Enterprise Resource Management Suite (ERMS)

Integrated • Efficient • Accountable

Centralized Platform for Internal Government Operations. Manage all institutional resources—including finance, procurement, HR, and assets—on one platform. An all-in-one system with 18+ modules for managing finance, HR, procurement, planning, and more. Helps institutions streamline operations, reduce costs, and improve transparency.

Key Features:

- Asset, procurement, and payroll management
- Real-time monitoring of internal operations
- Data sharing across departments
- Supports informed, data-driven decisions
- End-to-end encryption and secure access
- Reduces paperwork and enhances transparency

Training and Seminars Management System (TSMS)

Transparent • Efficient • Scalable

Empowering Institutions with Smarter Training Management
A shared platform for organizing, managing, and tracking government training programs and seminars.

Key Features:

- Easy planning and scheduling of training, conference, seminars programs
- Online registration, approval, and attendance tracking
- Data analysis and performance reporting
- Centralized records of facilitators and participants
- Integrated with GePG (Government e-Payment
- Gateway) for payments
- Real-time visibility and monitoring

e-Mikutano

Seamless. Smart. Secure Meetings.

Smart Meeting Management for Government Institutions. A web and mobile-based solution for planning, hosting, and tracking official meetings.

Key Features:

- Schedule and manage virtual or physical meetings
- Track attendance and decisions in real time
- Create online meeting reservations
- Auto-generate meeting reports
- Mobile and web access

NGAO Platform

Multi-Factor Authentication for Secure Access

The NGAO Platform is a robust security framework developed by e-GA to safeguard Tanzania's government digital infrastructure. It introduces a Multi-Factor Authentication (MFA) mechanism to enhance the protection of user accounts and sensitive data across government systems.

Security Features:-

- Two-Factor Authentication (2FA) – Combines passwords with One-Time Passcodes (OTP).
- Flexible Authentication Options – OTPs via NGAO Authenticator App, SMS, Hardware or Email.

e-Board Solution

Transforming Public Sector Governance

e-Board is a digital solution developed by the Government of Tanzania through the e-Government Authority (e-GA). This platform revolutionizes the way public institutional boards and managers conduct their operations by fully digitising meetings, documents, and decision-making processes.

Key Benefits:

- Increased Efficiency, Transparency & Accountability, Paperless Operations, Enhanced Collaboration

e-Board empowers institutions to move away from traditional, manual processes, ensuring streamlined operations and better governance outcomes through the strategic use of ICT.

CONTACT US

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"Buiding a Digital Tanzania"

e-Government Authority

ISO 9001 : 2015 CERTIFIED

The Services it Offers

For More Details Scan Here

Dial *152*00# for Government Services

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"Building a Digital Government"

Government Mailing System

Secure. Efficient. Official Communication.

A secure digital platform for managing all government emails and communications—internally between institutions and externally with key stakeholders. It ensures fast, reliable, and encrypted information exchange, enhancing operational efficiency, transparency, and trust across the public sector.

Key Features:
- End-to-end encryption for all government emails
- Fast & reliable internal mail delivery
- Centralized document and message management
- Real-time delivery tracking and audit trail
- Enhances transparency and accountability

Help Desk System

Technical Support • System Guidance

Your First Stop for Fast & Reliable Technical Assistance Streamlined support system for managing ICT issues across public institutions.

Key Features:
- Log and report issues via web or phone
- 24/7 support for submitting feedback and incidents
- Real-time issue tracking and resolution
- Prompt response and resolution follow-ups
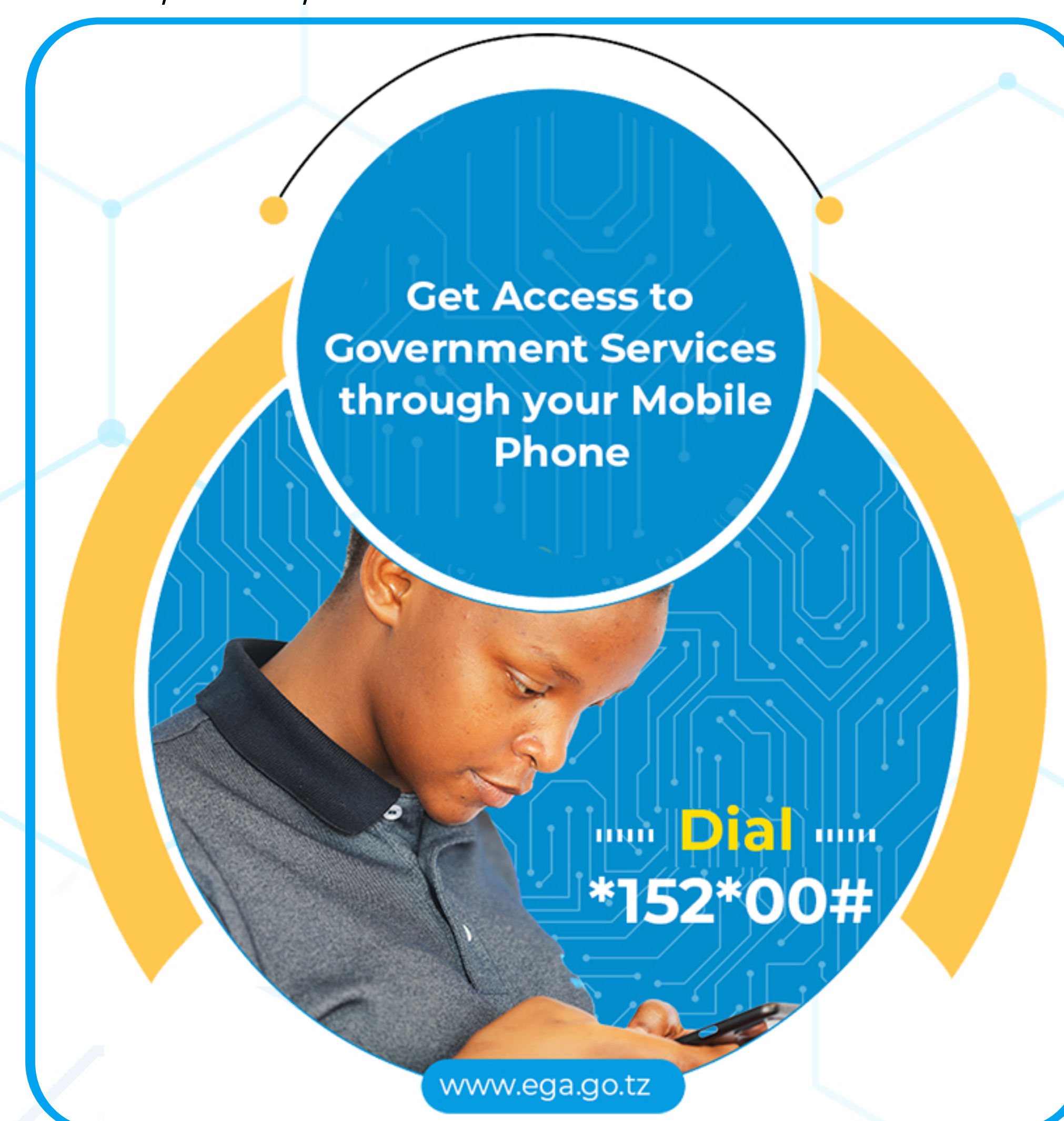- Centralized record-keeping for all requests

MGov – Mobile Government Services

Accessible • Citizen-Centric • On-the-Go Governance

mGov is a unified mobile platform that brings essential government services directly to the hands of citizens, businesses, and institutions—anytime, anywhere.

It bridges the gap between the government and the people by offering a simple, secure, and user-friendly mobile interface to access public services via USSD, mobile interface to access public services via USSD, SMS, IVR and other mobile channels.

Get Access to Government Services through your Mobile Phone

Dial *152*00#

www.ega.go.tz

e-Mrejesho – AI-Powered, Citizen-Centered Feedback System

e-Mrejesho is a powerful digital platform designed to transform how citizens, businesses, and institutions provide feedback on government services.

Leveraging cutting-edge AI and open-source technology, e-Mrejesho centralizes and streamlines the collection, management, and analysis of public feedback—whether it's complaints, compliments, suggestions, or enquiries.

Global Recognition of eMrejesho
- Winner WSIS Prises 2025
- UN Public Service Award 2024

National Recognition

Domestically, eMrejesho has been acknowledged by various government bodies for transforming public service evaluation and feedback mechanisms. Its implementation has led to noticeable improvements in service delivery and institutional responsiveness across Tanzania.

Get Involved. Stay Connected. Be Heard.

e-Office

Smart • Secured • Transparent

Seamless Government Operations
A paperless office platform that facilitates secure file movement and workflow automation within public institutions.

Key Features:
- Fully integrated with GMS, Digital file and document movement, Real-time workflow monitoring, Secure, role-based access, Delegation of tasks and assignments Instant alerts for new actions

GovESB (Government Enterprise Service Bus)

Seamless System Integration Across Government

GovESB (Government Enterprise Service Bus): A national integration platform that enables secure data exchange between government ICT systems. Enhances collaboration, eliminates duplication, and supports digital service delivery across 100+ public institutions.

Core Advantages:
- Centralized Integration – Reduces redundancy and improves coordination.
- Secure & Scalable – Built to support current and future government ICT needs.

Global Recognition:

GovESB has earned international acclaim, ranking among the top **10** systems out of **1,180 global submissions in Category 4:** Peace – Building Peaceful and Inclusive Societies at the ITU World Summit on the Information Society (WSIS).

This prestigious recognition highlights Tanzania's leadership in building a digitally connected, inclusive, and resilient public service ecosystem.