



Salaam yesterday during the opening activities of Tanzania joining the African

e-GA to invest heavily in ICT to improve public services delivery

By Guardian Correspondent

THE e-Government Authority (e-GA) has affirmed to continue investing heavily in the use of Information and Communication Technology (ICT) to improve public services delivery.

Eng Benedict Ndomba, the authority's Director General affirmed that the move is intended to increase efficiency and simplify access to better services.

In a statement issued by the authority over weekend, Eng Ndomba said that one of President Samia Suluhu Hassan's priorities was to ensure that public institutions apply the ICT in their operations and citizens get better services.

He said that digital services in the country are transforming the way people do business with the government by enabling more people to access services easily.

"In ensuring that we attain the President's

vision, the e-GA, in collaboration with other public institutions we have built various ICT systems which have helped to increase efficiency and enabled citizens to access services digitally," he stated.

For instance, the e-Mrejesho system enables the citizens to submit their complaints, opinions, questions and other concerns to any government's institution and get feedback digitally.

Eng Ndomba said the e-Mrejesho system enables citizens to save money and time as they do not need to travel a long distance to the public office to present their matters," he explained.

The new system is accessed through mobile phones, such as through calling *152*00# or using the e-Mrejesho mobile App as well as the website (e-mrejesho.gov.go.tz).

Recently, when swearing in some leaders at the State House in Dar es Salaam, President Samia directed the government leaders to use the e-Mrejesho system in receiving views from the citizens and giving feedback.

Dr Samia said the public leaders should understand and use various ICT systems available in the government, including the e-Mrejesho in order to improve efficiency in their responsibilities and service delivery.

"Go and use the e-Mrejesho so that you get feedback from citizens as well as citizens get information from you. This is how we can work efficiently," she said.

If the citizens fail to get satisfactory feedback from an institution that they sent complaint to, the system allows transferring the complaint to another institution at higher level.

to sensitise Dar es Salaam on reproductive health

led by teenagers at school include early pregnancies that in most cases lead to death.

According to her, early pregnancies are the result of young girls being tempted to get involved in unsafe sex with adults whom the majority take under the vantage of girls with life challenges by using money as a weapon to their ill intentions of impregnating girls.

Many of them face temptations on the way due to the distance to school and the poverty of their families, as well as the lack of reproductive health education.

The Tanzania 2022 Maternal and Child Health and Malaria Indicator shows that despite a decrease in the rate of early pregnancy from 27 percent in 2015/16 to 22 percent in 2022, there are still areas with a higher number of such pregnancies.

The report shows that regions such as Dodoma, Kigoma, Tabora, and