



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

Document Title

Government Mobile Short Codes Allocation Procedures

Document Number

eGA/EXT/PRC/001

APPROVAL	Name	Job Title/ Role	Signature	Date
Approved by	Eng. Benedict B. Ndomba	Director General		15/03/2024

PREFACE

The Government's dream is to deliver a more consistent and cohesive service enabled by ICT. To achieve that, the Government has been implementing many initiatives to improve service delivery to Public, Citizens, Employees and Businesses. The use of ICT through mobile services is one of the initiatives of enhancing service delivery due to its reliability, speed, simplicity and accessibility to many citizens in various 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). e-GA is responsible for facilitating the allocation of the short codes from the Government's reserved blocks of mobile short codes.

Therefore, Government Mobile Short Codes Allocation Procedures as part of e-Government Business Architecture - Standards and Technical Guidelines (eGA/EXT/BSA/001) will provide requirements and procedures to be followed by Public Institutions for allocation of the Mobile Short Codes.



Eng. Benedict B. Ndomba

DIRECTOR GENERAL

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1. INTRODUCTION

1.1. Overview

e-Government Authority also known as "e-GA" is a public institution established in September, 2019 under the e-Government Act No. 10 of 2019. The Authority is mandated to coordinate, oversee and promote e-Government initiatives and enforce e-Government related policies, laws, regulations, standards and guidelines in Public Institutions. In executing its duties, e-GA shall implement and maintain coordinated Government operations for Information and Communication Technology (ICT) that include the formulation of standards, technical guidelines and procedures to effectuate the purpose of the Authority.

As part of its mandate, e-GA regulates the allocation of short codes from the Government's reserved blocks of mobile short codes. In this regard, the Public Institution should first be allocated a short code by e-GA, and then proceed with the 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 Authority 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 2021/2022 - 2025/2026 e-GA Strategic Plan.

1.3. Purpose

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

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1.4. Scope

This document will be used by all Government Institutions when applying for allocation of mobile short codes to e-Government Authority.

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. On-going and Planned ICT Projects details
- 2.1.3. Project Write-up/Concept Note

2.2. Procedures:

- 2.2.1. Submit details for On-going and Planned ICT Projects to <https://gisp.gov.go.tz>
- 2.2.2. Submit signed Application Letter.
- 2.2.3. Attach Project Concept Note/Project Write-up (Template can be referred from Appendix II of Standards and guidelines for Government ICT project Implementation eGA/EXT/BSA/008).

3. IMPLEMENTATION, REVIEW AND ENFORCEMENT

This document shall be:

- 3.1. Effective upon being reviewed by e-GA Management and signed by the Director General 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 Director General.

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4. ACRONOMY

- 4.1. e-GA – e-Government Authority
- 4.2. ICT – Information and Communication Technology
- 4.3. SMS - Short Message Service
- 4.4. TCRA – Tanzania Communications Regulatory Authority
- 4.5. USSD - Unstructured Supplementary Service Data

5. RELATED DOCUMENTS

- 5.1. e-Government Act, 2019
- 5.2. e-Government General Regulations, 2020
- 5.3. Application Guidelines and Fee for Numbering Resources from TCRA

6. DOCUMENT CONTROL

Revision	Name	Comment	Date
Ver. 1.0	Government Mobile Short Codes Allocation Procedures	Creation of Document	May 2014
Ver. 1.1	Government Mobile Short Codes Allocation Procedures	Aligning the document with e-Government Act No. 10 of 2019	March 2024