THE UNITED REPUBLIC OF TANZANIA

PRESIDENT'S OFFICE - PUBLIC SERVICE MANAGEMENT

e-Government Agency

Document Name

Government Mobile Short Codes Allocation Procedures

Document Title

eGA/EXT/PRC/001

1. Overview

1.1. Introduction

The Government of Tanzania has been implementing many initiatives that improve service delivery to public, citizens and businesses. The use of ICT through mobile services is one initiative of enhancing service delivery due to its reliability, speed, simplicity and accessibility to many citizens in many locations around the country.

In implementing this initiative, the Government has reserved a block of services codes to be used by all government mobile services accessible by the citizens. This will help to reduce service access cost to citizens, reduce advertising costs to Public Institutions and generally, to provide easy and memorable mobile services to citizen.

Public Institutions that need to use Mobile Services in delivering services to citizens via mobile devices need a short code for Short Message Service (SMS) and Unstructured Supplementary Service Data (USSD). eGA is responsible for facilitating the allocation of the short codes from the Government reserved blocks of the mobile short codes. The Public Institution should first be allocated a short code by eGA, and then proceed with application of the CERTIFICATE OF NUMBERING RESOURCE ASSIGNMENT from TCRA before rendering the intended services.

1.2. Rationale

It is the objective of the Government through e-Government Agency to improve Public Access to e-services by institutionalizing and facilitating mobile solutions and e-services across the Government so as to improve services provisioning. This is in the 2012/13-2016/17 eGA Strategic Plan.

1.3. Purpose

This document provides requirements and procedures to be followed by Public Institutions for allocation of the Mobile Short Codes.

1.4. Scope

This document is for Public use. It is owned and approved by Chief Executive Officer of the e-Government Agency (eGA).

2. Procedures

The Application by Public Institutions for allocation of Mobile Service Code (SMS/USSD) requires the following:-

2.1. Requirements:

2.1.1. Application Letter

2.1.2. Duly filled FORM1 - Ongoing and Planned Projects

2.1.3. Project Write-up/Concept Note

2.2. Procedures:

2.2.2. Fill and Submit FORM1 for Ongoing and Planned Projects www.ega.go.tz/mifumo_miradi.zip

2.2.3. Submit signed Application Letter

2.2.4. Attach Project Concept Note/Project Write-up. Among other things, the project write-up/concept note should:

    i. Include Situational Analysis.

    ii. Mention and elaborate the key elements of the project, which include,

        a) Project Aim

        b) Project Objective (Should align with Institutional Strategic Plan)

        c) Project Scope

        d) Project Deliverables

    iii. Mention and elaborate key elements of cost,

a) Source and value of implementation cost.

b) Source and value of Operational cost.

iv. Include a clear plan on how Stakeholders (at least primary stakeholders) are going to be involved on the project.

v. Show risks involved in the project and the mitigation plan.

vi. Include Implementation and Operation Plan for its Sustainability.

3. Procedure Reviews

3.1.   This document is subject to review at least once every year.

4. Related Document

4.1.   Application Guidelines and Fee for Numbering Resources from TCRA

4.2.   Form1- Ongoing and Planned Projects from eGA

5. Acronomy

- SMS - Short Message Service

- TCRA – Tanzania Communications Regulatory Authority

- USSD - Unstructured Supplementary Service Data

6. Document Control

Revision	Name	Comment	Date
Rev. 1.0	eGA	Creation of Document	May 2014