



THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE e-GOVERNMENT AUTHORITY



Governance and Partnership:
Deepening Integration and
Cooperation for Sustainable
Development

AAPAM 2025

www.ega.go.tz



ABOUT THE e-GOVERNMENT AUTHORITY



e-Government Authority (e-GA) is a public institution established by eGovt Act 2019. Before it operated without special act resulting in limitations on enforcement. It is mandated to coordinate, oversee, promote e-Government initiatives and enforce e-Government related policies, laws, regulations, standards and guidelines in public institutions in order to improve Government efficiency and service delivery to the general public through ICT.



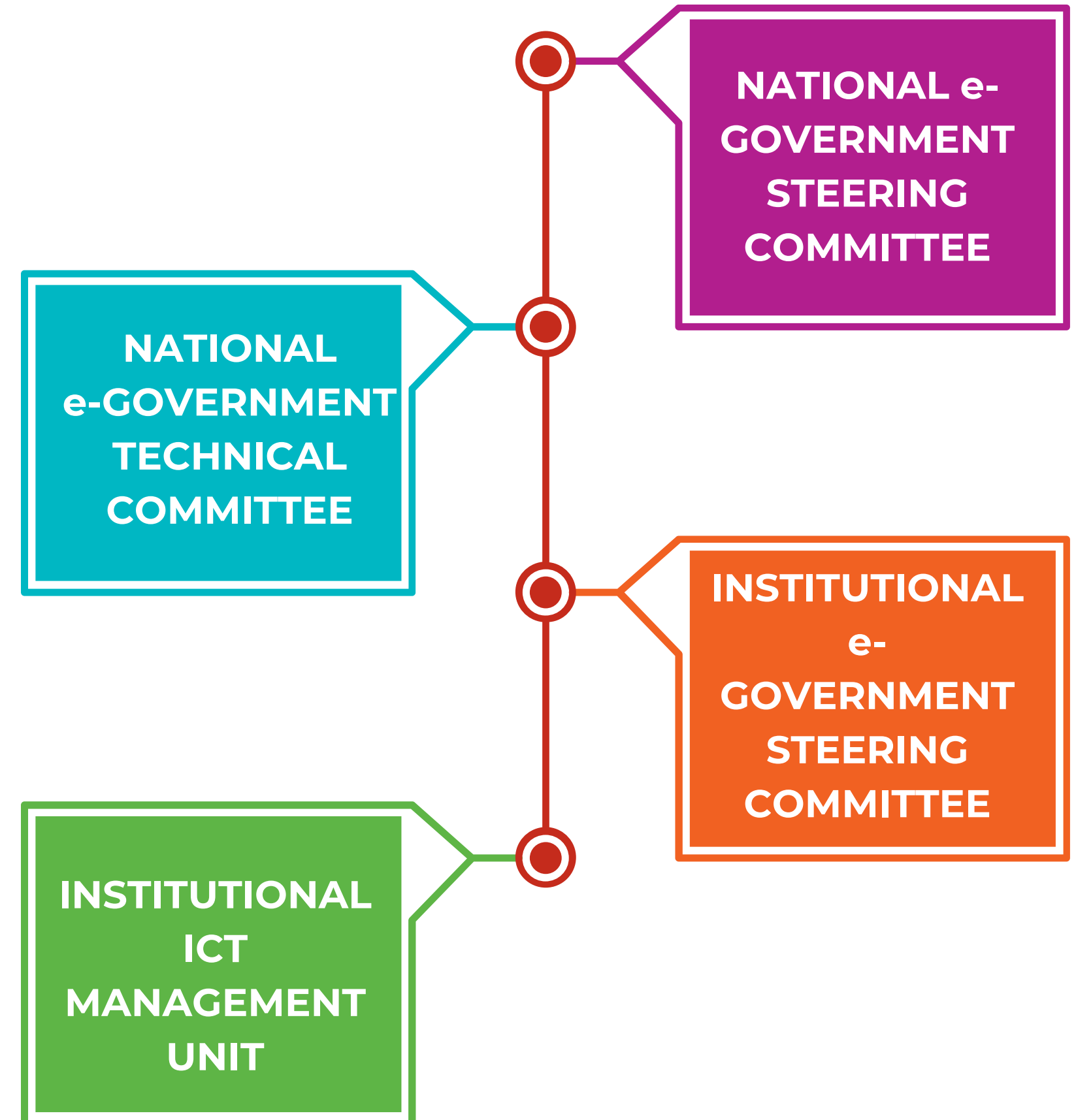


MANAGEMENT AND OPERATION OF THE e-GOVERNMENT

MANAGEMENT AND OPERATIONS OF e-GOVERNMENT



The governance structure includes:



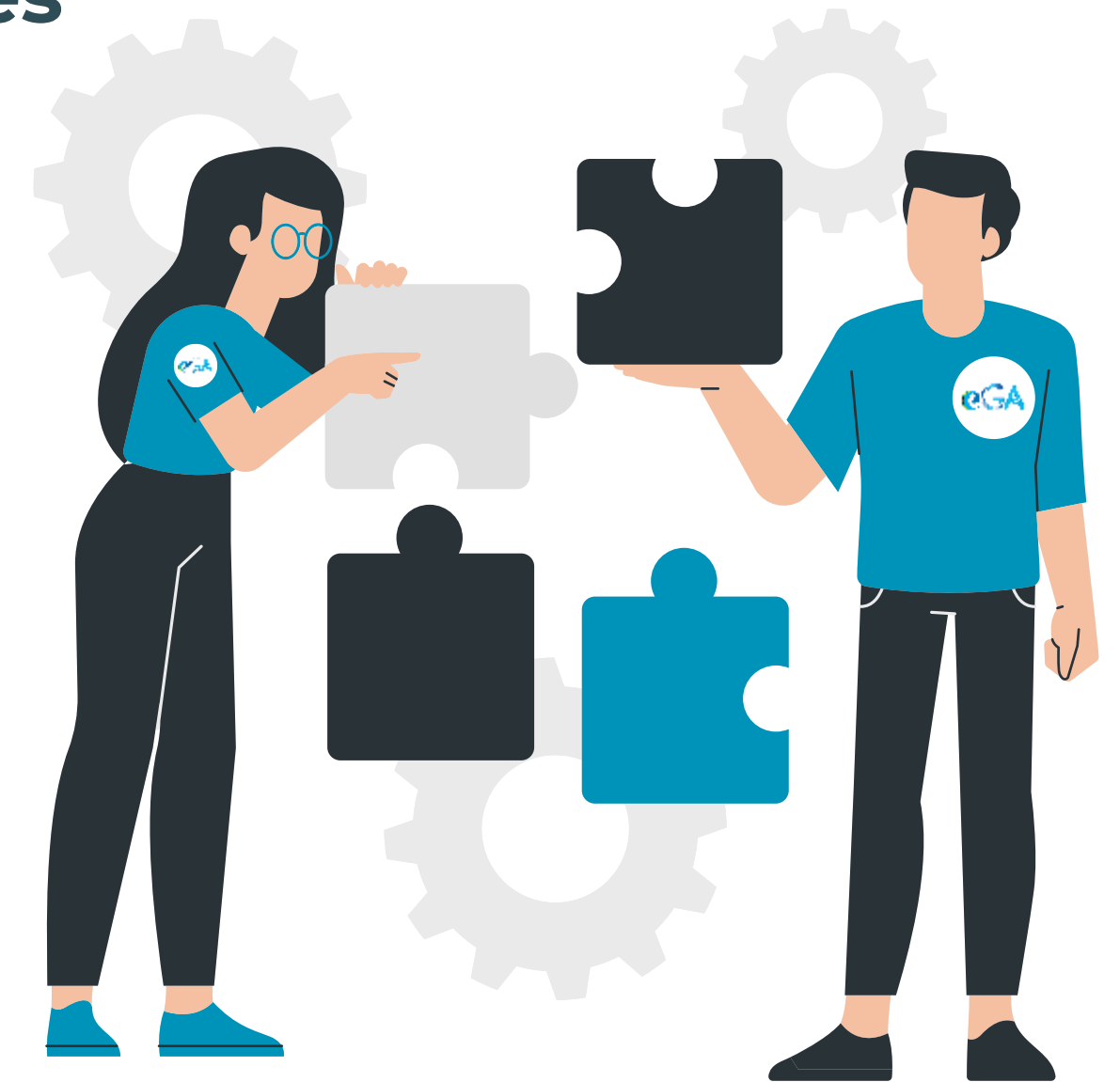


e-GA SERVICES AND PRODUCTS



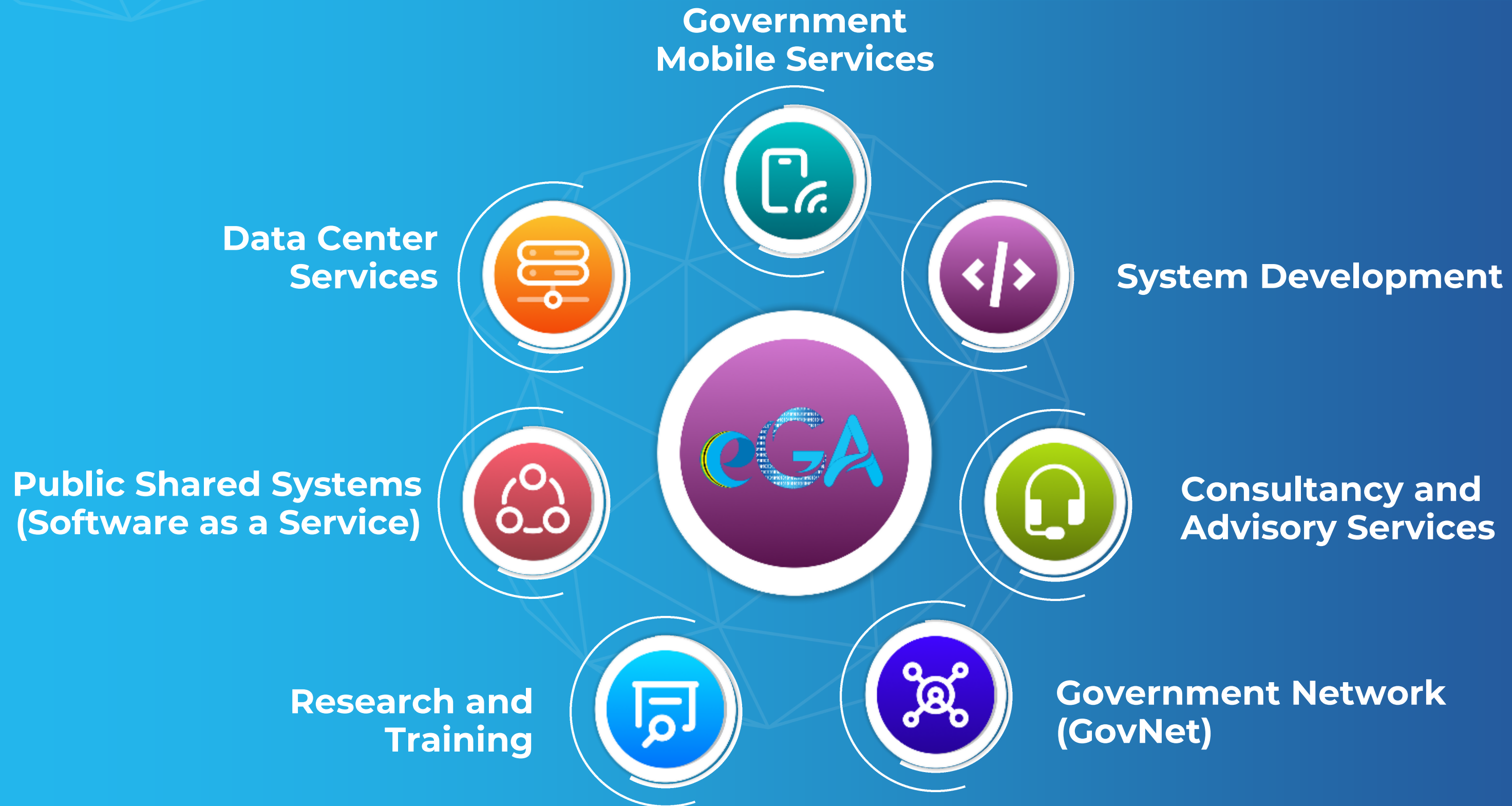
e-GA SERVICES AND PRODUCTS

- The Authority has designed services and products derived from her mandate of coordination, harmonization and implementing e-Services to improve Public Service Delivery. Therefore, products and services are tools in delivering Authorities mandated functions.



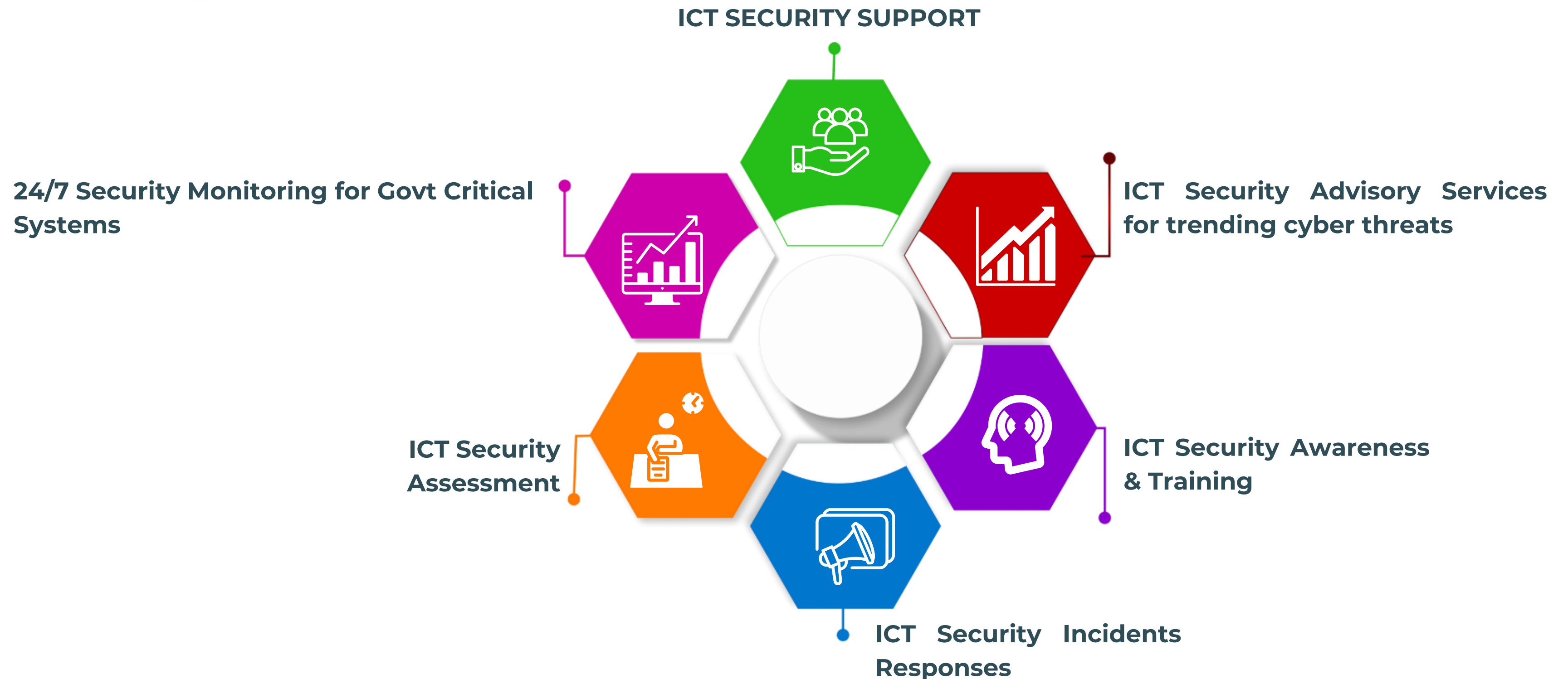


eGA Service Category





ICT SECURITY MANAGEMENT SERVICES



ICT Security Assessment can be On-Demand, Scheduled, Reactive or Protective assessments



PUBLIC SHARED SYSTEM SERVICES

- Public Shared Systems these are systems that have been developed and maintained by the Government to provide a specific solution to Public Institutions aiming at improving their operations.
- Development of these systems is done in collaboration with specific Business Process owner to ensure business rules are effectively adhered in the systems.

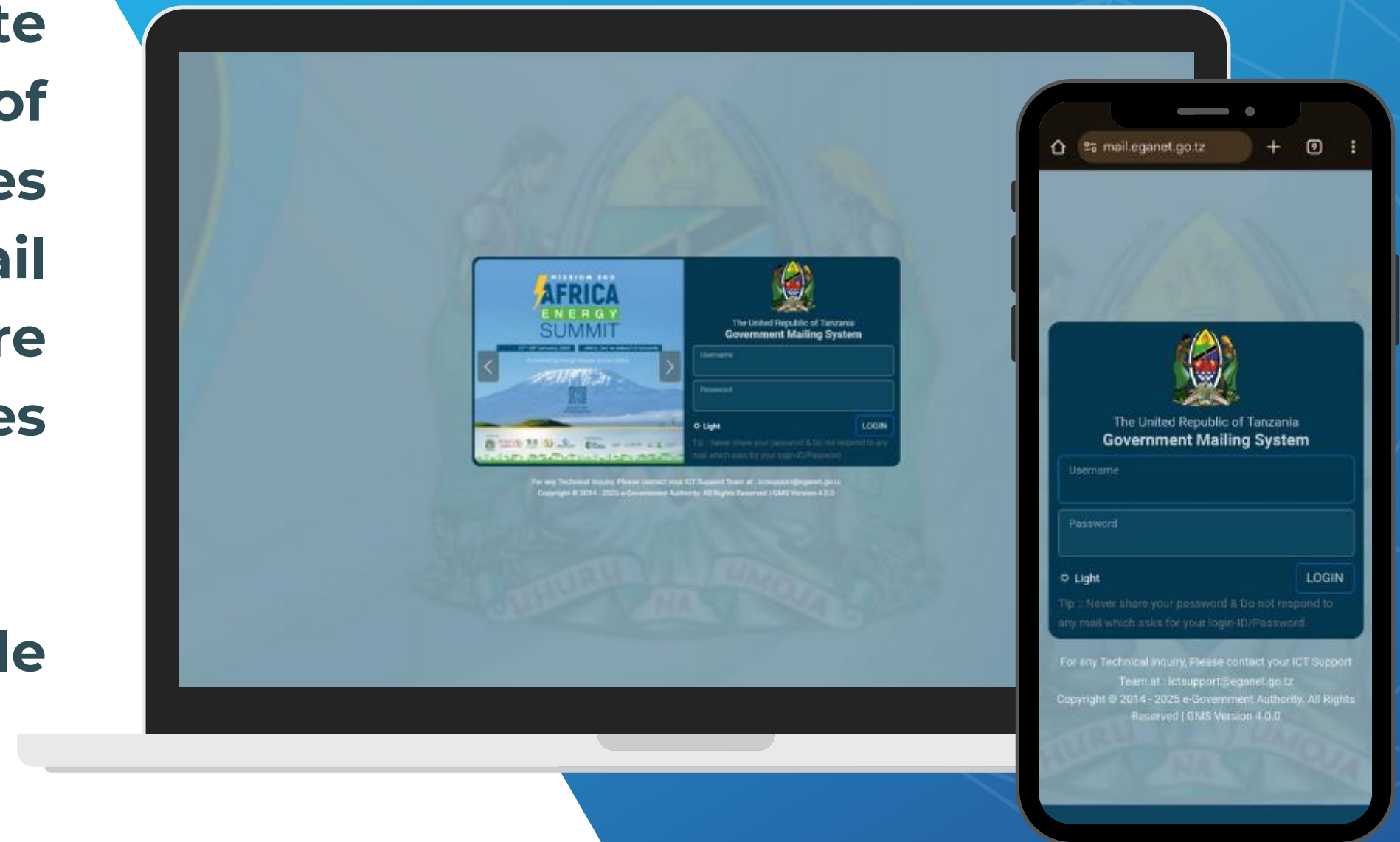


GOVERNMENT MAILING SYSTEM (GMS)



This is the email communication suite for Government of United Republic of Tanzania. The Government employees can read, send and organize email messages and manage and share calendars, contacts, tasks, notes, files and bookmarks.

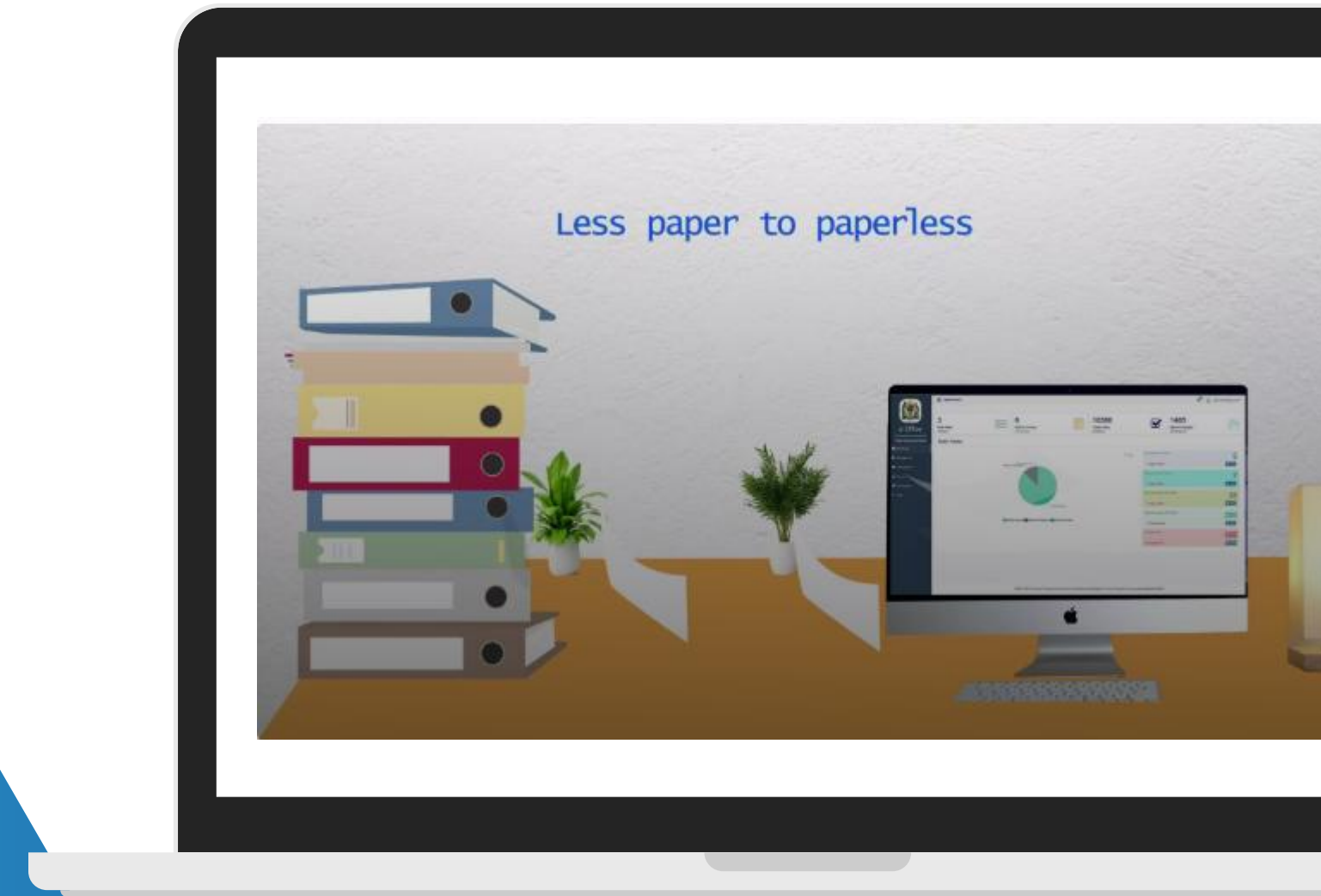
Available in Web, Desktop and Mobile Apps





e-OFFICE SYSTEMS

Government e-Office System was developed to facilitate day to day Government administrative process involving movement of files and documents within and amongst Public institutions.





GOVERNMENT MOBILE SERVICES

Government Mobile Platform is a platform that enables public institutions to offer services via SMS and USSD channels.





SYSTEM DEVELOPMENT SERVICES

e-GA develops various information systems and software applications to meet various organizational business needs.

Includes mobile applications, web-based/shared systems, system integrations, websites, etc.





RESEARCH, INNOVATION AND DEVELOPMENT CENTER

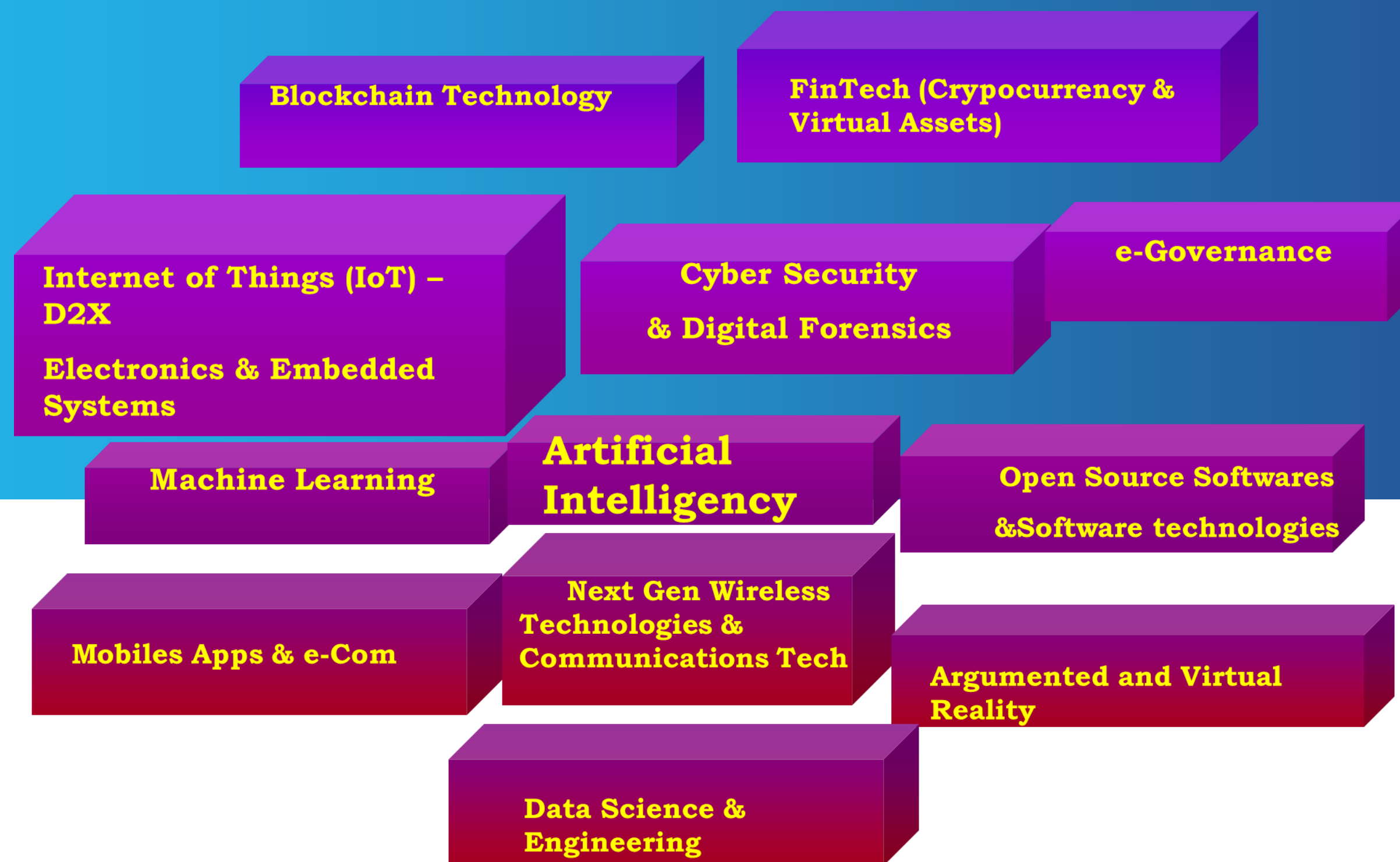
In 2019, the Authority established the e- Government Research, Innovation and Development Center (e-GovRIDC) with the aim of coordinating research and innovation in the development of e-Government efforts to improve performance in public institutions and the provision of services to the Public, as well as building capacity and promoting talents of young Tanzanians in the area of e-Government.

The center collaborate with 15 High Learning Institutions in the areas of Research and Practical Training programs and provided linkage between academia industry.





RESEARCH AND INNOVATION PRIORITY AREAS





OUR PHILOSOPHY

**Homegrown
Talents**



**Home grown
Solutions**

Opensource



eMikutano



eGovernment Authority



Chat, Call & Join Community



Duma VPN



Blockchain Network



Blockchain based App



Secure Remote Connection



Chat AI




Twiga CLOUD



Integrated Call Center system & CRM



Paperless Board Management



Collect Data, Analyse & Generate Report

"Intergrity and Innovation for Quality Public Service Delivery"
Website: www.ega.go.tz
Email: info@ega.go.tz

 eGa Online Tv   [tzegovernment](https://twitter.com/tzegovernment)  [ega_tanzania](https://www.instagram.com/ega_tanzania)



eMrejesho
Mfumo wa kutuma, kupokea na kufuatilia
Malalamiko, Mapendekezo, Maulizo na Pongezi.

#IAMBIE_SERIKALI



Serikali ya Kidigitali-Mahali Popote Muda Wote



About eMrejesho

What do you want to know?

A centralized citizen-feedback system that allows the public to submit, follow up, and receive responses on



complaints



suggestions



inquiries



compliments

from any government institution. It has over **13+**

Millions feedbacks from citizens.

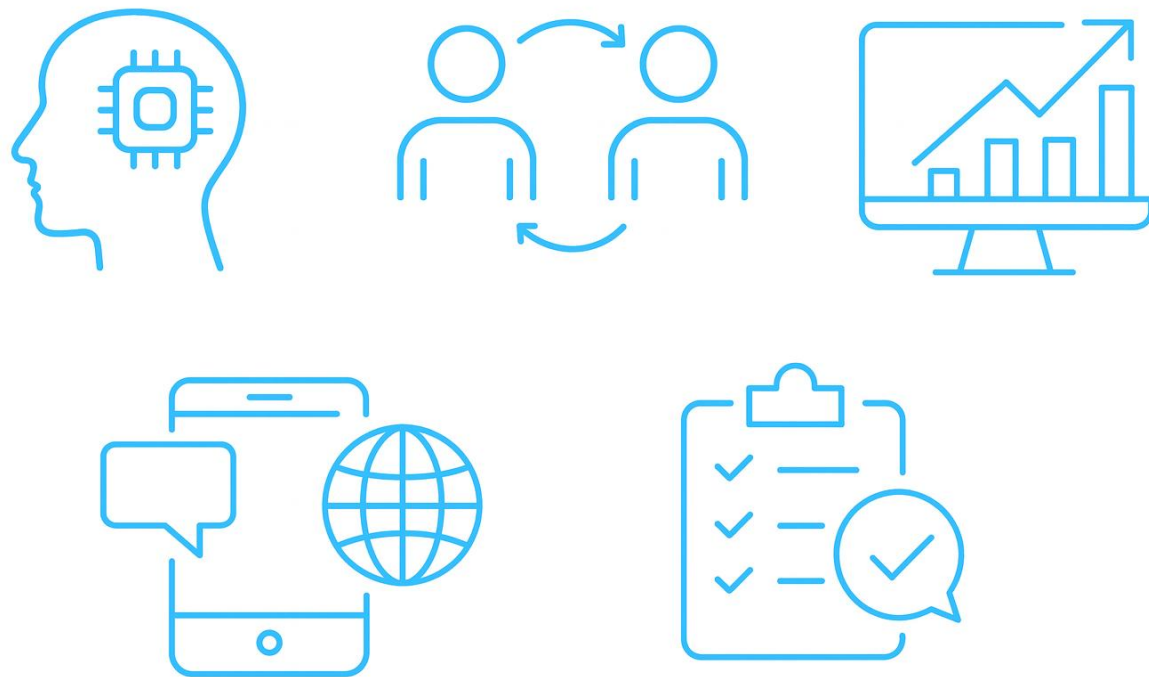
2x Award Winner

Tanzania kupitia Mfumo wa e-Mrejesho toleo la pili (e-MrejeshoV2) imeibuka mshindi katika kipengele cha Serikali Mtandao, kwenye Tuzo za Mkutano wa Dunia wa Jumuiya ya TEHAMA mwaka 2025 (World Summit on the Information Society - WSIS 2025).



Features & Impacts

How is it built and why does it matter?



01

AI Powered

With AI tone suggestion, Sentiment Analysis, Automated Routing, and Evidence scoring

02

Collaboration & Coordination Engine

Multi-Institution Collaboration, Transfers, enforcement & forwarding built-in

03

Insightful Dashboards

From the Officer → Institution → National dashboards. Real-time analytics for leaders.

04

Multi-Channel Access

Available via Website, Mobile App, USSD, Social Media, and Walk-in

05

Real-Time Citizen Updates

Utilizing an advanced approach for citizens to receive updates instantly on case progress

Features & Impacts . . .

How is it built and why does it matter?

01 National Single Source of Truth for Public Service Performance

Real-time insights on service bottlenecks, institutional performance, and citizen satisfaction.

02 Ensures that no community, region, or citizen is left behind

Multi-channel access (USSD, mobile, web, app, walk-in, social media) brings feedback into the governance ecosystem **from urban, peri-urban, and rural** populations alike.

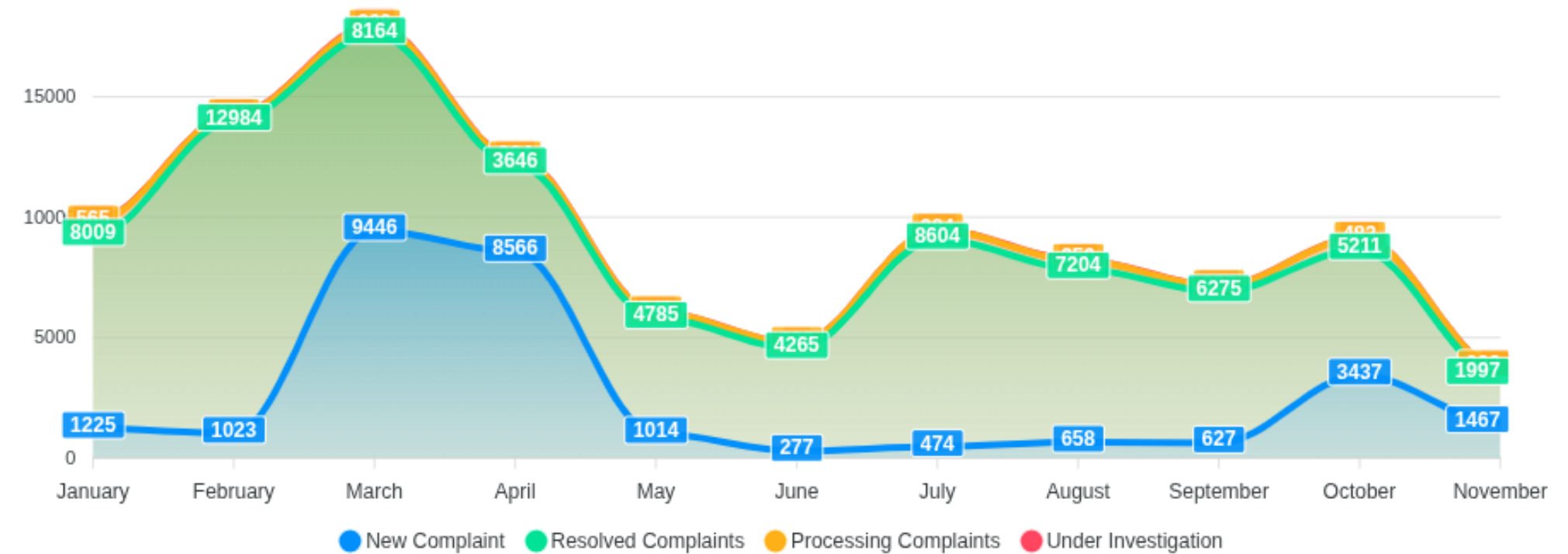


Numbers & Stats

How does statistic speak of us?

Weekly Performance
Trend

80%



The distribution across **27+** regions out of 31 shows strong national adoption of e-Mrejesho in a span of 2 years

Over **1.5K+** citizen voices acted on within a single week

90%

Of all complaints submitted have been attended, responded, and closed

1.3K

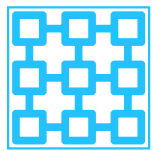
Government Offices has now processed citizens complaint in e-Mrejesho

Linking Governance & Partnership

Where does integration, cooperation & sustainable development come into the picture?



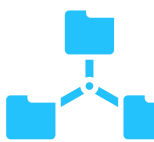
Integration is no longer a vision; e-Mrejesho makes it a daily practice.



One nation. One platform. One unified response.



Citizens are now active partners in governance.



From fragmentation to coordination; from coordination to impact.



Governance strengthened through real-time, collective action.



e-GOVERNMENT FUTURE PLANS

01

Single window for all government online services [e-services].

02

The ability to use new emerging technologies, such as AI, IoT, FinTech, Block chain etc

03

Production of IT equipment and infrastructure (Hardware) in Tanzania

04

Full exchange of information between institutional and sectoral applications over the internet.

05

One number for recognition to simplify the provision of e-services to the public.



Contact us:
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Email [Helpdesk]: egov.helpdesk@ega.go.tz

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