



# e-GOVERNMENT AUTHORITY (e-GA)

**“LEAVING NO ONE BEHIND IN DIGITAL  
DELIVERY OF PUBLIC SERVICE...”**

**6<sup>TH</sup> TANZANIA ANNUAL ICT CONFERENCE 2022**

**26<sup>TH</sup> to 28<sup>TH</sup> OCTOBER 2022 - ZANZIBAR, TANZANIA.**

***“Leveraging Digital Transformation in the Blue Economy for Social-Economic Development”***

**SESSION: SUPPORT OF PUBLIC ADMINISTRATION TECHNOLOGIES**



# Agenda

- ◆ The Concept of e-Government
- ◆ Major Building Blocks for e-Government Implementation
- ◆ E-Government Implementation
  - I. Policy, Laws and Regulations
  - II. Governance
  - III. Systems and Applications
  - IV. ICT Infrastructure
- ◆ Way Forward Towards a Digital Nation

02





# The Concept of e-Government

## e-GOVERNMENT

01

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

## e-GOVERNMENT IMPLEMENTATION

03

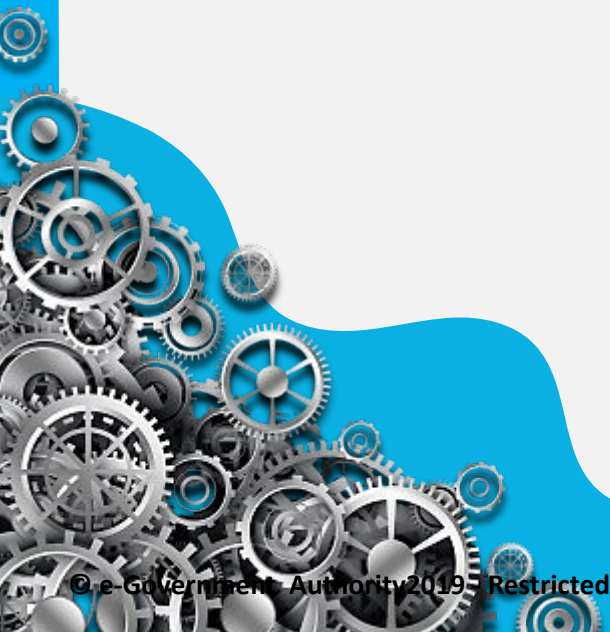
Depends on the four major building blocks: (i) e-Government related Policy, Laws & Regulations, (ii) proper Governance, (iii) effective Infrastructures and (iv) Systems and Applications that deliver digital services.



# e-GOVERNMENT AUTHORITY (e-GA)



The e-Government Authority (e-GA) is a public institution established in 2019 under the e-Government Act, No. 10 of 2019 to **coordinate, oversee and promote** e-Government initiatives and **enforce** e-Government related policies, laws, regulations, standards and guidelines in public institutions. It is a succeeding institution to e-Government Agency that existed from 2012








# MAJOR BUILDING BLOCKS FOR e-GOVERNMENT IMPLEMENTATION



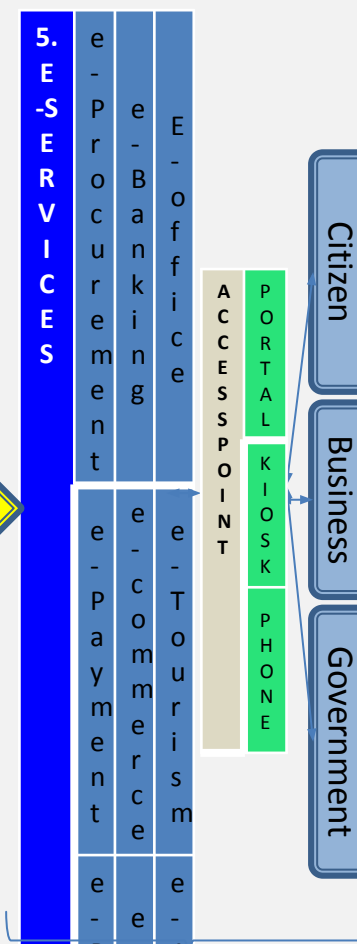
1. POLICY, LAWS & REGULATIONS	National ICT Policy
	e- Government Strategy
	e- Government Related Laws (e-Gov act 2019, EPOCA, 2010, Cybercrimes Act, 2015 & Electronic Transactions Act, 2015, e-Gov general regulation, 2020 )
	e- Government Standards and Guidelines

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. APPLICATIONS 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



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

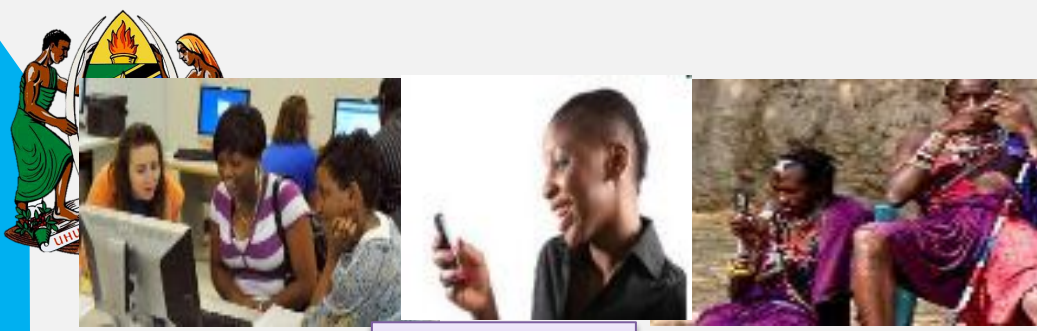
## RESULTS

- 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).



# e-Gov for Cordinated Government and Public Service Delivery





↕

**CITIZENS**



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**BUSINESSMEN**

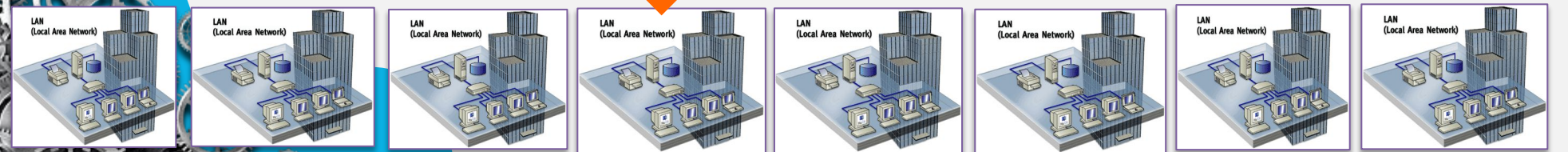
Accessibility of various services through different channels (mobile, web etc.)

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

**TTCL** **VODA** **TIGO** **AIRTEL** **HALOTEL** **ZANTEL**



**CITIZENS**



**LAND** (MINISTRY,NLU PC,NHC,NHBRA C.)

**WATER** (MINISTRY, DUWASA, AUWASA,DAWA SA, 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**

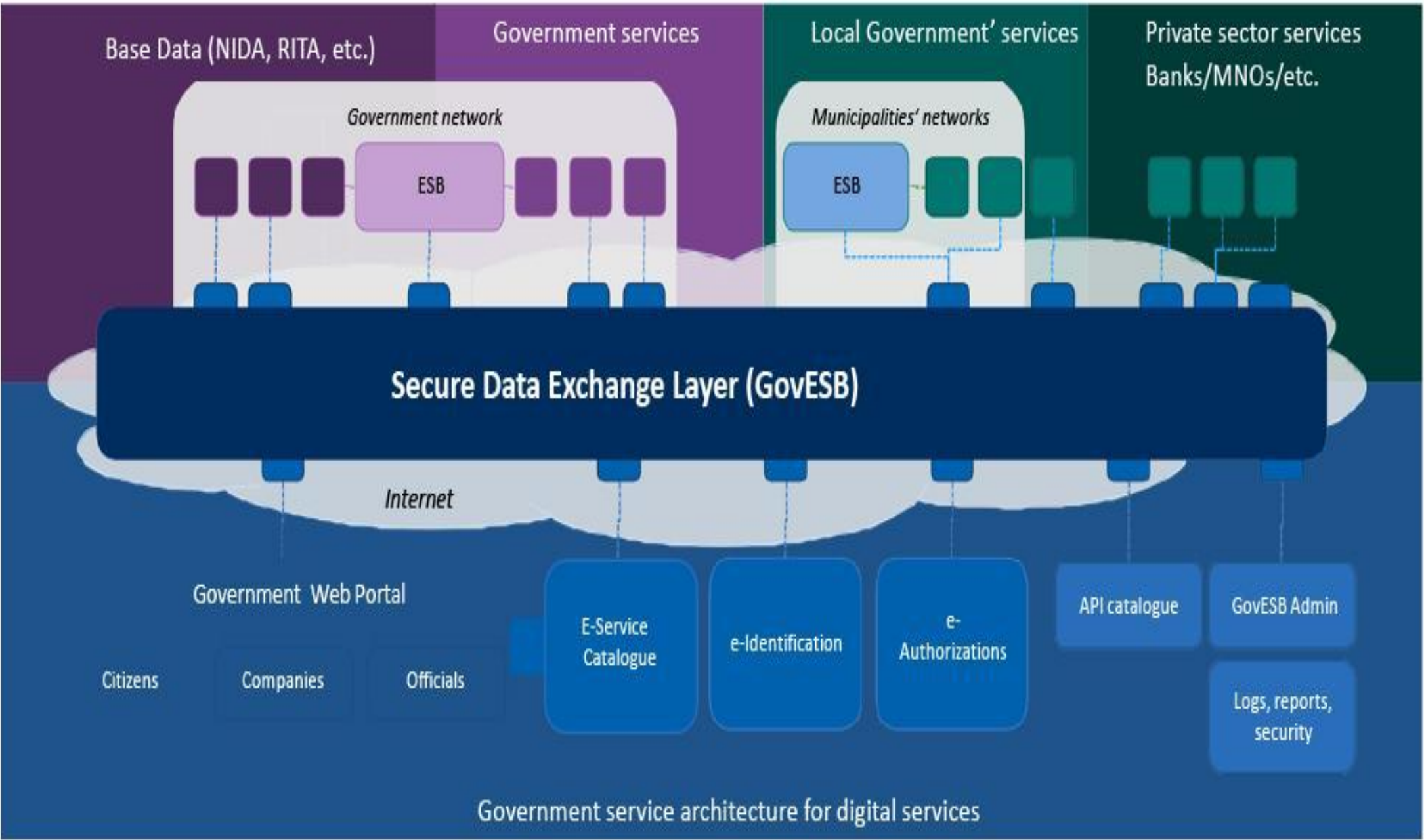
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**SECTORS/MINISTRIES AND PUBLIC INSTITUTIONS**





# GovESB

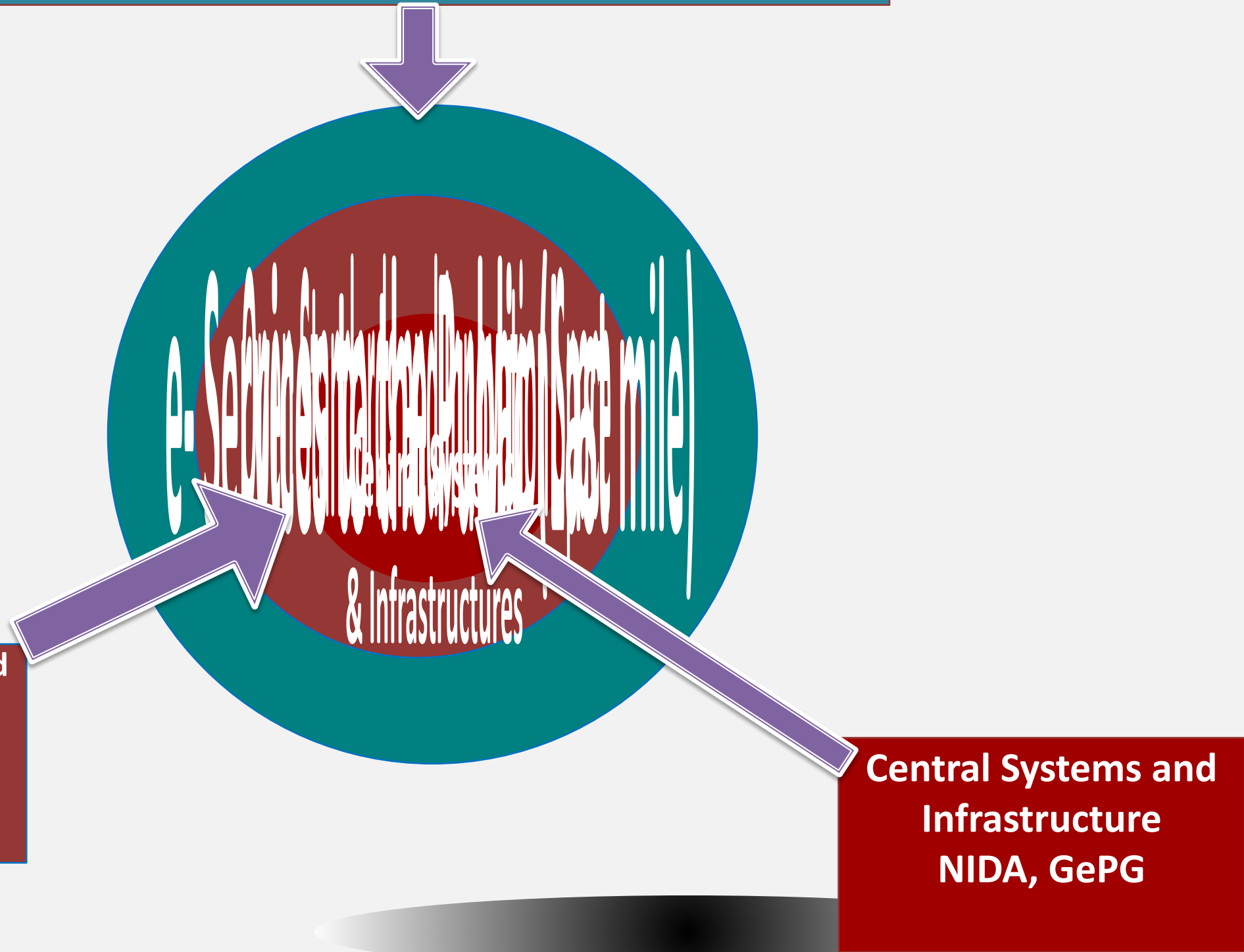


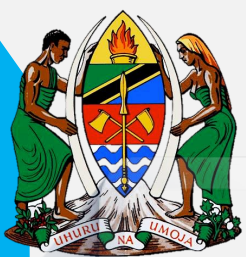






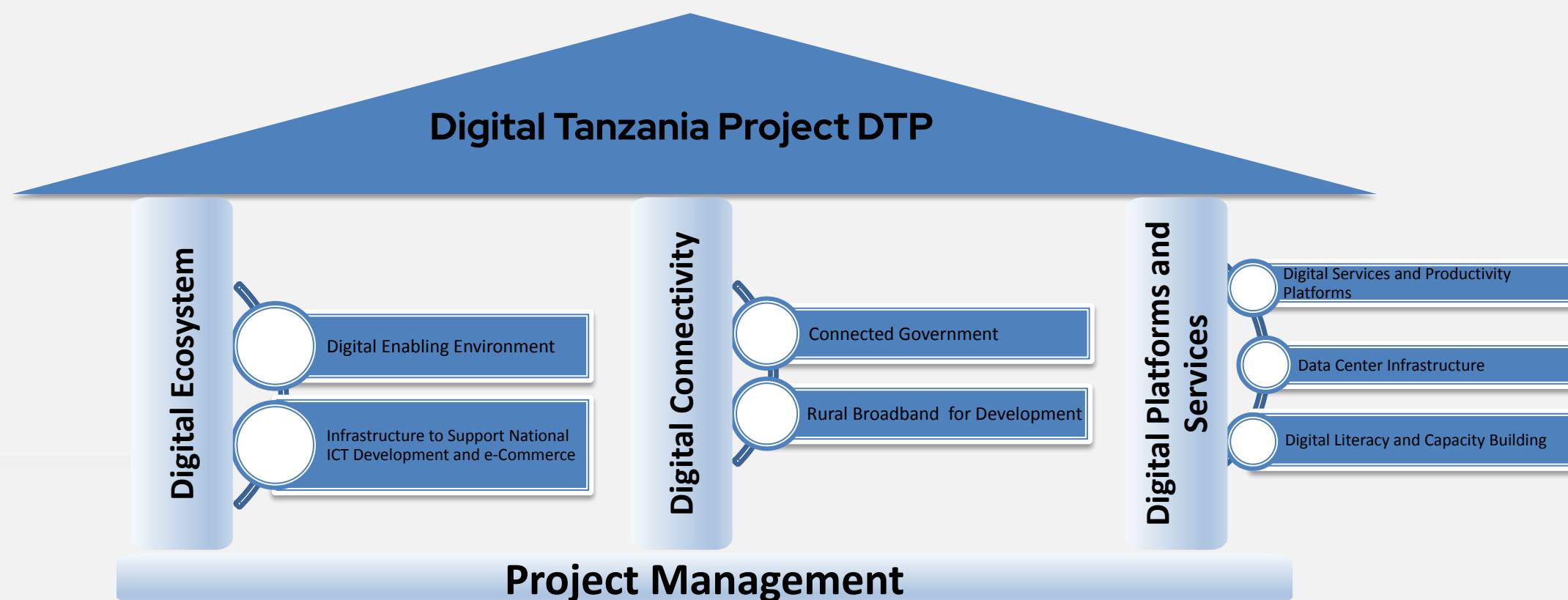
## e-Services to the Public (Last Miles)





**Increase access to affordable, high quality internet services for government, businesses and citizens and to improve the government's capacity to deliver digital public services.**

**Contribute to universal access to the internet and digital public services and to facilitate private sector led digital investment, services and job creation.**







# Way Forward Towards a Digital Nation For Digital delivery of Public Services



Enhance human resources capacity to manage e-government initiatives implementation

1

Enhance designing, developing and managing ICT systems for delivering digital public services through collaboration with different stakeholders in the public and private sectors

2

Motivate e-Government research and innovation through collaboration with higher learning and research institutions

3

Manage Cyber- security of e-Government Initiatives

4

Harmonise Government Business Processes and facilitate smooth information exchange between the Government systems

5

Ensure compliance to e-Government laws, regulations, procedures, standards and guidelines in implementation of e-Government initiatives

6





# Thank you!

## Let's Discuss Together....

## Kazi iendelee

