THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY

TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

Ref. No: DA.135/254/06/33   **18th June, 2025**

Director,
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RE: <u>UNITED REPUBLIC OF TANZANIA CONTRIBUTION TO GSR-25 BEST PRACTICE GUIDELINES</u>

Please refer to your letter with Ref. No. BDT/DKH/RME/063 dated 08th May, 2025 regarding the above subject matter.

2.   Tanzania Communications Regulatory Authority (TCRA) is hereby submitting contribution of the United Republic of Tanzania to GSR-25 Best Practice Guidelines attached to this letter for your consideration.

3.   Sincerely,

Dr. Jabiri K. Bakari
DIRECTOR GENERAL

TANZANIA CONTRIBUTION TO GSR-25 BEST PRACTICE GUIDELINES

Tanzania is pleased to contribute to the Global Symposium for Regulators (GSR-25) and supports its focus on empowering regulators as builders of inclusive digital ecosystems. The country's digital transformation is guided by the ongoing revision of the National ICT Policy (2025) and the Digital Economy Strategic Framework (2024-2034), which aim to expand connectivity, drive innovation, enhance public service delivery, and promote digital inclusion through initiatives such as the Digital Tanzania Program (DTP).

Led by institutions including the Tanzania Communications Regulatory Authority (TCRA) and the Ministry of Communication and Information Technology (MCIT), Tanzania is advancing regulatory reforms to support innovation, build institutional capacity, embrace emerging technologies, and strengthen regional and international cooperation.

1. **Fostering Innovation in Regulatory Approaches**

   (i) **How can regulators cultivate an innovation-driven culture in regulatory work and decision-making?**

   Regulators can cultivate an innovation-driven culture by encouraging collaborations with various stakeholders, including government institutions, the private sector, academia, and civil society, in the review and development of legal and regulatory frameworks and the implementation of initiatives that shape the communication sector and foster digital transformation. Furthermore, to strengthen cooperation between TCRA and other sector-specific stakeholders, TCRA has established Memorandum of Understanding (MoUs) to ensure collaborations in areas such as digital finance, taxation, and cybersecurity.

   (ii) **What new skillsets and mindsets do they need today?**

   To address skill gaps in undertaking regulatory activities that embrace creativity and an innovative mindset, and aligning with rapid technological changes, TCRA staff are exposed to continuous training programs in the latest technologies like AI, data analytics, culture transformation programs, and workshops that foster adaptive and future-ready regulation, emphasizing forward-thinking approaches and continuous learning.

2. **Adapting and Enhancing Regulatory Capacity**

   (i) **How should regulatory mandates evolve to balance innovation and inclusion?**

   Tanzania, through the Ministry of Communication and Information Technology (MCIT) in collaboration with relevant institutions, is undertaking a periodic review of the National ICT Policy (2016) to align it with rapid technological advancements. These updates are informed by evidence-based research to ensure the legal and regulatory environment remains relevant, inclusive, and supportive of ongoing digital transformation efforts. Updating policies to reflect new technologies and business models enhances regulatory responsiveness and helps address emerging risks.

   (ii) **What mechanisms enhance regulatory responsiveness to new business models?**

   Evolving policies adaptation supports a balanced approach that fosters innovation while ensuring stability and inclusion in the digital economy. TCRA has also put in place mechanisms to regularly monitor the communications sector, providing details on market trends and competition. Its research and innovation section conducts studies to support effective policy implementation and inform forward-looking regulatory approaches.

3. **Harnessing transformative technologies for regulatory excellence**

   (i) **How can regulators leverage AI and digital technologies?**

   TCRA utilizes emerging technologies through its Communications Monitoring System (CMS), which integrates AI and Big Data analytics to monitor compliance and performance across all communications sub-sectors.

   (ii) **What tools strengthen transparency and trust in regulation?**

   TCRA has streamlined its licensing processes by automating business operations through the '**Tanzanite Portal**', significantly improving the speed and efficiency of license application and issuance for all stakeholders. Additionally, Tanzania builds public trust through cybersecurity and awareness, with TCRA strengthening cybersecurity resilience through the Tanzania Computer Emergency Response Team (TZCERT) and continuous consumer awareness campaigns like "**Ni Rahisi Sana**" for cyber hygiene. Notably, Tanzania has been recognized as Tier 1 in the ITU Global Cybersecurity Index (GCI) due to several commendable efforts made by the country.

4. **Cross-border cooperation for building national, regional, and global digital ecosystems:**

   To foster collaboration and knowledge exchange, Tanzania's approaches involve: -

   (i) **Fostering global collaboration and knowledge exchange**:

   Through TCRA, Tanzania actively participates in the Innovation and Entrepreneurship Alliance for Digital Development and has been designated as an ITU Center for Network Acceleration. This role supports universities and research institutions in advancing digital solutions at the national level.

   (ii) **Harmonizing regulation and promoting knowledge exchange**

   Tanzania actively engages in regional and international initiatives to harmonize best practices, standards, and regulations shaping the communications sector. Key efforts include participation within the EAC and SADC regions, implementation of the East Africa One Network Area (ONA) framework, and active involvement in cross-border spectrum coordination.

   (iii) **Digital Infrastructure to Landlocked countries**

   Tanzania continues to upgrade its National Communication Backbone, now spanning over 13,820 kilometers, connecting Tanzania and seven neighboring countries thus, enhancing regional connectivity by linking landlocked countries to the submarine cables landing in Tanzania.

Tanzania is committed to evolving from a traditional regulator to a collaborative digital ecosystem builder. Through progressive regulation, institutional reform, technology integration, and regional cooperation, the country aims to ensure that innovation is inclusive, secure, and impactful for all Tanzanians.