



THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

Document Title

Government Domain Naming Standards

Document Number

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| Approved by | Dr. Mussa M. Kissaka | Board Chairperson | | 01/07/22 |

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PREFACE

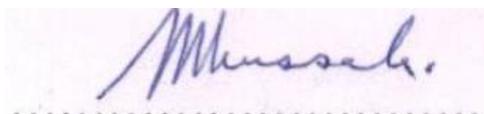
Domain name is an identification string that defines a realm of administrative autonomy, authority or control within the Internet. It is a unique name that identifies internet resources such as websites or applications.

Government domain naming has been guided by choice and likeness of the concerned institution, which resulted in conflicting domain names as well as unrelated domain names for similar Public Institutions, leaving a possibility of misaligning Government online presence, unsecure and exploitable systems and tarnishing Government image. Further, central protection of the Government in the cyber scape is cumbersome and unmanageable in an uncontrolled environment.

Section 49 of the e-Government General Regulations of 2020 requires, a public institution to have domain names registered by the Authority and make declaration of officially registered domain annually, for the purpose of ensuring that the domain names are secured. Also, public institution shall, unless otherwise approved by the Authority, register only one unique and simple domain name for all its business operations, and all other domain requirements shall be captured by a subdomain under its officially registered domain.

Moreover, Regulation 3 (1) of the Electronic and Postal Communications (Domain Names Management) Regulations, 2020, stipulates that a company, Government, Non-Governmental Organizations, society, partnership or community registered and conducting business in Tanzania which requires domain name shall be required to register and use domain names with .tz country code.

Thus, the e-Government Authority (e-GA) has developed domain naming standards as guiding rules to ensure uniqueness, facilitate easy identification and recognition, and prevent naming collisions between public institutions.



Dr. Mussa M. Kissaka

BOARD CHAIRPERSON

Table of Contents

| | | |
|----------|--|-----------|
| 1 | INTRODUCTION | 1 |
| 1.1 | Overview | 1 |
| 1.2 | Rationale | 1 |
| 1.3 | Purpose | 1 |
| 1.4 | Scope | 2 |
| 2 | THE DOMAIN NAMING STANDARDS | 3 |
| 3 | IMPLEMENTATION, ENFORCEMENT AND REVIEWS | 9 |
| 4 | GLOSSARY AND ACRONYMS | 9 |
| 4.1. | Glossary | 9 |
| 4.2. | Acronyms | 9 |
| 5 | RELATED DOCUMENTS | 10 |
| 6 | DOCUMENT CONTROL | 10 |

1 INTRODUCTION

1.1 Overview

e-Government Authority (e-GA) is a public institution established under the e-Government Act, No. 10 of 2019, with a mandate to coordinate, oversee, and promote e-Government initiatives and enforce e-Government related policies, laws, regulations, standards and guidelines in public institutions.

This document contains standard procedures for naming and operating domains in the Public Sector and indicates the mandatory as well as the optional choices available in naming Government domains.

1.2 Rationale

Government domain naming has been guided by choice and likeness of the concerned institution, which resulted in conflicting domain names as well as unrelated domain names for similar Public Institutions, leaving a possibility of misaligning Government online presence, unsecure and exploitable systems and tarnishing Government image. Further, central protection of the Government in the cyber scape is cumbersome and unmanageable in an uncontrolled environment.

1.3 Purpose

This document provides a clear domain naming standard to ensure uniqueness, facilitate easy identification and recognition, and prevent naming collisions between public institutions. More specifically;

- a) Align all Public Institution websites and systems with the official Government domains.
- b) To ensure that all Public Institution websites are clearly branded.
- c) Promote Tanzania's Government brand for all online services, and present them as authoritative sources of trusted and accurate content.
- d) To enable the creation of an effective and easy to remember Uniform Resource Locator (URL).

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

- e) To have an accurate and reliable registry of Government cyber presence, and centrally monitor and protect the security of Government systems.
- f) To guarantee Government's operations in cyberspace and protect Government ICT infrastructures.

1.4 Scope

This document is applicable to domain naming for Public Institutions including Ministries, Independent Departments, Authorities, Agencies, Commissions, Parliament, Judiciary, Boards, Councils, Regional Administrative and Local Government Authorities. Also, it covers the naming standard for Embassies, Consulates and High Commissions of Tanzania abroad.

2 THE DOMAIN NAMING STANDARDS

2.1. Standard for Registration of Government Domain Names

Public Institutions shall have their domains names registered by the Government through the e-Government Authority (e-GA) and declaration of officially registered domains shall be done annually.

Standard Details

- i. Any Public Institution wishing to have a web presence, should own a domain name that has to be registered to recognize their ownership.
- ii. e-Government Authority (e-GA) shall register all Government domain names;
- iii. A Public Institution wishing to register or renew a domain name shall channel the request to e-GA by filling **Form 001: Domain Name Registration Form** as per First Schedule of e-Government General Regulations see ***Appendix I (Domain Name Registration form)***;
- iv. Any public Institution that has registered its domain with another company has to transfer the registration to e-GA by filling **Form 002: Domain Transfer Form** as per First Schedule of e-Government General Regulations, see ***Appendix II (Domain Transfer form)***;
- v. Public Institutions shall annually declare their online presence by disclosing the status of their registered domain name(s) and subdomains and their registrar to e-GA;
- vi. All Public Institutions from the Revolutionary Government of Zanzibar (SMZ) wishing to register their Domains shall firstly channel their registration request to e-Government Agency Zanzibar.

2.2. Standard for Categorisation of Government Domain Names

Public Institution shall have their domains names registered in the categories that are approved for use by Government institutions.

Standard Details

The following are approved categories of domain names to be used by Public institutions:

- i. State owned commercial companies and Institutions as per Tanzania laws should use **.co.tz** Examples: **ttcl.co.tz** | **tanESCO.co.tz** | **twigabancorp.co.tz** ;
- ii. Government entities as recognized through parliament or on the production of a letter from relevant Permanent Secretary of the relevant government Ministry where the holder belongs such as ministries, independent departments, authorities, agencies, commissions, parliament, judiciary, boards, councils, funds, health facilities, regional administrative and local government authorities, social security fund should use **.go.tz**. Examples: **tanapa.go.tz** | **tanroads.go.tz** | **mnh.go.tz** | **amanarrh.go.tz** | **nbaa.go.tz** | **psssf.go.tz** | **dawasa.go.tz**;
- iii. Tertiary academic or technical institutions with accreditation should use **.ac.tz**. Examples: **udsm.ac.tz** | **udom.ac.tz** | **mzumbe.ac.tz** | **mweka.ac.tz**;
- iv. Tanzania Military entities should use **.mil.tz**. Examples: **zanzibar.mil.tz** | **tpdf.mil.tz**;
- v. Schools should use **.sc.tz** . Examples: **kiboshogirls.sc.tz** | **kikaro.sc.tz** | **chato.sc.tz** | **azania.sc.tz** | **chatopr.sc.tz** | **kibitipr.sc.tz**;
- vi. Informational sites such as museum should use **.info.tz**. Examples: **museum.info.tz** | **makumbusho.info.tz**; and

- vii. All other government entities which do not fall under the above (i-vi) should use **.or.tz**. Example: **tff.or.tz** | **temdo.or.tz** | **tirido.or.tz**.

2.3. General Standard for naming Domain and Subdomain Names in Public Sector

*A Public Institution shall register **ONLY ONE (1)** unique and simple domain name for all its business operations, and all other domain requirements shall be captured by a subdomain under its officially registered domain.*

Standard Details

- i. Domain names should be unique and not conflict with other network registration and naming conventions;
- ii. Public Institution's domain names must reflect the name of the Institution to which it is legally assigned. In this case, the domain names should be;
 - a. Telegraphic names of the Institution as assigned by President's Office, Public Service Management and Good Governance (PO-PSMGG), e.g. IKULU, UTUMISHI, TAMISEMI, HAZINA, AFYA, MAWASILIANO etc,
 - b. Abbreviation of the Institution as defined in the Institution's establishment order, e.g. TRA, BOT, TANESCO, TTCL, DAWASCO, NSSF etc, or
 - c. Where both telegraphic names and abbreviations are applicable, then telegraphic names should prevail.
- iii. In case of changing the existing domain name, the old domain name should exist for the period of at least eight (8) months with a redirection page to the new domain name and with notification to the users of the new domain;
- iv. URLs should contain lowercase characters [a-z, 0-9, -];

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

- v. The maximum length of the domain name should not be more than 63 characters;
- vi. The domain name should not begin or end with “-“character; and
- vii. The domain name should not contain two characters "-" in sequence.

2.4. Specific Standards for naming Domain Names in Public Sector

Public Institutions that are in categories of Regions, Districts and their Councils together with the Ministry responsible for foreign affairs shall use approved standards domains names.

Standard Details

The following are approved standards to be used by the Ministry responsible for foreign affairs, Regions, Districts, District Councils, Town Councils, City Councils and the Revolutionary Government of Zanzibar.

- i. Ministry of Foreign Affairs, East Africa, Regional and International Cooperation shall use the domain name **foreign.go.tz**;
- ii. Region name shall be used as a domain name. Example **dodoma.go.tz**;
- iii. District name shall be used as a domain name Example **mvomero.go.tz**. (For district name that have the same name as of the region shall be appended with letters “**ds**” Example **lindids.go.tz**).
- iv. City name shall be appended with the word “**city**”. Example **mbeyacity.go.tz**;
- v. Municipal Council name shall be appended with letters “**mc**”. Example **ilalamc.go.tz**;
- vi. Town Council names shall be appended with letters “**tc**”. Example, **makambakotc.go.tz**;

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

- vii. Primary schools names shall be appended with letters **pr**. **Example, chatopr.sc.tz;**
- viii. District Council names shall be appended with letters **“dc”**. Example, **kasuludc.go.tz; and**
- ix. Revolutionary Government of Zanzibar names shall be appended with letters **“smz” or “z”**. Example **utumishismz.go.tz | mohz.go.tz**

2.5. Standards for Creation of Subdomains Names in the Public Sector

A Public Institution shall create subdomains for valid causes, and Administrative Authorities such as Embassies, High Commissions, Consulates, Divisions, Wards, Villages/Streets (Mitaa) and Various Service Delivery Points shall be given subdomain within respective higher Authority.

Standard Details

- i. Public Institution should use subdomain in case;
 - a. Information or service provided on that domain is short term, e.g., a six months project,
 - b. Institution has a need for a second domain name, or
 - c. Institution need to present information, service, application and systems within the context of a topic or “brand” name. e.g., helpdesk.ega.go.tz, tancis.tra.go.tz, portal.ajira.go.tz, support.hcmis.utumishi.go.tz etc.
- ii. Public Institution should be guided by the following standards in using subdomains;
 - a. The principal domain name for the Institution is a third-level domain e.g., “institution.go.tz”. An institution will have sub-domain names at level four or five of the type “xxx.institution.go.tz” and

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

“xxx.yyy.instituton.go.tz”; where xxx or yyy should conform to section 2.5 part i (c).

- b. For subdomains with multiple words in the form of a phrase, hyphens will be used to separate the words. *e.g. Electronic Government can be Electronic-Government or e-Government*
 - c. All subdomains will be given standard non-www subdomain and it will be the role of the Public Institutions to promote and market the non-www URL. In addition, users will automatically be given the “www” subdomain with a permanent redirect to their content at the non www subdomain.
- iii. All embassies/high commissions/consulates are under the Ministry of Foreign Affairs, East Africa, Regional and International Cooperation which uses the domain name **foreign.go.tz**. This domain shall be used for naming embassies, high commission and consulates as subdomains.
- a. The permanent diplomatic missions of Tanzania abroad classified as **Embassies** or **High Commissions** shall use the respective country's name/abbreviation of the country appended to **foreign.go.tz** (*i.e. “country's name” .foreign.go.tz*). Examples of embassy and high commission domain naming schemes are; **usa.foreign.go.tz** and **zambia.foreign.go.tz** respectively.
 - b. The diplomatic missions of Tanzania abroad classified as **Consulates** shall use the country's region/city (where the consulate is situated) name appended to **foreign.go.tz**. (*i.e. “region/city name”.foreign.go.tz*). An example of a consulate domain naming scheme is **mombasa.foreign.go.tz**.
 - c. Administrative Authorities such as Division, Ward, Village/Street (Mitaa) and Service Delivery Point shall be given subdomain within respective higher Authority. Example, **kariakoo.ilalamc.go.tz**.

3 IMPLEMENTATION, ENFORCEMENT AND REVIEWS

This document shall be:

- 3.1. Effective upon being signed by the Board Chairperson on its first page.
- 3.2. Subjected to review at least once every three years or whenever necessary changes are needed.
- 3.3. Consistently complied with, any exceptions to its application must duly be authorized by the Board Chairperson.

4 GLOSSARY AND ACRONYMS

4.1. Glossary

- **Domain Name** is the name that identifies and locates an Institution or other entity on the Internet space. Domain names are an important component of the Tanzania Government's online presence, to provide a better service to the citizens, business partners and other organization, and to ensure a consistent approach to communication of Government initiatives and services.
- **Sub Domain Name** is a domain that is part of a larger domain. Subdomains are used for Public Institutions with multiple goals under the umbrella of the same brand that wants to provide a popular product or service, but want to develop a multi-faceted community area and still tied to the brand's domain/URL.

4.2. Acronyms

- PO-PSMGG – President's Office Public Service Management and Good Governance
- e-GA – e-Government Authority
- URL – Uniform Resource Locator
- EPOCA - Electronic and Postal Communications Act
- ccTLD - country code Top Level Domain

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

- e-GoZ- e-Government Agency Zanzibar
- SMZ – Serikali ya Mapinduzi Zanzibar

5 RELATED DOCUMENTS

- e-Government Guidelines, 2017.
- e-Government Act, 2019
- e-Government General Regulations, 2020.
- The electronic and postal communications (Domain Names Management) Regulations, 2020.
- e-Government Application Architecture - Standards and Technical Guidelines (*eGA/EXT/APA/001*).
- e-Government Security Architecture - Standards and Technical Guidelines (*eGA/EXT/ISA/001*).

6 DOCUMENT CONTROL

| VERSION | NAME | COMMENT | DATE |
|----------|------|--|----------------|
| Ver. 1.0 | e-GA | Creation of the Document | March, 2016 |
| Ver. 1.1 | e-GA | - Clarity provided on a) Public Institutions must have only one domain and b) Domain names of Public Institutions, must be registered by the Government. - Requirement for annual declaration of ownership or non-ownership of the domain (s) by Public Institutions introduced. | November, 2018 |
| Ver. 1.2 | e-GA | - Aligning the document with e-Government Act No. 10 of 2019 -Updating on domain naming standard for public institutions from Zanzibar | July 2022 |

APPENDIX I: Domain Name Registration Form



DOMAIN REGISTRATION FORM

GENERAL CONDITIONS:

- i. Well filled form
- ii. Attached copy of receipt for domain registration fee
- iii. Items with an asterisk (*) are **MANDATORY**

1. REGISTRATION TYPE

* (N)ew (M)odify (D)elete: (N)ew.

2. * FULLY-QUALIFIED DOMAIN NAME:

3. ORGANIZATION INFORMATION

- 3a.* Organization Name :
- 3b.* Address Line 1 :
- 3b.* Address Line 2 :
- 3c.* Region :
- 3d.* Postal Code :
- 3e.* Country :

4. * DESCRIPTION OF ORG/DOMAIN:

5. Date Operational:

6. ADMINISTRATIVE CONTACT OF ORG/DOMAIN

- 6a. NICHandle (if known) :
- 6b.* Full Name :
- 6c. Organization Name :
- 6d.* Address Line 1 :
- 6d. Address Line 2 :
- 6e.* Region :
- 6f.* Postal Code :
- 6g.* Country :
- 6h.* Phone :
- 6i.* Email :

7. TECHNICAL AND ZONE CONTACT

- 7a. NICHandle (if known) :
- 7b.* Full Name :
- 7c. Organization Name :
- 7d.* Address Line 1 :

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

7d. Address Line 2 :
7e.* Region :
7f.* Postal Code :
7g.* Country :
7h.* Voice Phone :.....
7i.* Email :
7j.* Registration Mailbox :
7k. Fax Number :

FILL OUT QUESTION 8 AND 9 FOR DELEGATIONS PURPOSES (i.e those organizations running name servers for a branch of the TZ Domain namespace)

8. PRIMARY SERVER: HOSTNAME, NETADDRESS

8a.* Hostname : ns1.eganet.go.tz
8b.* IP Address :

9. SECONDARY SERVER: HOSTNAME, NETADDRESS

9a.* Hostname : ns2.eganet.go.tz
9b.* IP Address : IP Address

DISCLAIMER

By the registration of your name on the Internet (under dot tz ccTLD), eGA accepts in good faith that you have the right to the use the name.

Our function in registering names on the Internet under go.tz TLD space is to assure that the name does not conflict with any other name in the name space requested.

The user by your registration and use of the name and/or your continued use of an existing name, agrees, as part of your request for name registration, to indemnify and hold harmless from any and all costs, fees, expenses arising from litigation involving trademark, trade name, service mark, and any other name infringements, or other reasons.

The party requesting registration of this name certifies that to her/his knowledge, the use of this name does not violate trademark or other statutes.

Registering a domain name does not confer any legal rights to that name and any disputes between parties over the rights to use a particular name are to be settled between the contending parties using normal legal methods (See RFC 1591).

REGISTERING A NEW dot GO.TZ DOMAIN NAME

Note that all starred (*) fields are mandatory. However we request the new Registrants to fill all the fields. Fields clarifications are detailed below:

1. REGISTRATION TYPE: NEW, MODIFICATION, or DELETION. Chose N for New, M for Modify and D for Deletion. N
2. THE NAME OF THE DOMAIN. This is the name that will be used in tables and lists associating the domain with the domain server addresses. For example <name>.co.tz for a commercial entity called "name". Refer to tzNIC website for the recommended naming structure. namtumbowssa@nauwasa.go.tz.

THE UNITED REPUBLIC OF TANZANIA
PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT AND GOOD GOVERNANCE
e-GOVERNMENT AUTHORITY

3. THE NAME OF THE ENTITY REPRESENTED, (i.e., ORGANIZATION, LOCALITY, etc., being named. The name that describes the Fully Qualified Domain Name.

4. PLEASE DESCRIBE THE DOMAIN BRIEFLY.
For example: The e-Government Agency (eGA) is established under the Executive Agencies Act No. 30 of 1997, Cap. 245 and its amendments as a semi-autonomous institution, with the mandate of coordination, oversight and provision of e-Government initiatives and enforcement of e-Government standards in the public service. The establishment of eGA is one among several initiatives by the Government to operationalize the National ICT Policy (2003).

Namtumbo Urban Water Supply and Sanitation Authority (NAUWASA) was officially established on 8th August 2005 with a Semi-Autonomous status under Act no. 8 of 1997 and currently under Act no 12 of 2009 by being announced in a Government Gazette No. 29.

5. THE DATE YOU EXPECT THE DOMAIN TO BE FULLY OPERATIONAL.
For every registration, we need both the administrative and the technical contacts of a domain (questions 6 & 7) and we MUST have a network mailbox for each. If you have a NIC handle (a unique NIC database identifier) please enter it. (If you don't know what a NIC handle is leave it blank). Also the title, mailing address, phone number, organization, and network mailbox.

6. THE NAME OF THE ADMINISTRATIVE HEAD OF THE "ORGANIZATION". The administrator is the contact point for administrative and policy questions about the domain. The Domain administrator should work closely with the personnel they have designated as the "technical contact" for the domain. In this example the Domain Administrator would be the Administrator of the e-Government Agency, not the Administrator of the organization running the nameserver (unless it is the same person). The Administrative contact must be in Tanzania and must be within the organization which is registering the domain.

7. THE NAME OF THE TECHNICAL AND ZONE CONTACT. The technical and zone contact handles the technical aspects of maintaining the domain's name server and resolver software, and database files. They keep the name server running. This person would be the technical contact running the primary nameserver. The REGISTRATION REQUEST MAILBOX (7j) is where domain name requests are mailed and processed for the delegated domain. Mailboxes names would be like: hostmaster, noc, etc).

8. PRIMARY SERVER. Complete host name of the primary server as well as the IP address.

9. SECONDARY SERVER. Complete host name of the secondary server as well as the IP address. Domains must provide at least two independent servers that provide the domain service for translating names to addresses for hosts in this domain. Establishing the servers in physically separate locations and on different PSNs and/or networks is required. See RFC2182 for the rationale. This means that the secondary server MUST be in a physical location quite separate from the primary, and that the two MUST be on completely separate international backbone providers. If you wish to have more than one secondary server, merely duplicate section 9.

| |
|--|
| <p>BANK NAME: NMB, BANK HOUSE ACCOUNT NUMBER: 20110002340 ACCOUNT NAME: e-GOVERNMENT AGENCY REVENUE A/C</p> |
|--|

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APPENDIX II: Domain Transfer form



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e-Government Authority

University of Dodoma, College of Informatics and Visual Education, 3rd Floor, P.O Box 2833, 40404 Dodoma, Tel: +255222129868
 Fax: +255222129878, General eMail: info@ega.go.tz, CEO eMail: ceo@ega.go.tz, Website: www.ega.go.tz

DOMAIN TRANSFER FORM

GENERAL CONDITIONS:

- iv. Fill the form correctly and submit. Delete the "dashes" and enter your own text.
- v. Items with asterisks (*) are **MANDATORY**

1. *INSTITUTION NAME:

2. * YOUR DOMAIN NAME:

3. (a) * Postal Address:
(b) Physical Address:

4. * DOMAIN TRANSFER KEY (get it from your current Registrar):

5. *DOMAIN SERVICES. Please, list all services and the corresponding public IP addresses the domain is currently pointing to including your website. If the service(s) are to be hosted by eGA, leave Public IP blank.

| S/No. | Service | Public IP Address |
|--|-----------------------|-----------------------|
| <i>The domain "ega.go.tz" is pointing to the following services:</i> | | |
| Example.1 | www.ega.go.tz | 197.149.176.40 |
| Example.2 | mail.ega.go.tz | 197.149.176.5 |
| 1 | | |
| 2 | | |
| 3 | | |
| 4 | | |
| 5 | | |

Declaration:

***Filled By (Full Name):**

***Title:**

***Date:**

~end~