



# Ministry of Finance and Planning Tanzania Annual ICT Conference, 2022.

## GePG Implementation, Achievements and Challenges

Date: 26 October 2022.

Presenter: Basil S. Baligumya  
: Head GePG Operations  
: Ministry of Finance and Planning

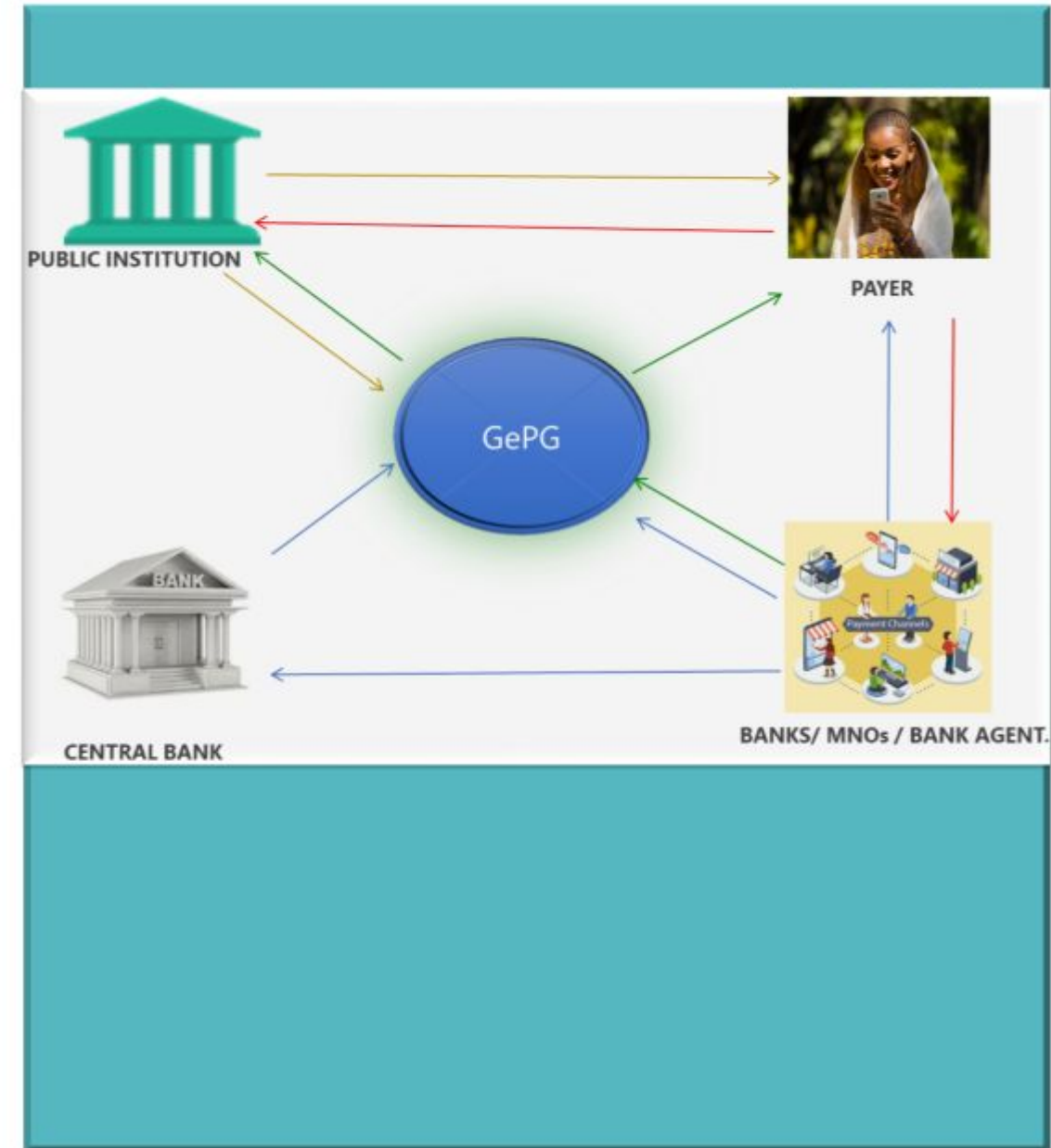


1. GePG Meaning.
2. Establishment / Regal basis.
3. Objective / Goal.
4. Public Monies Collection before GePG.
5. Public Monies Collection After GePG.
6. How GePG Works
7. Public Institutions On-board (During Go-live)
8. Public Institutions On-board (Progress up to Sept,2022)
9. GePG Services / Features
10. New GePG Services / Features - 2022
11. Challenges.
12. Way Forward.





A centralized platform, connected to all available electronic revenue collection channels for the process of facilitating electronic money transactions from the public to the Government and vice versa.





## 2. Establishment...

No.4

The Finance Act

2017

PART XI  
AMENDMENT OF THE PUBLIC FINANCE ACT,  
(CAP. 348)

Construction  
Cap. 348

**43.** This Part shall be read as one with the Public Finance Act, hereinafter referred to as the “principal Act”.

Addition of  
section 6A

**44.** The principal Act is amended by adding immediately after section 6 the following:

“Collection  
system for  
public moneys

**6A.**-(1) For the purpose of section 8, all public moneys shall be collected through Government e-payment Gateway system or its acronym “GePG”.

(2) The accounting officer shall ensure that all public moneys are collected through Government e-payment Gateway system in a manner prescribed in the regulations made under this Act.”.

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15<sup>th</sup> February, 2019

### SUBSIDIARY LEGISLATION

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GOVERNMENT NOTICE No. 143 published on 15/2/2019

THE PUBLIC FINANCE ACT,  
(CAP. 348)

### REGULATIONS

(Made under section 6A)

THE PUBLIC FINANCE (GOVERNMENT e-PAYMENT GATEWAY  
SYSTEM)  
REGULATIONS, 2019

## JAMHURI YA MUUNGANO WA TANZANIA WIZARA YA FEDHA NA MIPANGO

Simu Nambari: 026-2963110  
Nukushi: 026-2963109  
Barua pepe: [info@gepg.go.tz](mailto:info@gepg.go.tz)  
Tovuti: [www.gepg.go.tz](http://www.gepg.go.tz)  
(Mawasiliano yote ya kiofisi  
yaandikwe kwa Katibu Mkuu Hazina na siyo  
kwa mtu binafsi)



Jengo la “Treasury Square”  
18 Barabara ya Jakaya Kikwete,  
Sanduku la Barua 2802,  
40468 DODOMA,

Unapojibu tafadhali taja:

Kumb. Na. CAB.481/558/01

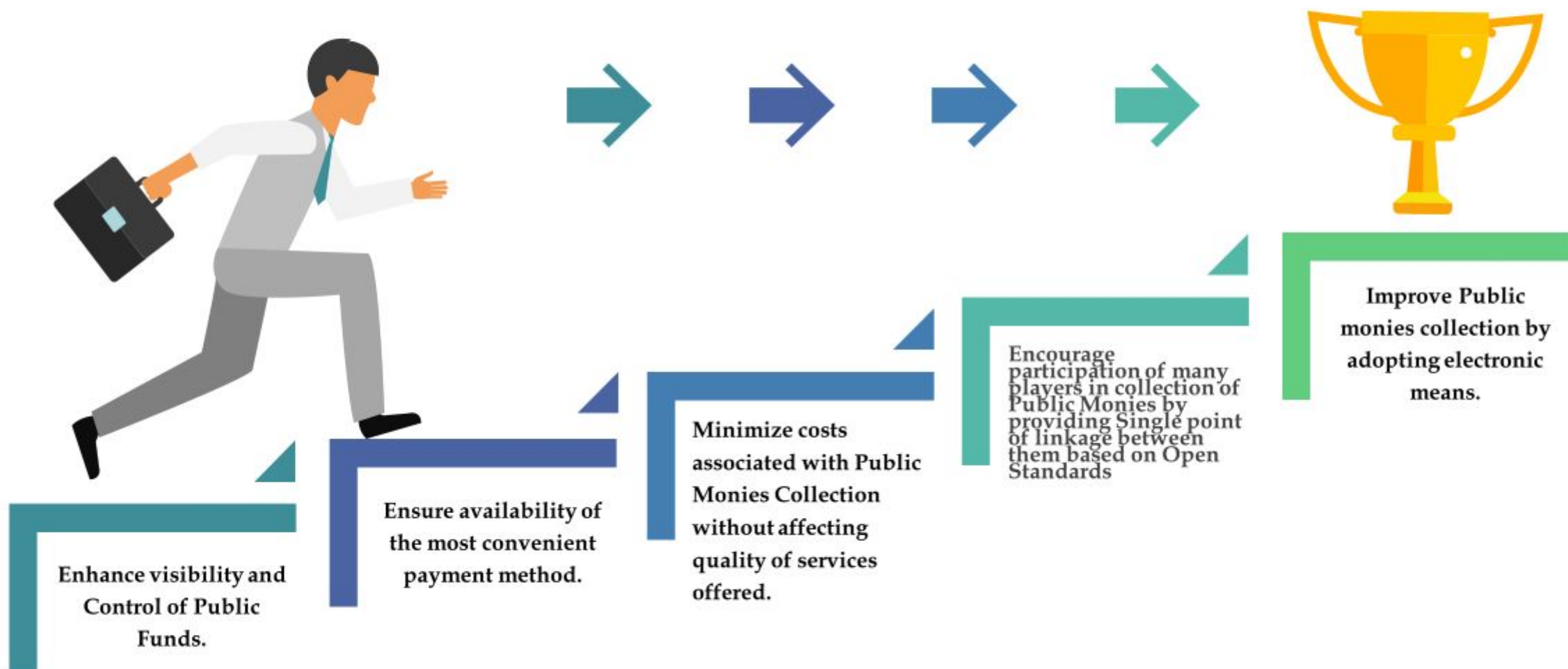
4 Septemba, 2017

Makatibu Wakuu Wote,  
TANZANIA BARA

**WARAKA WA HAZINA NA. 3 KUHUSU KUTUMIA MFUMO WA  
SERIKALI WA KIELEKTRONIKI KATIKA UKUSANYAJI WA MAPATO  
YA SERIKALI (GOVERNMENT E-PAYMENT GATEWAY SYSTEM)**



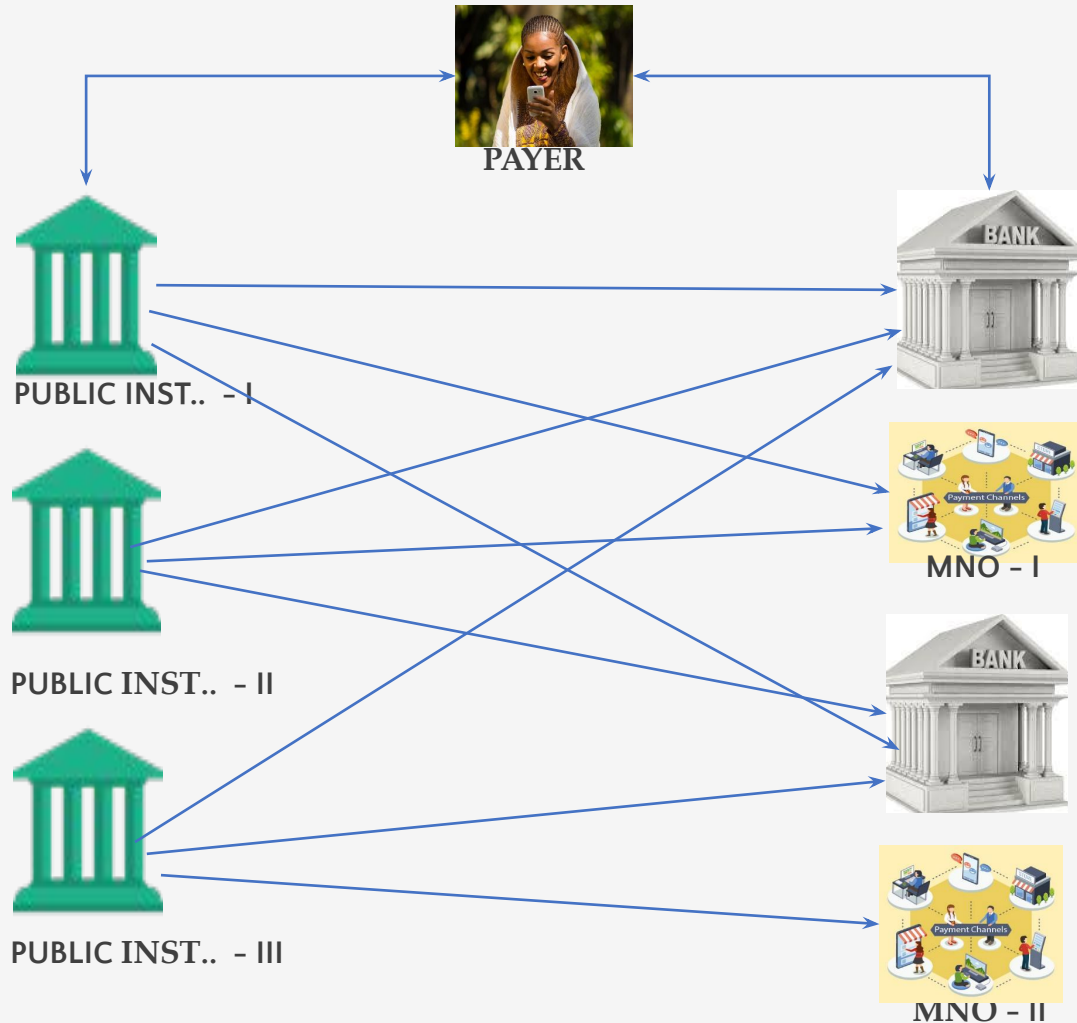
### 3. GePG Objectives.







## 4. Public Monies Collection before GePG....

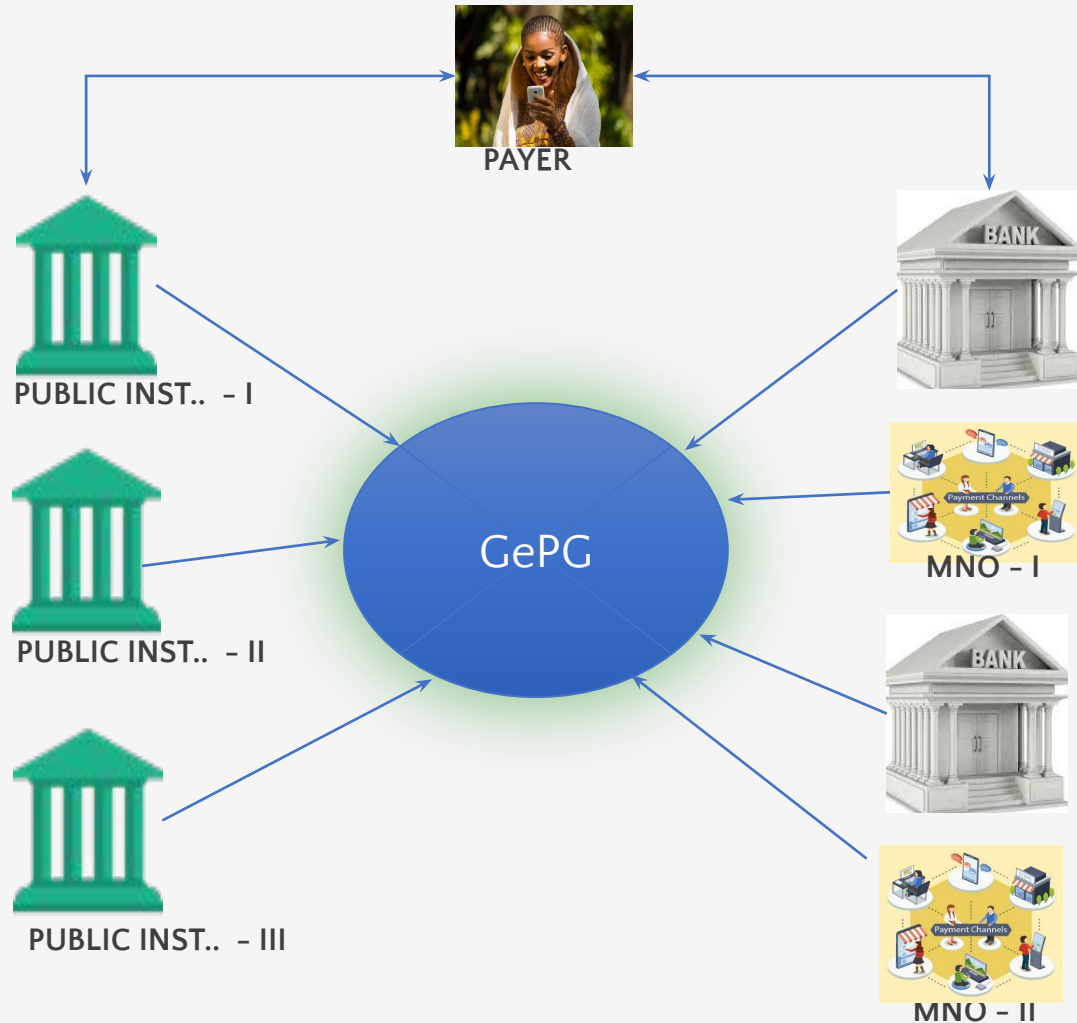


## Challenges....

- 1 Higher cost for handling payments
- 2 Higher and unstandardized transactional charges
- 3 Long collection cycles which are unfriendly
- 4 No real-time visibility of collected funds
- 5 Multiple separate linkages with different service providers
- 6 Higher customer complaints and dissatisfaction
- 7 High system integration cost



## 5. Public Monies Collection After GePG....

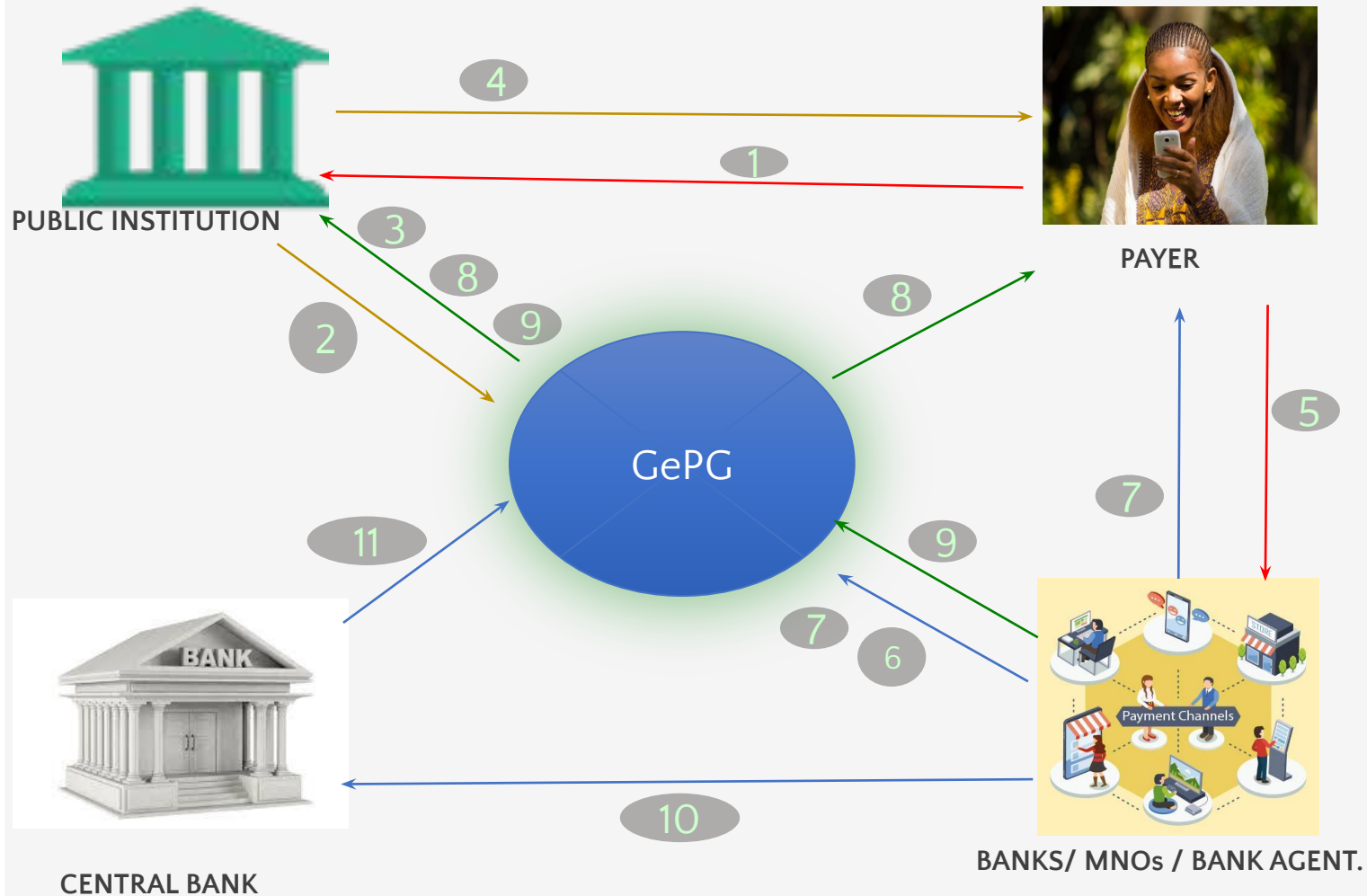


### Achievements....

- 1 Low / no cost for handling payments
- 2 Standardized transactional charges
- 3 Payment supported across wide range of electronic channels
- 4 Real-time visibility of collected funds
- 5 Single point of linkage to GePG for Public Institution and Payment Service Providers based on Open source Standards
- 6 Many Convenient Payment methods for payers to use.



## 5. How GePG Works....



### Description...

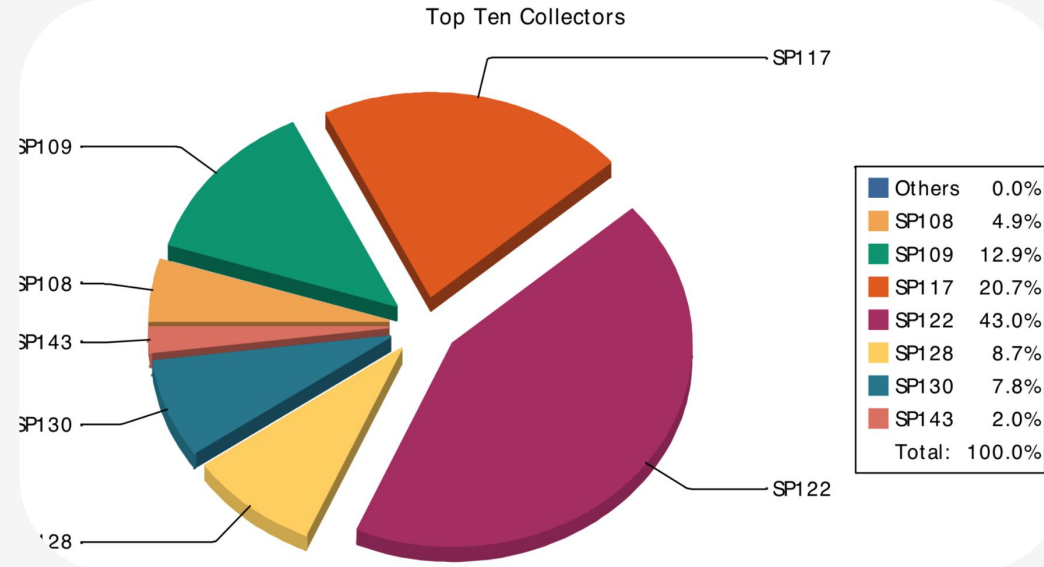
- 1 Request bill / invoice
- 2 Send bill info. and Request Control number
- 3 Validate bill info. and send Control Number
- 4 Send bill info. With Control Number
- 5 Submit Control Number na make payment
- 6 Validate Control number
- 7 Send Payment acknowledgment message
- 8 Send electronic receipt (e-ERV)
- 9 Send all end of day successful transaction
- 10 Send Monday's and end of month balances
- 11 Report the received balances (Mondays & end of month)





## 5. Public Institutions On-board (During Go-live)

- Official Go-Live was July 01, 2017
- ONLY seven(7) public institution started using GePG
- Of which, three(3) had their own billing system
- The remained four(4) started by using “GePG Generic Billing System”

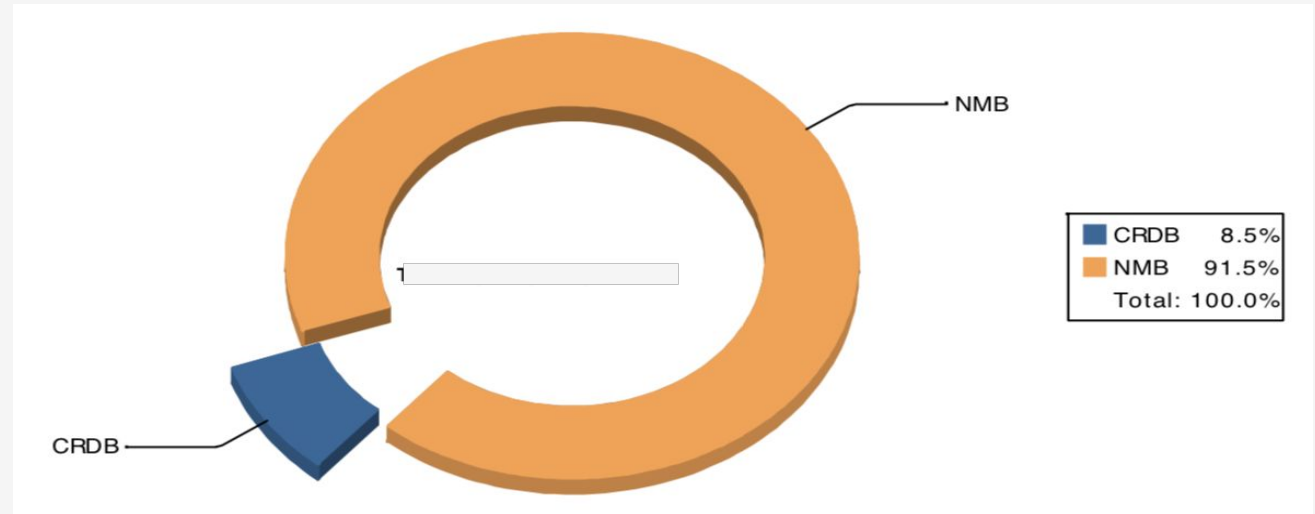


SN.	SP CODE	SP NAME
1.	SP122	Ministry of Energy and Minerals
2.	SP117	Ministry of Lands, Housing and Human Settlement Development
3.	SP109	Immigration Services Department
4.	SP128	Tanzania Forest Service Agency
5.	SP130	Ministry of Industry, Trade and Investment
6.	SP108	Tanzania Police Force
7.	SP143	Mfumo wa Udahili



## 6. Payment Service Providers On-board(Since Official Go-live)

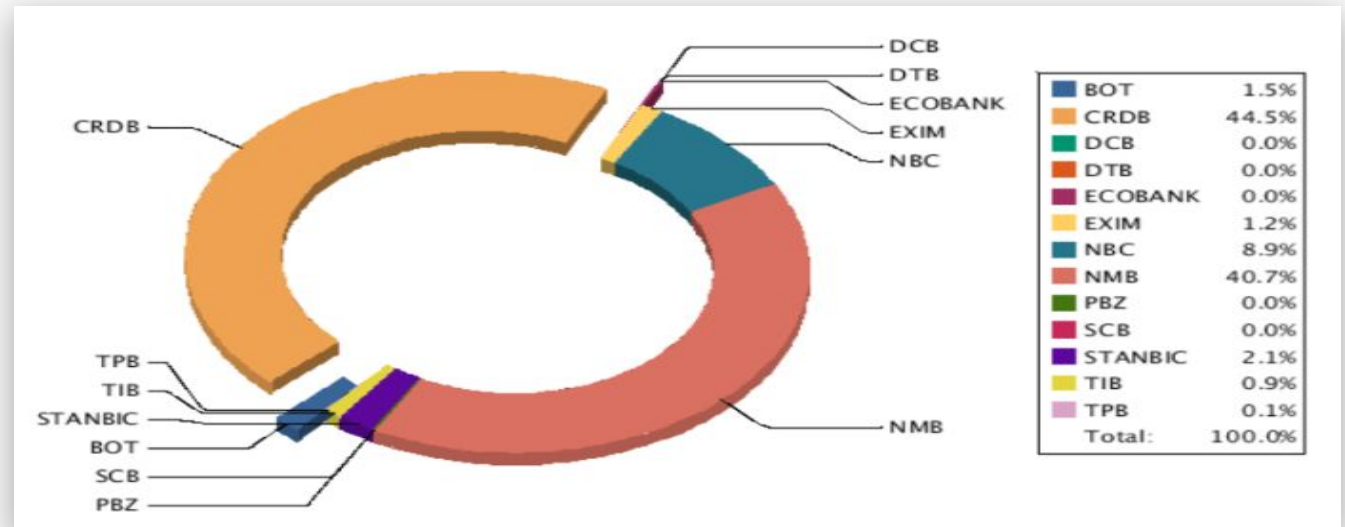
- ONLY two (2) banks were connected namely; NMB Bank PLC, and CRDB Bank
- ONLY two (2) MNO were connected, namely; M-Pesa (Vodacom) and Tigo Pesa (Tigo)





## 7. Payment Services Providers On-board(Progress Up To September, 2022)

- Twenty Eight (28) Banks have already been connected.
- Payment channels offered includes “Online Payment”
- Six(6) MNO have been connected to GePG
- Payments made through MNO credit Public Institution’s Collection Bank Account in real time.



## 8. Services Providers On-board(Progress Up To September, 2022)

S/N	Instituion Category	Connected with GEPG	Not connected to GEPG	Total
1.	Office /Ministries	23	2	25
2.	Independent Departments	19	12	31
3.	Government Agency	27	0	27
4.	Public and Statutory Corporation`s	232	36	268
5.	Regional Secretaries	25	1	26
6.	Local Government Authorities (LGAs)	184	0	184
7.	Subsidiary	2	50	52
8.	Joint Venture	2	5	7
	<b>Total</b>	<b>514</b>	<b>106</b>	<b>620</b>

**NOTE: Number of SPs connected By Sept is 925**



## 9.GePG Services

### 9(a). GePG SMS & USSD TOOL (15200 & \*152\*00#)

Malipo ya Serikali

1. Hakiki ankara(Bill)
2. Kadiria kodi ya kiwanja
3. Kadiria kodi ya jengo
4. Luku (Taarifa fupi)

\*. Back

\*\*. Cancel

CANCEL

SEND

✕

0

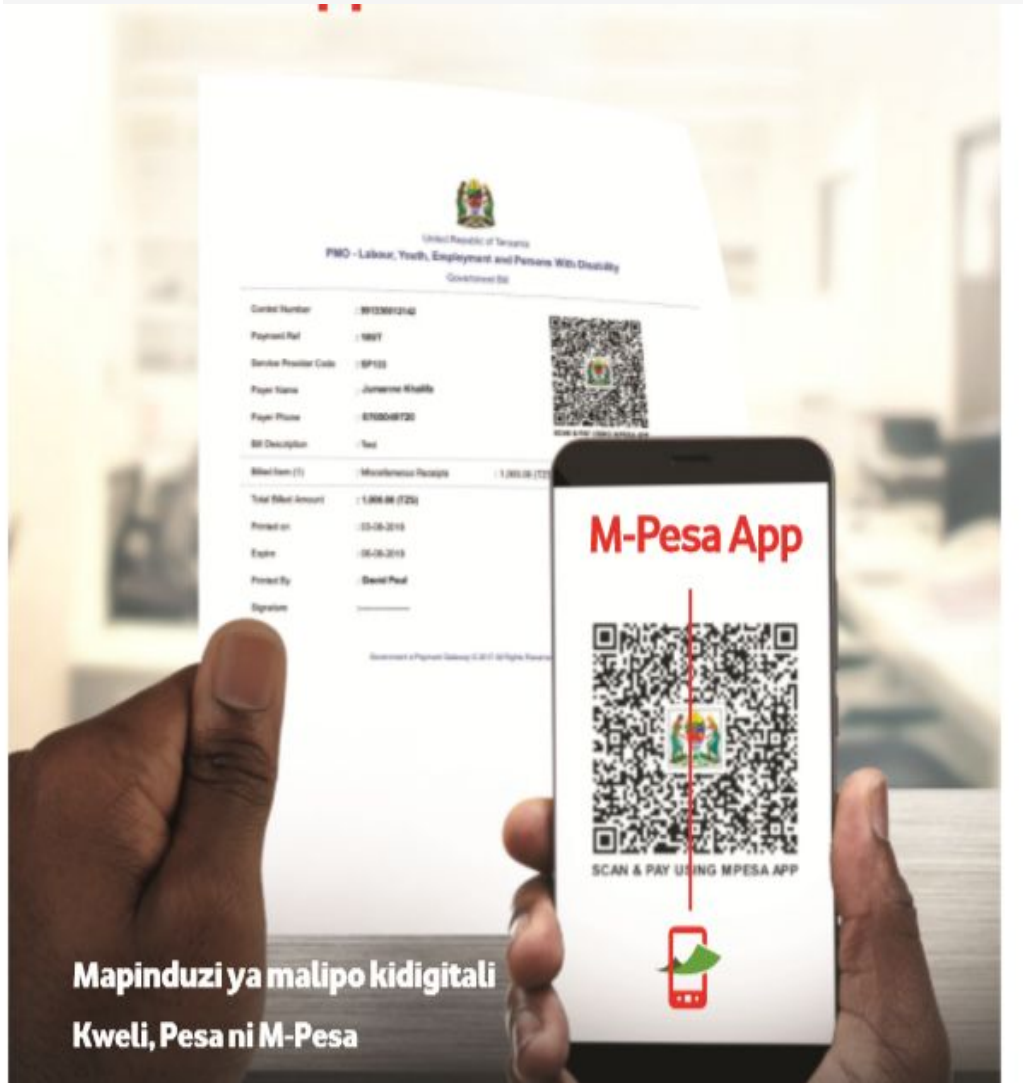
#







## 9(b). QR Code Payments





## 9©. GePG Fund Transfer Payment (TISS/SWIFT)

Control Number : 991150000586

Beneficiary Account (Field 59 of MT103) : /20110002340

Payment Reference (Field 70 of MT103) : /ROC/991150000586

### Note to Commercial Bank:

1. Please capture the above information correctly. Do not change or add any text, symbols or digits on the information provided.
2. Field 59 of MT103 is an "Account Number" with value: /20110002340. Must be captured correctly.
3. Field 70 of MT103 is a "Control Number" with value: /ROC/991150000586. Must be captured correctly.

United Republic of Tanzania  
e-Government Agency

Order Form for Electronic Funds Transfer to National Microfinance Bank

(a). Remitter / Tax Payer Details :-

Name of Account Holder(s) : \_\_\_\_\_

Name of Commercial Bank : \_\_\_\_\_

Bank Account Number : \_\_\_\_\_

(b). Beneficiary Details :-

: e-Government Agency

: National Microfinance Bank

Account Number : 20110002340

SWIFT Code : NMBTZTZ

Control Number : 991150000586

Beneficiary Account (Field 59 of MT103) : /20110002340

Payment Reference (Field 70 of MT103) : /ROC/991150000586

Transfer Amount : 200,000.00 (TZS)

Amount in Words : Two Hundred thousand Tanzanian Shilling .

Being payment for : Participation fee for eGovernment Meeting 2019

Billed Item (1) : Receipt from Consultancy Fees : 200,000.00 (TZS)

Printed on : 15-11-2018

Expires on : 16-11-2018

Printed By : Amos Godwin

Signature : \_\_\_\_\_

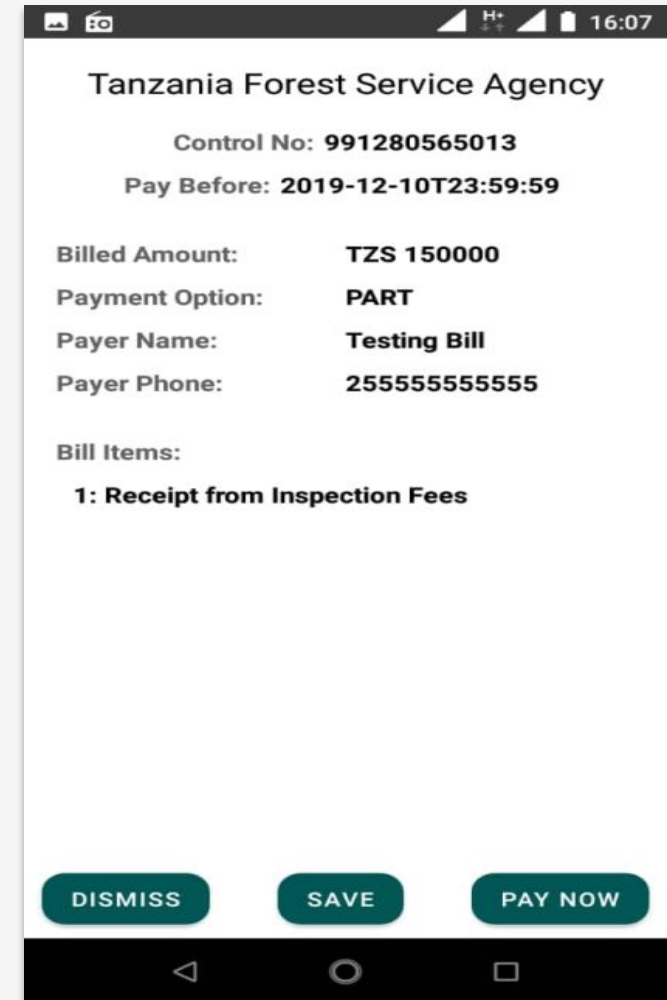
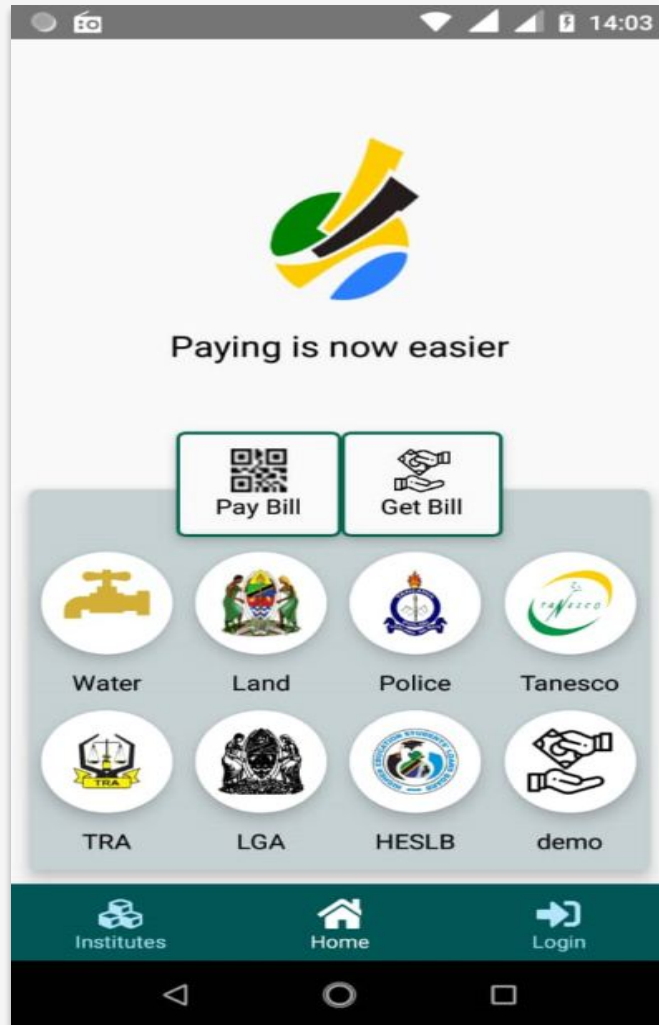
**Note to Commercial Bank:**

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3. Field 70 of MT103 is a "Control Number" with value: /ROC/991150000586. Must be captured correctly.

Government e Payment Gateway © 2017 All Rights Reserved (GePG)



## 9(d). GePG Mobile App

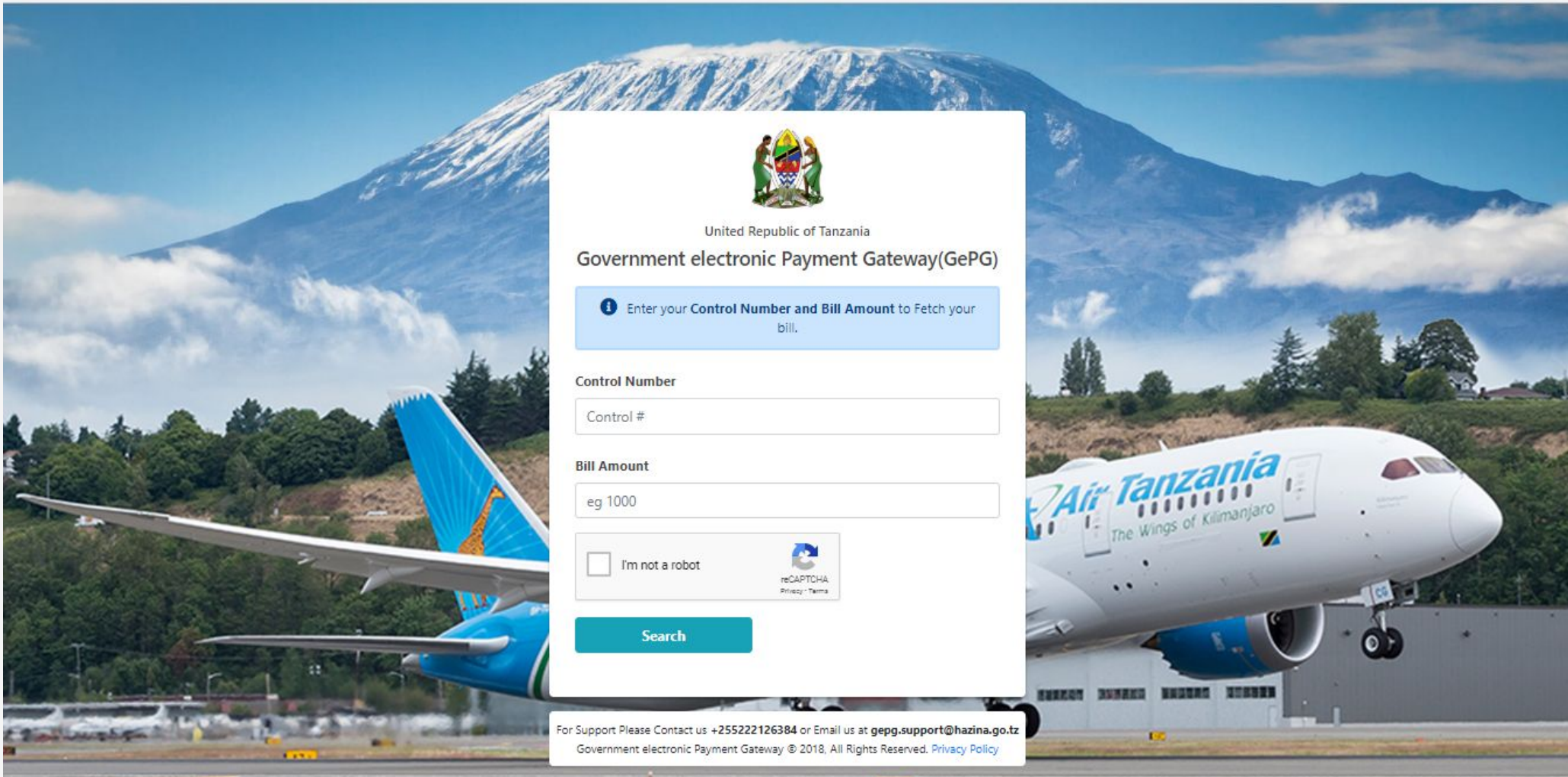







## 9(e). Online Payment

← → ↻ Secure | <https://epay.gepg.go.tz> 🔍 ☆ 🇹🇿 ⌵ ⋮






United Republic of Tanzania  
**Government electronic Payment Gateway(GePG)**

**i** Enter your **Control Number** and **Bill Amount** to Fetch your bill.

**Control Number**

**Bill Amount**

☐ I'm not a robot   
reCAPTCHA  
Privacy · Terms

**Search**

For Support Please Contact us +255222126384 or Email us at [gepg.support@hazina.go.tz](mailto:gepg.support@hazina.go.tz)  
Government electronic Payment Gateway © 2018, All Rights Reserved. [Privacy Policy](#)



## 9(f). GePG Generic Billing System







## 9(g). GePG Customer Support Center (HELPDESK)



<http://helpdesk.gepg.go.tz>

**Phone #**

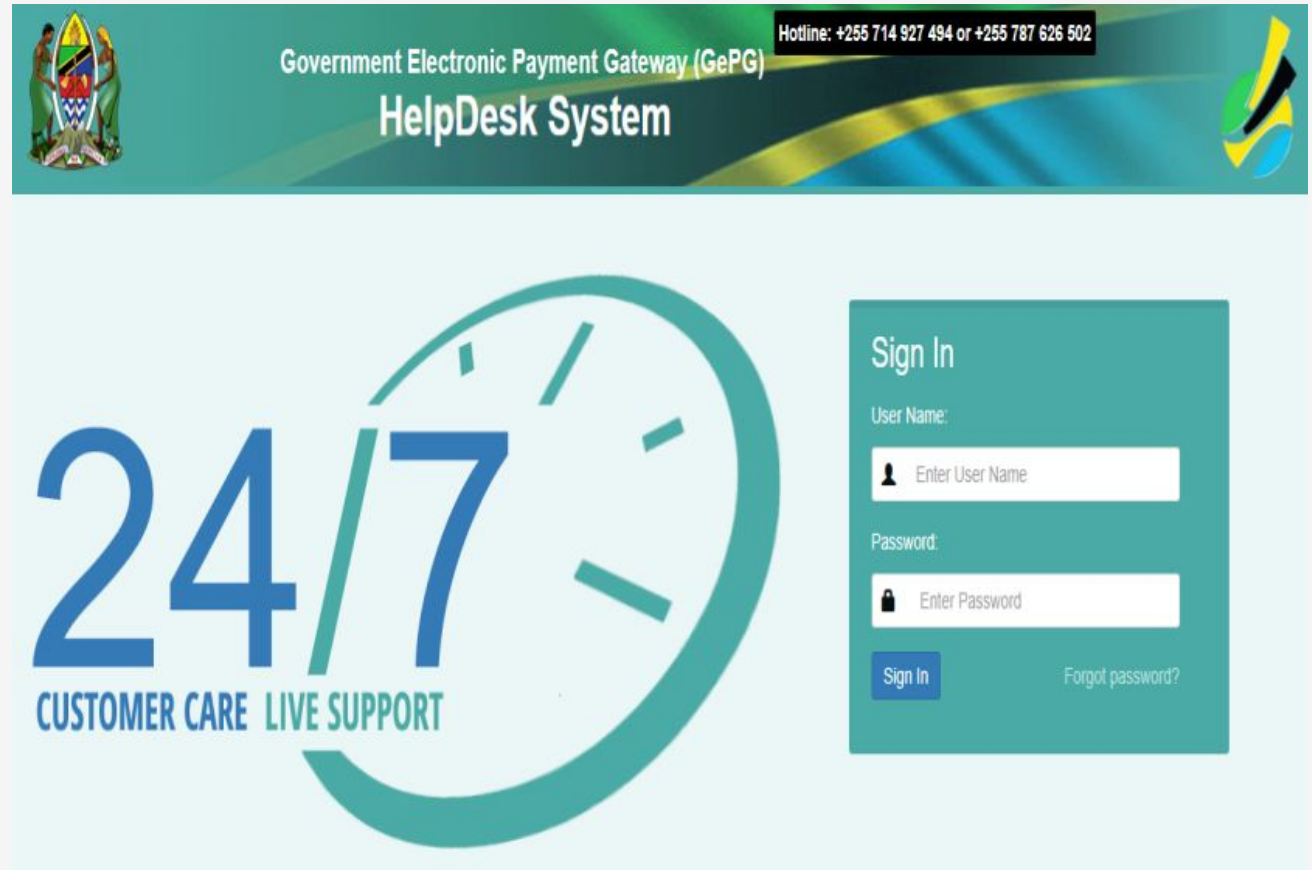
**+255 714927494/ +255787626502**

**Email:**

**[gepg.support@hazina.go.tz](mailto:gepg.support@hazina.go.tz)**

**Website**

**[www.gepg.go.tz](http://www.gepg.go.tz)**



The screenshot shows the GePG HelpDesk System interface. At the top, there is a header with the Government of Tanzania coat of arms, the text "Government Electronic Payment Gateway (GePG)", and the "HelpDesk System" title. A hotline number "+255 714 927 494 or +255 787 626 502" is displayed in a black box. The main area features a large clock graphic with "24/7" and the text "CUSTOMER CARE LIVE SUPPORT". On the right, there is a "Sign In" form with fields for "User Name" and "Password", each with a placeholder "Enter User Name" and "Enter Password" respectively. A "Sign In" button and a "Forgot password?" link are also present.



## 10. New GePG Services / Features.



1. Payment split on combined bills (Favourable on single window solutions).
2. Introduction of new payment options (Infinity and Limited).
3. Introduction of GePG Prepaid services (Credit SP Acct upon successful provision of service)
4. Ability of SP to Update Bill Details.
5. Enhanced Bill Reuse Feature.
6. Real time settlement for E-Commerce Payments
7. Transfer API to support TISS / SWIFT transfers
8. Support TIPS payments especially for PSPs not connected to GePG.



## 11. Success Stories....

- Public Institutions do not incur transactional charges at all.
- The Government has real-time visibility of all Public Monies collected through GePG .
- Tax Payers and general Public can pay their obligation to the Government twenty four hours seven days a week (24 x 7)
- Stimulated use of computerised systems in billing / invoicing.
- Promoted engagement of many players (Payment Services Providers) in collecting Public Monies.



## 12. Challenges....

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- To ensure Confidentiality, Integrity and Availability of GePG Services and Support in 24/7 basis.
- Inadequate GePG knowledge to PSPs, SPs and the general Public.
- Some Public Institutions do not perform Bank Reconciliation on time.
- Some Payment Service Providers do not follow “Standard Operating Procedure”.
- Network coverage, some area have not yet been covered with Data Service (Internet Service)



## 13. Way Forward...

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- Fully functioning DR Sites and standby support team
- Adoption of technologies that enhance system availability including micro services and block chain
- Regular provision of GePG Awareness to SPs, PSPs and the general.
- Engage internal and external auditors to enforce compliance on performing Bank Reconciliation.
- Enforce contract terms for Payment Service Providers failing to comply with "Standard Operating Procedure".
- Engage responsible entities to address Data services / internet availability challenges especially in rural areas.



# THANK YOU

## GET IN TOUCH

Treasury Square Building 8 Jakaya  
Kikwete Road P.O.Box 2802,  
40468 Dodoma.

Tel: +255 26 2963101 / +255 26 2963109

Mobile: +255 787 626 502 / +255 714 927 494

[www.gepg.go.tz](http://www.gepg.go.tz)

