



INTERNATIONAL CONFERENCE ON DATA AND DIGITAL GOVERNANCE 2024

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Organization: President Office, e-Government

Country: Tanzania



The Concept of e-Government





e-GOVERNMENT

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



"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



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 Department of IMPLEMENTATION



Department of Economic and Social Affairs

e- Government Policy

Governance & Management

e- Government oversight &

Planning & Investment

e- Government Leadership

Cyber Security Management

e- Government Standards &

People Skills Sets

Collaboration System (e-office, GMS) Human Capital Management System SECTORIAL National Payment Gateway Public Key Infrastructure Government Network National Data Center & Government data center National ICT Infrastructure Backbone Local Area Network

Server Rooms

• Ministry (The entire Sector)

• Region (All sectors)

• District (All sectors)

Ward (All sectors)

Villages

RESULTS

Government

- 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





MOBILE GOVERNMENT For Inclusiveness







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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

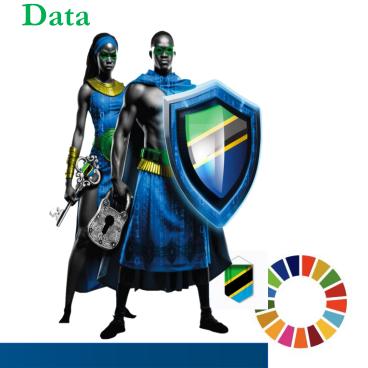






Challenges in Implementing the Personal Data Protection Act

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





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







谢谢

Asante

Thank You

Merci

Спасибо

Gracias

