



United Nations

Department of
Economic and
Social Affairs



ISO 9001: 2015 CERTIFIED

INTERNATIONAL CONFERENCE ON DATA AND DIGITAL GOVERNANCE 2024

19 – 22 October 2024
Shanghai and Deqing

You name: Ened Munthali

Comissioner for Policy and Planning

Organization: President Office, e-Government

Country: Tanzania



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 IMPLEMENTATION





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





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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 Data 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





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谢谢

Asante

Thank You

Merci

Спасибо

Gracias