

# Public institutions told to join GovESB

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**Dar es Salaam.** The e-Government Authority (e-GA) urged public institutions to join the Government Enterprise Service Bus (GovESB) that will enable them to communicate and exchange information digitally.

e-GA corporate communication manager Subira Kaswaga mentioned the benefits of the system include, increasing the institutions' efficiency, saving operational costs and time.

She said at a press conference in Mbeya over the weekend that the system would also provide a room for insti-

tutions to deliver services on time.

Ms Kaswaga was speaking at Farmers Week Exhibition, whose climax is today.

"This system (GovESB) is inclusive and enables public institutions to integrate their Information and Communication Technology (ICT) systems.

"GovESB is a brainchild of e-Ga that was established to ensure that ICT systems in public institutions communicate and exchange information with a view to ensuring that we do away with duplication of systems," she said.

She also said e-GA was cooperating with other public institutions to build ICT systems meant to shape the public entities' performance and enhance

good service delivery.

"We are determined to ensure that citizens can get all government services digitally wherever they are," said Ms Kaswaga.

In another development, e-GA ICT officer, Caesar Mwambani said the authority in collaboration with the President's Office- Public Service Management and Good Governance has established e-Mrejesho, a platform that enables the citizens to submit, track, and getting feedback on their queries through web and mobile application.

The system, he expounded, enables citizens to file opinions, challenges, complaints and or congratulations to any public institutions.