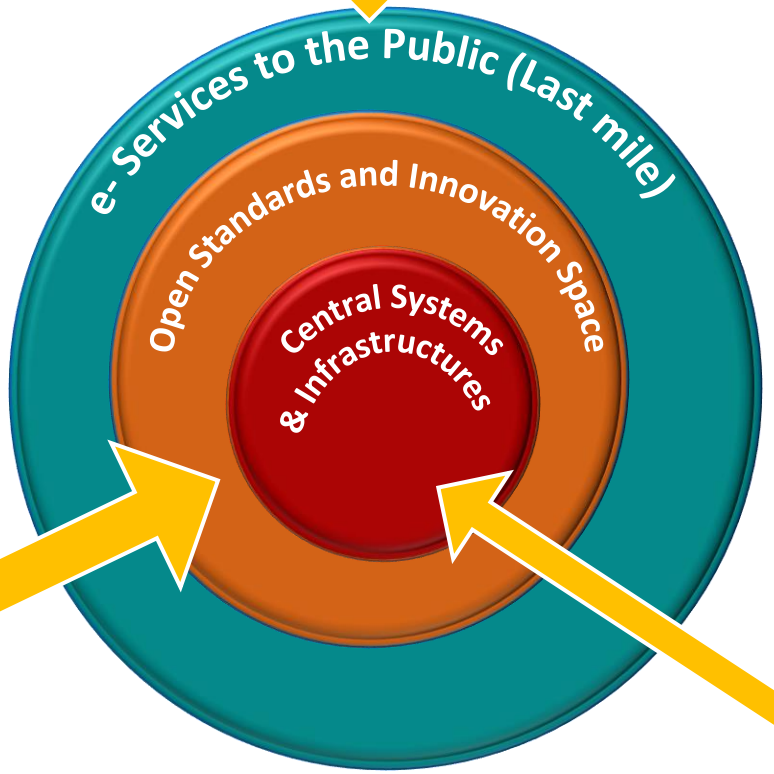
e-Services to the Public (Last Miles)



Open Standards and Innovation Space -Sectorial Systems and Infrastructures

Central Systems and Infrastructure NIDA, GePG

Governance Instruments

- e-Government Act and Regulation 2019
- Cyber Crime Act 2016
- Electronic transaction Act
- Personal Data Protection Act 2023
- Single Digital ID & Life events Record
- Digital Economy Strategy 2024-2034
- E-Government Strategy 2022
- National ICT Policy 2016
- Standards & Guidelines

Establishment

- Ministry of Communication and ICT
- e-Government Authority (e-GA)
- Tanzania Communication Regulatory Authority (TCRA)
- Personal Data Protection Commission(PDPC)
- The ICT Commission(ICTC)
- Universal Communication Access Fund (UCSAF)
- National Identification Authority (NIDA)
- National e-Government Steering Committee
- National e-Government Technical Committee

Challenges in Implementing the Personal Data Protection Act

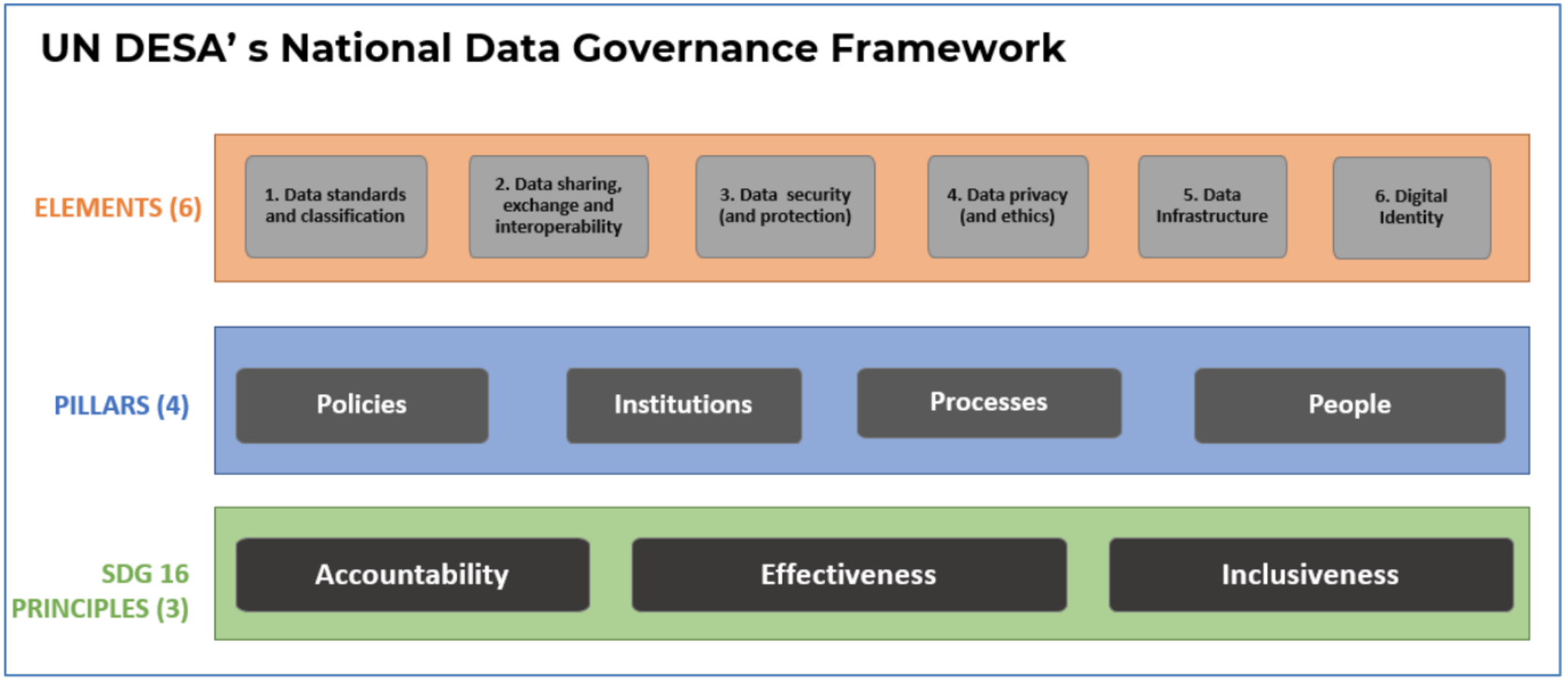
- Limited Resource;
- Lack of Awareness;
- Regulatory Landscape and Cross-Border Data Transfers (Data Localization);
- Data Security Risk;
- Third-Party Risks;
- Harmonization of Laws;
- Judicial Interpretation;
- Resistance to Change.

PDPC

Way forward

- Training and Building Awareness;
- Enhancing Data sharing Infrastructure (Jamii X-Road);
- Enhancing Compliance of laws (Regular Audits);
- Developing Personal Data Protection Policies and Procedures;
- Collaboration with Regulatory Bodies (Local and international);
- Promoting Research and Innovation

PDPC



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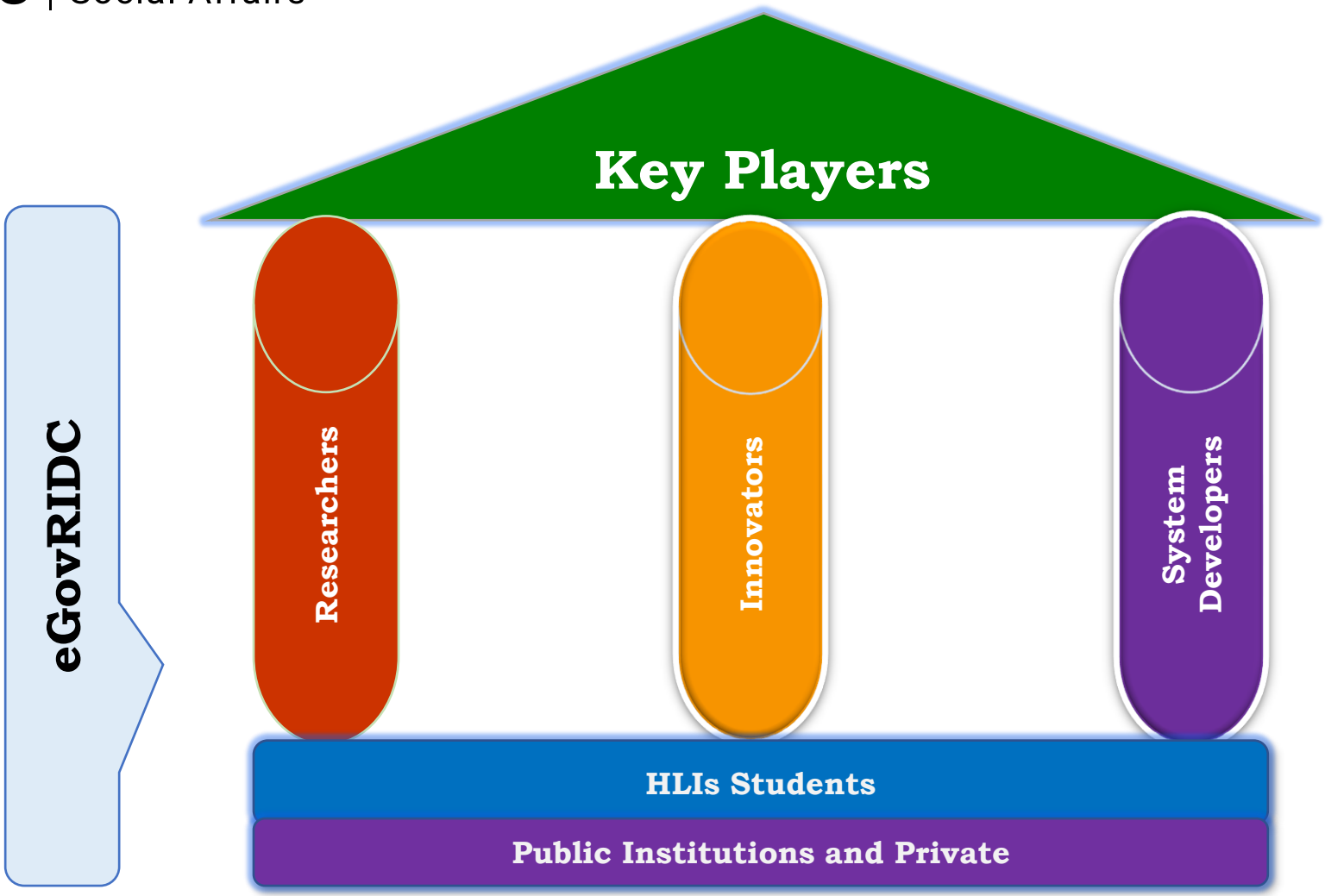


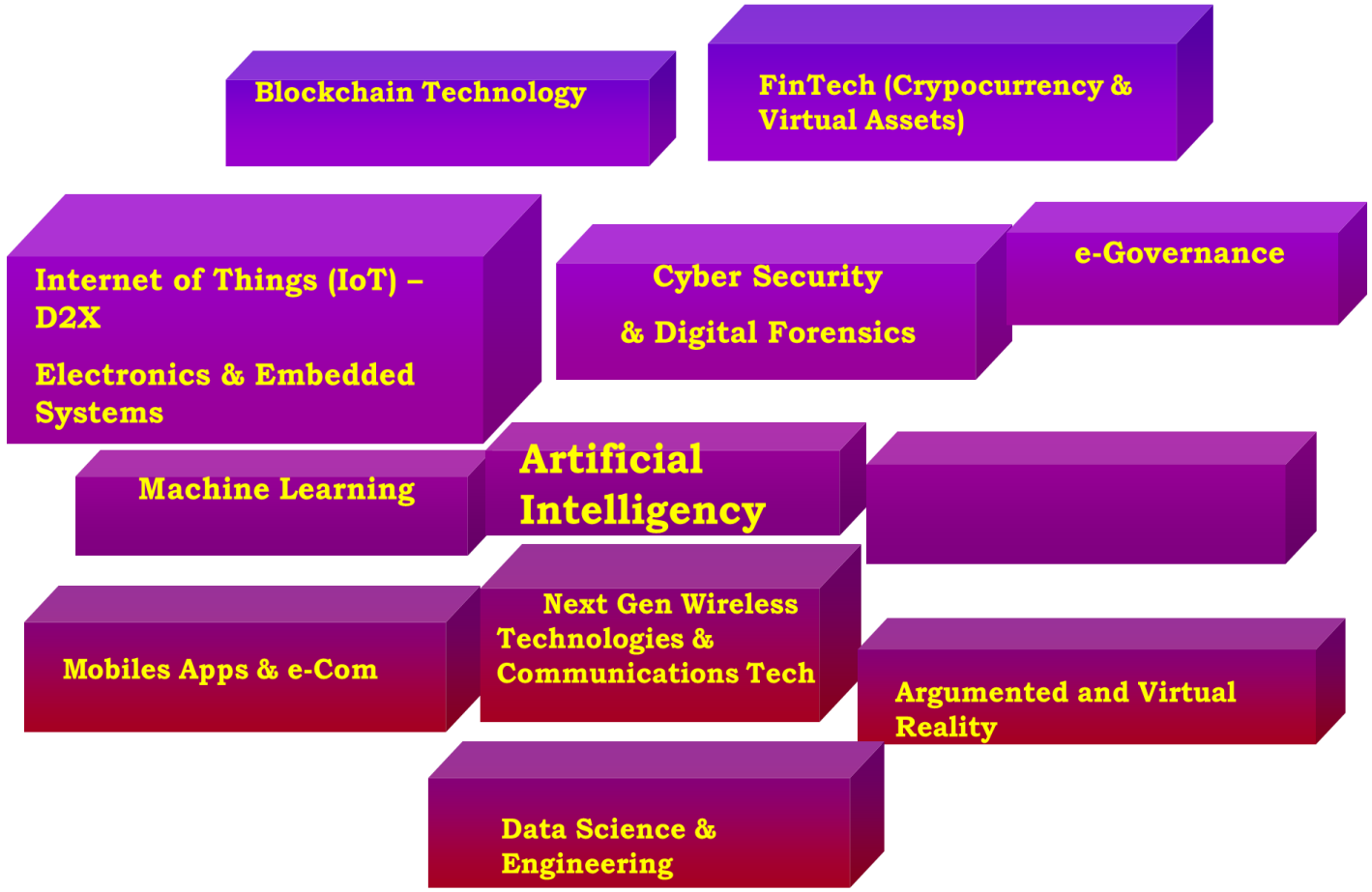
Falsafa Yetu

Homegrown Talents

Home grown Solutions

Opensource

Research and Innovation Areas



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eMikutano

eGA
eGovernement Authority

Oxygen
Chat, Call & Join Community

Duma VPN

α- Chain
Blockchain Network

SecDoc
Blockchain based App

RSS
Secure Remote Connection

Chat AI

TwigaCLOUD

24 Callcenter
Integrated Call Center system & CRM

Board
Paperless Board Management

Dodoso
Collect Data, Analyse & Generate Report

"Intergrity and Innovation for Quality Public Service Delivery"
Website: www.ega.go.tz
Email: info@ega.go.tz

eGa Online Tv | tzegovernment | ega_tanzania

eGA
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e-Government Authority
Research, Innovation & Development Centre

e-Government
Research
Innovation
Development
Centre
Consultancy & Advisory Services
"Integrity and Innovation for Quality Public Service Delivery"

Table 1: Overview of GTMI Groups, AFE, 2022

Group	GTMI	Economies in group	Economies	% E
A	Very High	GovTech leaders	3	12%
Mauritius, Tanzania, Uganda				
B	High	Significant focus on GovTech	5	19%
Ethiopia◇, Kenya, Rwanda, South Africa*, Zambia				
C	Medium	Some focus on GovTech	14	54%
Angola, Botswana*, Burundi◇, Comoros◇, Democratic Republic of Congo◇, Eswatini, Lesotho, Madagascar, Malawi, Mozambique◇*, Namibia, Seychelles, Somalia◇, Zimbabwe◇				
D	Low	Minimal focus on GovTech	4	15%
Eritrea◇*, São Tomé and Principe*, South Sudan◇*, Sudan◇*				
		Total	26	

Source: World Bank data (26 economies).
Note: Blue represents a movement to a higher GTMI group and red indicates a drop from a higher GTMI group compared with the 2020 GTMI data. Black implies no change in the GTMI group. % E means percentage of the economies included in the relevant group. Economies highlighted with (*) did not participate in the 2022 Central Government GTMI online survey. Fragile and conflict-affected economies are shown with (◇).

https://www.worldbank.org/en/programs/govtech/gtmi

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شكرا

谢谢

Asante

Thank You

Merci

Спасибо

Gracias

Kazi Iendelee…