The objective of this questionnaire is to gather information from the Member States in preparation of the United Nations E-Government Survey 2020.

Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA\(^1\) assesses national portals with the assistance of independent researchers to construct OSI, requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. For any questions about this questionnaire, please contact dpidg@un.org.

☒ I/We hereby authorize UNDESA to publish my/our responses as deemed necessary.

I. Institutional Framework

1. What is the official e-government\(^2\) portal at the national level? If more than one, please list all.

   **Tanzania Government Portal** - [https://www.tanzania.go.tz/](https://www.tanzania.go.tz/)

2. Please also provide URLs for below specific portals, if exists:
   
<table>
<thead>
<tr>
<th>Number</th>
<th>Specific Portal</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Most Online services are listed on <a href="https://www.tanzania.go.tz/onlineservices/index">https://www.tanzania.go.tz/onlineservices/index</a></td>
</tr>
<tr>
<td>2</td>
<td>e-immigration: <a href="https://eservices.immigration.go.tz/">https://eservices.immigration.go.tz/</a></td>
</tr>
<tr>
<td>3</td>
<td>Permit Information Verification: <a href="http://www.immigration.go.tz/verify/permit.php">www.immigration.go.tz/verify/permit.php</a></td>
</tr>
<tr>
<td>4</td>
<td>Government Mobile short code: <em>152</em>00#</td>
</tr>
<tr>
<td>5</td>
<td>Online business registration: <a href="https://ors.brela.go.tz">https://ors.brela.go.tz</a></td>
</tr>
<tr>
<td>6</td>
<td>Customs and logistics: <a href="https://customs.tra.go.tz/login/login.do">https://customs.tra.go.tz/login/login.do</a></td>
</tr>
<tr>
<td>7</td>
<td>Tax payment Registration: <a href="https://ots.tra.go.tz">https://ots.tra.go.tz</a></td>
</tr>
<tr>
<td>8</td>
<td>Fiscal device management: <a href="https://gateway.tra.go.tz/efdmsportal/">https://gateway.tra.go.tz/efdmsportal/</a></td>
</tr>
<tr>
<td>9</td>
<td>Property management: <a href="https://prms.tra.go.tz/PropertyRegistration/">https://prms.tra.go.tz/PropertyRegistration/</a></td>
</tr>
<tr>
<td>10</td>
<td>Tax stamp management: <a href="https://taxstamp.tra.go.tz/websso/login?appli=sstwa">https://taxstamp.tra.go.tz/websso/login?appli=sstwa</a></td>
</tr>
<tr>
<td>11</td>
<td>Importation/ Exportation Inspection management: <a href="https://oas.tbs.go.tz/">https://oas.tbs.go.tz/</a></td>
</tr>
<tr>
<td>12</td>
<td>Social security statutory returns and reports: <a href="http://e-services.ssra.go.tz/">http://e-services.ssra.go.tz/</a></td>
</tr>
<tr>
<td>15</td>
<td>Livestock Market Information - <a href="http://www.lmistz.net/Pages/Public/Home.aspx">http://www.lmistz.net/Pages/Public/Home.aspx</a></td>
</tr>
<tr>
<td>18</td>
<td>Livestock Revenue System - <a href="http://41.59.254.104/lrcs/">http://41.59.254.104/lrcs/</a></td>
</tr>
</tbody>
</table>

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1 This questionnaire is conducted by the Division of Public Institutions and Digital Government (DPIDG) of the UNDESA.
2 **E-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).
3 A specific portal where you can see the list of all online services available for the public.
20) Tanzania Veterinary Association Education Portal - https://tva.wcea.education/
24) Special Load Permit System - https://epermit.mow.go.tz/
25) Road Accident Information System - https://rais.mow.go.tz/
27) Student Information Verification - https://www.nacte.go.tz/index.php/students-information-verification/
31) Student’s Admission Verification System - http://41.93.40.138:8080/navs/
32) University Information Management System - http://uims.tcu.go.tz/
33) University Programme Management System - http://pms.tcu.go.tz/
34) Foreign Award Assessment System - https://portal.tanzaniaein.net/
37) Government e-Payment Gateway SP Portal - https://spgepg.go.tz/login
41) Used Vehicle valuation system http://gateway.tra.go.tz/umvvs/
42) Medical sales management: http://portal.mdg.go.tz/web
43) Export/Import Permit Application; https://imis.tfdagoe.go.tz/portal
44) Clinical Trials Registry: http://www.tzctr.or.tz/
46) Land planning and utilization Management: https://imis.tfdagoe.go.tz/
49) Health insurance Verification: https://verification.nhif.or.tz
50) Agricultural trade information : https://atmis.kilimigo.go.tz
51) Water and Energy licensing and tariff : https://kis.evwma.go.tz/
53) Electricity performance reporting: https://eris.ewura.go.tz/eris/final/
54) Photographic tourism management http://41.59.225.91:8085/
55) Tourist hunting revenue collection: http://41.59.225.91:8090/
56) NEMC Online Map Server - http://maps.tanzaniaein.net/
57) TACAIDS Online Library - http://library.tacaids.go.tz/
59) Online Reporting Power Outage Service http://www.tanesco.co.tz/index.php/customer-service/power-outage
60) Electric Emergency Services http://www.tanesco.co.tz/index.php/customer-service/emergency-services
62) Online application for tanks testers http://www.wma.go.tz/forms/5
63) Online Application for technical license Scales / http://www.wma.go.tz/forms/4
64) National Verification Portal /http/services.nida.go.tz/nidportal/NID_Copy.aspx
65) TPB Online Banking - https://bank.tpbbank.co.tz:8443/rubikonbank/logonpage.sn#!
66) TPB Cash Collection Portal - https://partners.tpbbank.co.tz/public/
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67) IAA OSIM - https://osim.iaa.ac.tz/
68) IFM Staff Information System - https://www.ifmis.ac.tz/staffis/
69) IFM Student Information System - https://www.ifmis.ac.tz/studentis/
71) IFM Helpdesk System - https://www.ifm.ac.tz/helpdesk/
73) NBAA Payment Portal - https://portal.nbaa.gotz/
74) Tanzania Socio Economic Database - http://www.dataforall.org/tanzania/
76) Africa Information Highway - http://tanzania.opendataforafrica.org/
77) Civil and criminal cases records management: https://pds.judiciary.go.tz/login
78) Donor funds management http://amp.mof.go.tz/
79) Mobile Motor Insurance Sticker validation: SMS 15200
80) Port Manifest declaration http://196.43.221.3/HVPWEB/
81) Ports Cargo management: http://196.43.221.3/CargoSystemWeb/FrmHome.aspx
82) Secondary school Examination Registration: http://online.necta.go.tz/private/
83) Train tickets booking: https://booking.trc.co.tz/
84) Ferry tickets management http://booking.msc1co.tz/
85) Swahili expert database: http://ughabakita.gotz/login
86) Training and Seminar management: https://tsmsEGA.gotz/
88) Government ICT Help Desk: helpdesk.ega.go.tz
90) National Health Data Warehouse https://dhis.moh.go.tz/dhis-commons/security/login.action
91) Trainee management https://vetmis.veta.go.tz/vet-mis/ManageTrainees/ManageTrainees.do
92) Veta Center registration system http://185.148.144.219/vcr/
93) Electronic vocational education and training http://41.59.196.114/eves/
94) E-Library https://www.lib.sua.ac.tz/index.php/resources
95) Weather and forecasts http://www.meteo.go.tz/pages/weather-forecasts
96) Electronic document management system http://www.edms.sua.ac.tz/edms
97) Academic registration information system https://aris2.udsm.ac.tz/
98) Student information system http://suasis.udsm.ac.tz/index.php/login
99) Virtual library https://sites.google.com/site/udsmvirtuallibrary/
100) Online Admission system https://udsm.admission.ac.tz/index.php?r=site%2FLogin#tab3
101) Online Admission https://elms.udsm.ac.tz/elmsapi/

b. E-participation:

1) Citizen complaints or opinion: https://www.wananchi.go.tz/
2) Corruption complaints USSD Dial *113# or SMS 113
3) http://nec.go.tz/

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2) Corruption complaints USSD Dial *113# or SMS 113
3) http://nec.go.tz/

Open government data:

Education, health and water, data http://opendata.go.tz/

Public procurement:

i) PPRA Tender Portal - http://tenders.ppra.go.tz/
ii) TANePS (Tanzanian National e-Procurement System) - https://www.taneps.go.tz

4 E-Participation is about fostering civic engagement and open, participatory governance through Information and Communications Technologies (ICTs).
United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

a. Other major portals at the national level:

1) Tanzania Tourism Portal - https://www.tanzaniatourism.go.tz/
3) National Health Portal for Tanzania - https://hmisportal.moh.go.tz/
4) Tanzania Mining Cadastre Portal - https://portal.madini.go.tz/
6) Salary slip Portal - https://salaryslip.mof.go.tz/
7) Health facility Portal: http://www.moh.go.tz/hfrportal/
8) Health insurance Verification Portal: https://verification.nhif.or.tz
10) Ports payment system portal: https://www.tpapayments.com/
11) Government mobile portal http://mportal.ega.go.tz/

2. Please provide name(s) and URL(s) of the government agency/department/ministry at the national level in charge of e-government.

   i) President’s Office Public Services Management and Good Governance - http://www.utumishi.go.tz
   iii) e-Government Agency – https://www.ega.go.tz/

3. Does your country have a Chief Information Officer (CIO) to manage national cross-agency e-government programs/strategies?

   Name: Dr. Jabiri K. Bakari
   Title: Chief Executive Officer
   Organization: e-Government Agency
   E-mail: Jabiri.bakari@ega.go.tz
   Phone: +255 754 766 762

4. Please provide names and URLs of the government agencies/ministries/departments at the national level in charge of the following:

   a. Planning and Development

   ii) The National Development Corporation (NDC) - http://ndc.go.tz/
   iv) Tanzania Investment Centre - http://tic.go.tz/

   b. Education

   ii) National Examinations Council of Tanzania (NECTA) - https://www.necta.go.tz/
   iii) National Council for Technical Education (NACTE) - https://www.nacte.go.tz/
   iv) Tanzania Commission for Universities (TCU) - http://www.tcu.go.tz/
   v) Higher Education Students’ Loans Board (HESLB) - http://www.heslb.go.tz/
   vi) Vocational Education And Training Authority (VETA) - http://www.vela.go.tz/
   vii) Agency for the development of education management http://www.adem.ac.tz/

   c. Health

   i) Ministry of Health, Community Development, Gender, Elderly and Children - http://www.moh.go.tz
   ii) Medical Stores Department (MSD) - http://www.msd.go.tz/
   iii) Tanzania Food and Drugs Authority (TFDA) - https://www.tfda.go.tz/
   iv) The National Institute for Medical Research (NIMR) - http://www.nimr.or.tz/
   v) National Health Insurance Fund - http://nhif.or.tz/
   vi) Tanzania Commission for AIDS (TACAIDS) - http://www.tacaidsof.tz

   a. Social Protection and Welfare

5 CIO or a similar senior official with a leadership role, sometimes referred as Chief Technology Officer (CTO) or Chief Digital Officer (CDO)
**United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)**

<table>
<thead>
<tr>
<th><strong>b. Employment and Decent Work</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>i) President’s Office, Public Service Management and Good Governance (PO PSMGG) - <a href="http://www.utumishi.go.tz/">http://www.utumishi.go.tz/</a></td>
</tr>
<tr>
<td>iii) Occupational Safety and Health Authority (OSHA) - <a href="http://www.osha.go.tz/">http://www.osha.go.tz/</a></td>
</tr>
<tr>
<td>iv) Workers Compensation Fund (WCF) - <a href="http://wcf.go.tz/">http://wcf.go.tz/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>c. Environment</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Vice Presidents Office - <a href="http://vpo.go.tz/">http://vpo.go.tz/</a></td>
</tr>
<tr>
<td>ii) National Environment Management Council (NEMC) - <a href="http://nemc.or.tz/">http://nemc.or.tz/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>d. Energy/Water</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>i) Ministry of Water - <a href="http://www.maji.go.tz/">http://www.maji.go.tz/</a></td>
</tr>
<tr>
<td>iii) Energy and Water Utilities Regulatory Authority (EWURA) - <a href="https://www.ewura.go.tz">https://www.ewura.go.tz</a></td>
</tr>
<tr>
<td>iv) Tanzania Electric Supply Company Limited (TANESCO) - <a href="http://www.tanesco.co.tz/">http://www.tanesco.co.tz/</a></td>
</tr>
<tr>
<td>v) Rural Energy Agency - <a href="http://www.rea.go.tz/">http://www.rea.go.tz/</a></td>
</tr>
<tr>
<td>vi) Drilling and Dam Construction Agency (DDCA) - <a href="http://www.ddca.go.tz/">http://www.ddca.go.tz/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>e. Finance/Taxation</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>ii) Bank of Tanzania - <a href="https://www.bot.go.tz/">https://www.bot.go.tz/</a></td>
</tr>
<tr>
<td>iii) Tanzania Revenue Authority - <a href="http://www.tra.go.tz/">http://www.tra.go.tz/</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th><strong>f. Industry/Trade</strong></th>
</tr>
</thead>
<tbody>
<tr>
<td>iii) Tanzania Trade Development Authority - <a href="http://www.tantrade.go.tz/">http://www.tantrade.go.tz/</a></td>
</tr>
<tr>
<td>iv) Fair Competition Commission - <a href="https://competition.or.tz/">https://competition.or.tz/</a></td>
</tr>
<tr>
<td>v) Small Industries Development Organization <a href="http://sido.go.tz/">http://sido.go.tz/</a></td>
</tr>
</tbody>
</table>

**II. Strategy and Implementation**

1. **Is there a national development strategy incorporating the Sustainable Development Goals (SDGs)?** (Maximum 250 words)


2. **Is there a national e-government strategy/digital readiness strategy or equivalent?** (Maximum 250 words)

   "We have e-government strategy https://www.ega.go.tz/uploads/publications/23cf7d8a8cc304ba38e083d904ae660e.pdf"

3. Please check whichever applies.

   National e-government strategy or equivalent:
   - Has an implementation plan.
   - Is aligned with the national development strategy.
   - Is aligned with the Sustainable Development Goals (SDGs).
   - Is aligned with sub-national/local digital development strategy.
   - Has an emphasis on digital-first principle.
   - Has an emphasis on by default; digital by design; mobile-first principle.
   - Has an emphasis on once-only (data) principle.
   - Has an emphasis to ‘leave no one offline’ or to ‘leave no one behind’, or other specific measures to ensure e-government is accessible by the most vulnerable groups.
   - Makes specific reference to e-participation, digital inclusion and/or engagement.
   - Makes specific reference to the use of social media in the government.

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6 Poor, immigrants, older persons, persons with disabilities, women, youth, indigenous people
United Nations E-Government Survey 2020 - Member States Questionnaire (MSQ)

☑ makes specific reference to the use of new technologies\(^7\) such as artificial intelligence, blockchain, big data
(If any checked, please explain further. Maximum 250 words)

The strategy was developed based on other national strategies, development programs and plans such as; National ICT Policy (2016) and its implementation plan, public sector reform programmes, Public Financial Management Reform Programme-PFMRP, National Five year Development Plan 2016/17 etc. These initiatives also took into consideration the global and regional development agendas

III. Legal Framework
5. Is there any legal framework on:
   ☒ access to information such as Freedom of Information Act
   ☒ personal data protection including digital security
   ☐ open government data
   ☐ digital identity
   ☒ digital certification/signature
   ☒ e-procurement
   ☒ digitally publishing government expenditure\(^6\)
   ☒ data interoperability
   ☐ digital government as a right
(If any checked, please provide name of the legislation and links. Maximum 250 words)

Digital security, electronic transaction :
https://www.tcra.go.tz/index.php/legislation
https://www.tcra.go.tz/index.php/regulations
i) The Electronic Transactions Act, 2015
ii) The Electronic and Postal Communications Act, 2010 (Act No. 3'10)
iii) The Universal Communications Service Access Act of 2006
iv) Tanzania Communications Act of 1993
v) Tanzania Broadcasting Services Act of 1993
   https://www.tcra.go.tz/images/documents/policies/Tanzania%20broadcasting%20Act%206%20of%201993.pdf

IV. Usage of online services
6. Do you collect usage statistics of e-government services?
   ☐ Yes  ☐ No
7. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

\(^7\) Also referring to emerging technologies
\(^8\) Related to SDG Indicator 16.6.1
Every Institution collect usage statistics of e-government services thorough their respective websites/portal/systems, the results not published. But may be requested

V. User satisfaction
8. Do you measure satisfaction of citizens on e-government services?
☑ Yes ☐ No
9. If yes, do you publish results online and share those with the public institutions concerned? (Max. 250 words)

VI. Social Media
10. How does your government use social media at the national level to interact with and engage people in e-government activities? Please also explain if there were any guidelines for government officials on the use of social media. (Max. 250 words)

Every institution measure satisfaction of e-government services through the integrated feedback form from respective websites/portal/systems, the results not published. For example every page of the Government portal has the customer satisfaction measurement scale https://www.tanzania.go.tz/home/pages/15

VII. New Technologies
11. Does your government have a specific national strategy on one or more of following new technologies?
☐ Artificial Intelligence (AI) ☐ Blockchain ☐ Big data ☐ Smart cities
☐ Robotics ☐ Internet of Things (IOT) ☐ Quantum computing ☐ Virtual reality
☐ Augmented reality ☐ Other:
(Please explain further including relevant links. Maximum 250 words)

NO

12. Does your government have any government body9 at the national level working specifically related to the new technologies? (Please explain further including relevant links. Maximum 250 words)

Specific sectors institutions in collaboration with other stakeholders are working on new technologies such as Commission for Science and Technology (COSTECH) - http://www.costech.or.tz/,
ICT Commission - http://www.itc.go.tz/,
Dar es salaam Institute of Technology https://www.dit.ac.tz,
Nelson Mandela African Institution of Science and Technology (NM-AIST)- https://www.nm-aist.ac.tz,
Mbeya University of Science and Technology (MUST) https://www.mustnet.ac.tz/

VIII. Indicators
13. What is the percentage of the population10 satisfied with their last experience of online public services? (Max. 250 words)

Currently no official survey done to determine the proportion of population satisfied with online public services.

9 This can be an agency, cabinet, commission, committee, initiative etc.
10 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
14. What percentage of your GDP is allocated for ICT investment in the public sector? (Max. 250 words)
No specific survey but the government has invested heavily on ICT for example the construction of the National ICT Infrastructure backbone and other ICT projects.

15. What is the proportion of persons employed in central government organizations routinely using ICTs? (Max. 250 words)
Currently there is no official survey conducted on this area.

16. What is the proportion of persons employed in central government organizations routinely using the internet? (Max. 250 words)

17. If any, what kind of indicators do you collect/use to track digital literacy at the national level? (Max. 250 words)
No indicator that track digital literacy at national level

IX. International and Regional Cooperation

18. Is your government part of any sub-regional, regional or international cooperation on e-government? (Max. 250 words)
The Government of Tanzania is cooperating with sub-regional, regional and global community such as AU, SADC, COMESA, EAC etc. For example the Government of Tanzania and other EAC member state have established the EAC e-Government Framework and the EAC Regional Strategic Framework for e-Immigration and e-Immigration Policy is a work in progress.

19. Is your government offering (or planning to offer) support to other countries in the area of e-government? (Max. 250 words)
The Government has bi-lateral agreements with countries to collaborate and support in several areas that includes e-Government.

20. Are there any ongoing public-private partnerships and multistakeholder partnerships, focusing on e-government? (Max. 250 words)
The Government of Tanzania is always embracing PPP approach in e-Government implementation, for example, the Government and private companies have implemented National ICT backbone infrastructure, Government Data centre, Government Network etc and are in the final stages of implementing e-Immigration project.

X. Contact and Additional Information

Name: Michael Moshiro
Title: Director of e-Government Services Control
Email: Michael.moshiro@ega.go.tz
Organization: e-Government Agency

1. Please select whichever applies:
   ☒ A group of government agencies responded to the questionnaire collectively.
   ☐ 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: (Max. 250 words)

Commented [p1]: Hapa wasiliana na Foreign affairs. Kuna nchi zina bilateral agreements recently walikuwa wanafinalize ya Zimbabwe yenye ushirikiano keenye ICT (Public and Private)
2. How did you hear about this questionnaire?

☐ Directly from UN DESA
☐ From the Mission of my country to the United Nations
☒ United Nations E-Government Survey website
☐ LinkedIn
☐ Facebook
☐ Other: (Max. 250 words)

Thank you for taking the time to fill out the Member States Questionnaire (MSQ) 2020. We appreciate your participation.