



Local Government Questionnaire (LGQ) for the United Nations E-Government Survey

The objective of this questionnaire is to gather information from local governments/municipalities in preparation for the upcoming United Nations E-Government Survey. For the first time in 2018, the United Nations E-Government Survey assessed 40 pilot cities. The 2020 Survey featured 100 cities/local government websites assessment and the upcoming survey of 2022 has increased to 193 cities. The responses will be shared online in the [UN E-Government Survey Knowledgebase](#) unless otherwise requested. For any question about this questionnaire, please contact pidg@un.org.

City name: DAR ES SALAAM CITY COUNCIL

Country name: TANZANIA

I. Institutional Framework

1. What is the official **e-Government**¹ portal of the city/municipality? If more than one exists, please list all.

www.dcc.go.tz

2. Please provide **URLs** for **portals** providing specific services/features

- a. E-services²:

<https://tausi.tamisemi.go.tz> (Public) for revenue collection, allows citizens to request, assess and pay fees, levies and taxes

<https://tausi.muse.go.tz> (Private) for management of public fund

<https://ffars.tamisemi.go.tz> for management of public fund at lower level government and facilities (health and education)

<https://planrep.tamisemi.go.tz> for planning, budgeting and reporting at council and lower level government

<https://mikopohalmashauri.tamisemi.go.tz> for lower level loan management. Loans to women, youth and disabled.

<https://sis.tamisemi.go.tz> for daily collection of school and students information such as attendance, behaviour, performance, school profile to mention a few.

<https://selform.tamisemi.go.tz> for selection and allocation of Form I and Form V students

<https://ajira.tamisemi.go.tz> for application, selection and placement of health workers and teachers

<https://eoffice.gov.go.tz> (Private) for management and movement files and office collaboration

<https://hcmis.utumishi.go.tz> (Private) for management of public servant employees

¹E-government or digital government will be used interchangeably in this Survey and is defined as delivering services online and engaging people by using Information and Communication Technologies (ICTs).

²A specific portal where you can see the list of all online services available to the public.

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<https://safari.gov.go.tz> permit application for travelling abroad

<https://helpdesk.tamisemi.go.tz> (Private) a centralized information and support management information systems

<https://huduma.tamisemi.go.tz> (Private) a centralized information and support management system

<https://sensaelimumsingi.tamisemi.go.tz> for collection and management of basic education statistical data

<https://imes.tamisemi.go.tz> a centralized repository of council data

<https://gothomis.tamisemi.go.tz> for management of hospital operations

b. E-participation³:

mikutano.gov.go.tz

emrejesho.gov.go.tz

c. Open government data⁴:

www.dcc.go.tz

GWF platform (Mobile) – portal to access all 26 Regional and 184 Local Government Authorities websites

<https://play.google.com/store/apps/details?id=com.boldtz.tovutizamikoa&hl=sw>

d. Public procurement:

<https://taneps.go.tz>

<https://nest.go.tz>

e. Other major portals at the city/municipality level:

www.tanzania.go.tz

www.tamisemi.go.tz

3. Does your city/municipality have a **Chief Information Officer (CIO)**⁵ to manage its e-Government programs/strategies?

Name: MR. KITUTU MSHANA

Title: HEAD OF ICT

Organization: DAR ES SALAAM CITY COUNCIL

E-mail: kitutu.mshana@dcc.go.tz

Phone: +255 713 530 261/+255 783 530 261

³**E-Participation** is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).

⁴**Open Government Data** allows citizens to monitor data streams and thereby improves the accountability and transparency of government. OGD also allows citizens to be aware of important issues and to be part of the decision-making process to address policy issues (e-participation).

⁵**CIO** or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (**CTO**) or Chief Digital Officer (**CDO**)

If yes, is the **city/municipality CIO linked** to any extent to the **national CIO** or with any government agency/department/ministry at the national level in charge of e-government? (by mandate or other type of relation)

City/Municipality CIO is linked with the ICT Unit at Regional Administrative Secretariat, Directorate of Information and Communication Technology at President's Office, Regional Administration and Local Government as well as the Ministry of Information, Communication and Information Technology.

II. Legal Framework

1. Is there any **legislation/regulations on digital government** such as law on digital service provision or on access to information or data privacy at the:

National level? Yes No

Local level? Yes No

If Yes, how do you adopt these in your organization?

It is mandated for all public institution to comply and adhere to National Laws including the e-Government Act No. 10 of 2019. In addition, the council has own ICT policies and strategies that align with the National Legal frameworks.

III. Strategy and Implementation

1. Is there a city/municipality **e-Government Strategy** or equivalent? If yes, please provide link and/or further details.

The council has the overall council strategy which incorporates and address delivery of e-services. The strategy sets out council's mission and vision based on council objectives and priorities.

2. Please check whichever applies to the city/municipal e-Government Strategy or equivalent and provide link, details and/or specific references for the checked area.

has an implementation plan.

is aligned with the national development strategy.

is aligned with the sustainable development goals (SDGs).

is aligned with national digital development strategy.

indicates the existence of shared solutions/platforms provided at the national/regional level.

makes specific reference to SDG 11 (New)

makes specific reference to the Sendai Framework for Disaster Risk Reduction 2015-2030, holistic disaster risk management at all levels (New)

makes specific reference to e-Participation and/or digital inclusion/engagement.

makes specific reference to co-creation mechanisms for citizens.

makes specific reference to social media.

makes specific reference to a local digital ID.

makes specific reference to new technologies such as artificial intelligence, blockchain, big data etc.

provides other specific measures to ensure e-Government is used by the most vulnerable groups⁶.

⁶Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people

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- provides other specific measures for ICT training and digital literacy by government officials.
- makes specific reference to cyber security.
- makes specific reference to mobile government.

3. Does your city/municipality have a dedicated budget for digital government? Please explain by informing on the percentage compared to the total municipality budget.

The city has dedicated budget for digital government initiatives. The dedicated budget is 2% of total budget.

4. Do you publish the city/municipality budget online on the portal? Please explain further and provide links.

Yes it is published through the council website

5. Are there any digital initiatives in place in your city/municipality focused on sustainability issues and/or a green economy? Please explain further and provide links.

6. Are there any digital initiatives in place in your city/municipality focused on affordable, accessible, and sustainable transport systems for all, improving road safety, notably by expanding public transport, with special attention to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

The city council through Dar Rapid Transit Agency provides affordable, accessible, and sustainable transport systems for all, including special groups (women, children, and older persons) and people with special needs.

7. Are there any digital initiatives in place in your city/municipality focused on affordable housing and basic services to the needs of those in vulnerable situations, women, children, persons with disabilities and older persons? Please explain further and provide links.

Currently, the city does not have digital initiatives on affordable housing and basic services to the needs of those in vulnerable situations.

8. Are there any digital initiatives in place in your city/municipality focused on universal access to safe, inclusive, and accessible, green and public spaces, in particular for women and children, older persons and persons with disabilities? Please explain further and provide links.

The city provides universal access to safe, inclusive, and accessible, green and public spaces for all groups, example is Sea view area.

9. Does your city/municipality include partnerships with other national or international cities

and/or private sector, civil society? Please explain further and provide links.

The city is in partnership with Busan Metropolitan City of Republic of Korea.

IV. Usage of online services

1. What is the percentage of city/municipality services offered online (municipality website)?

Please explain and provide links

60% of services offered online.

<https://tausi.tamisemi.go.tz> (Public) for revenue collection, allows citizens to request, assess and pay fees, levies and taxes

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<https://imes.tamisemi.go.tz> a centralized repository of council data

<https://gothomis.tamisemi.go.tz> for management of hospital operations

2. What is the percentage of city/municipality services offered through dedicated mobile means (mobile applications)? Please explain and provide links.

5% of city services offered through dedicated mobile means.

https://apkcombo.com/ffars/com.tamisemi.ffars_app/

<https://apkqk.com/tz.go.tamisemi.apps.sismobile>

3. Do you collect usage statistics of e-Government services?

✓Yes No

4. If yes, do you publish the results online and share those with the public institutions concerned?

Results are shared public institutions concerned however they are not published online.

V. User satisfaction

1. Do you measure the satisfaction of citizens with the e-Government services provided?

✓Yes No

If yes, do you publish the results online and share those with the public institutions concerned? Please explain further.

Results are shared public institutions concerned however they are not published online.

2. What is the percentage of the population⁷ satisfied with their last experience of online public services? Please explain further.

Almost 70% because most of Women and Disabled group are easy to access Government loan without moving distance, majority of taxpayer now paid at home without going anywhere (Mobile Application)

VI. Social Media

1. Do you use social media at the city/municipality level to interact with and engage people in e-government activities? Please explain further.

Yes, Twitter, Instagram, Online Radio 91.89 FM

VII. Crisis/Emergency Response and Recovery

1. Is there a specific local government portal or a dedicated section of the city/municipality portal addressing crisis/emergency situations (e.g. natural disasters, pandemics and similar) Please explain further and provide links.

A special team for disaster response and recovery is in place.

VIII. Smart City and New Technologies

1. Do you have a specific city/municipality strategy on new technologies? (e.g. Artificial Intelligence, IoT, Blockchain, Smart City, 5G, Virtual/Augmented Reality, Robotics, 3D Printing) If yes, please explain further and provide links.

No

2. Does your city/municipality strategy plans for the use of big data analytics or AI in their

⁷ Related to SDG Indicator 16.6.2 Proportion of population satisfied with their last experience of public services. See for all indicators: https://unstats.un.org/sdgs/indicators/Global%20Indicator%20Framework%20after%20refinement_Eng.pdf

decision-making processes?

Yes No

If Yes, please explain further and provide links.

IX. Contact and Additional Information

- Name: **KITUTU MSHANA**
- Title: **HEAD OF ICT UNIT**
- Email: **kitutu.mshana@dcc.go.tz**
- Organization: **Dar es Salaam City Council**
- Submission Date: **11.06.2023**

Please select whichever applies:

- I am authorized and fully knowledgeable to respond to this questionnaire.
- I did not have the full information to respond to this questionnaire
- I mostly provided my own opinion/assessment rather than official information.
- Other:

Thank you for taking the time to fill out the Local Government Questionnaire (LGQ) 2022. We appreciate your participation.