

**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF COMMUNICATION AND INFORMATION TECHNOLOGY**



WSIS+20 Country Report

June 2025

1. Executive Summary

Over the past 20 years, the United Republic of Tanzania has made significant progress in implementing WSIS outcomes. Key achievements include the development of comprehensive ICT policies and the rollout of the National ICT Broadband Backbone (NICTBB), which has greatly improved nationwide connectivity. The country has expanded mobile network coverage, leading to high mobile penetration and increased internet access. Regulatory frameworks have been strengthened through the enactment of laws such as the Electronic and Postal Communications Act (EPOCA), the Cybercrimes Act, and the Data Protection Act, providing a legal foundation for a secure and inclusive digital environment.

The United Republic of Tanzania also established the Tanzania Computer Emergency Response Team (TZ-CERT), which plays a critical role in coordinating national cybersecurity efforts and responding to digital threats.

The country established e-Government Authority (eGA) with the aim to enhance provision of sustainable e-Government services to Public Institutions, this led to the successful implementation of various e-government platforms such as online tax systems, e-procurement, and electronic civil registration services which has enhanced transparency and efficiency in public service delivery.

Through the Universal Communications Service Access Fund (UCSAF), access to ICT services has been expanded to rural and underserved areas.

Moreover, digital literacy initiatives and ICT integration in education have been prioritized to build a digitally skilled population.

Despite these achievements, challenges remain on connecting the unconnected so as to close the connectivity gap especially in rural and remote areas, digital literacy among the people, affordability, the limited local content and evolving cybersecurity threats.

Moving forward, the country's priorities include strengthening digital skills especially among youth and women enhancing cybersecurity frameworks, promoting ICT innovation and development of local contents, the adoption of emerging technologies and ensuring equitable, affordable, and sustainable access to ICT services across the country.

2. Progress on WSIS Action Lines

2.1. Action Line C1: The role of governments and all stakeholders in the promotion of ICTs for development

2.1.1. Achievements

- (a) The United Republic of Tanzania (URT) has put in place the following instruments for promotion of ICTs for development;
- The National ICT Policy of 2016 and revised in 2025 set goals that aims to implement measures and mechanisms to promote ICT development initiatives that support the country's vision.
 - The Tanzania Digital Economy Strategic Framework (2024-2034) a comprehensive plan to guide the country's transformation into a digitally-driven economy.
- (b) Implemented initiatives to promote ICTs for development in the country that include, Regional Communications Infrastructure Project (RCIP) in 2012 and Digital Tanzania Program(DTP) in 2023.

2.1.2. Challenges

URT is facing challenge with the limited connectivity to deliver digital public services especially in rural areas as well as digital skill gap among its people.

2.1.3. Future priorities

URT envisions to be fully digitized in the next ten (10) years through the following priority areas;

- Enabling digital Infrastructure
- Governance and enabling environment
- Digital Literacy and skills development
- Digital Innovation culture and enabling technologies
- Nurturing digital inclusion and accessibility
- Digital financial services

2.2. Action Line C2: Information and communication infrastructure

2.2.1. Achievements

URT implemented the following initiatives to enhance Information and communication infrastructure;

- Established The Universal Communications Service Access Fund (UCSAF) in 2006

- Implemented the National ICT Backbone (NICTBB) which had expanded to 13,820 kilometers, reaching all 25 regional headquarters, 109 out of 139 districts.
- Presence of three (3) active submarine cables including SEACOM, EASSy and 2Africa;
- Operates six Internet Exchange Points (IXPs), and hosts four data centers capable of supporting mission-critical systems.
- Implemented the National Physical Addressing (NaPA)

2.2.2. Challenges

URT continues to face limited ICT infrastructure in rural and remote areas, resulting in digital divide.

2.2.3. Future priorities

URT is continuing with expanding broadband access nationwide by;

- Implementation of the NICTBB and UCSAF to connect the unconnected;
- Promoting investment in digital infrastructure such as data centers, global content providers, submarine cables and satellite.

2.3. Action Line C3: Access to information and knowledge

2.3.1. Achievements

URT has launched several initiatives to enhance access to information and knowledge by;

- Establishment of Digital libraries that include the Tanzania Commission for Science and Technology (COSTECH E-library), Tanzania National Biodiversity Data Portal (TanBIF) Portal which offer scientific literature and biodiversity data and Tanzania Institute of Education Online Public school platform;
- Established Multi-Purpose Community Public Access Points (MCPAPs), including ICT hubs, which provide local access to information and technology.

2.3.2. Challenges

URT faces digital literacy, bridging the digital gap, language barrier and affordability on devices and service offered.

2.3.3. Future priorities

Priorities focus on expanding digital literacy programs countrywide, enhance awareness, establishing ICT assembling factory to make ICT devices available at affordable prices and developing local content through ICT Innovation hubs.

2.4. Action Line C4: Capacity building

2.4.1. Achievements

URT has introduced various initiatives to support the development of ICT,

- Developed and reviewed curriculum from primary to higher learning institutions to incorporate ICT in their learning syllabus.
- Provided training to teachers on the usage of ICT equipment, benefited 3798 teachers;
- Facilitated training on
- Establishment of the Tanzania Digital Club to connect youth with shared interests in STEM, encouraging innovation and peer learning. Currently there are 711 clubs with 766 teachers, 1878 students and 54 ongoing projects.
- Conducts capacity-building programs for higher learning and research institutions on intellectual property rights (IPR), patent search and drafting. Trained 49 out of 58 institutions.
- Established the e-Government Research, Innovation, and Development Centre (e-GovRIDC), to enhance hands-on skills on ICT focusing on emerging technologies. The center has offered training to 312 students.

2.4.2. Challenges

Limited ICT training in informal sector, trainers and equipment.

2.4.3. Future priorities

To focus on expanding ICT training, promoting inclusive digital skills development to women, youth and marginalized groups.

2.5. Action Line C5: Building confidence and security in the use of ICTs

2.5.1. Achievements

- URT has been recognized as Tier 1 on the Global Cybersecurity Index (GCI) 2024 due to progress made in cybersecurity due to its robust National Cybersecurity Strategy, Cybercrimes Act (2015), Personal Data Protection Act (2022), functioning Tanzania Computer Emergency Response Team (TZ-CERT) and the Electronic Transactions Act (2022);
- Implemented the National Public Key Infrastructure (NPKI).

2.5.2. Challenges

Limited awareness and skills on cybersecurity issues among people

2.5.3. Future priorities

- Raising public awareness, building cybersecurity skills, improving incidence response systems and enhancing public-private collaboration to create a secure and trusted digital environment.
- Enhance child online protection initiative
- Conduct targeted awareness on cybersecurity to marginalized group.

2.6. Action Line C6: Enabling environment

2.6.1. Achievements

Have in place conducive legal and regulatory frameworks which have contributed to;

- Improved Mobile broadband population coverage to 91%;
- Implementation of e-Government strategy that has facilitated availability of Digital Public Infrastructure, that has interconnected, integrated and coordinated delivery of online public services;
- Establishment of the Type Approval Laboratory for conformity of electronic equipment;
- Implementation of enhanced AI powered e-Mrejesho V2 tool for public feedback on Government services.

2.6.2. Challenges

Affordability of ICT devices.

2.6.3. Future priorities

Continuing improving ICT policy that can promote affordability of ICT devices and build demand to close the usage gap.

2.7. Action Line C7: ICT applications: e-government, e-business, e-learning, e-health, etc.

2.7.1. C7. E-Government

2.7.1.1. Achievements

- Established the e-Government Authority (eGA) since 2012 to enhance the delivery of e-Government services across public institutions;
- Implemented Government Electronic Payment Gateway(GePG) since 2017;

- Implemented one stop center for Taxpayer access to service offered by Local Government Authorities since 2022.

2.7.1.2. Challenges

The challenges include low digital literacy.

2.7.1.3. Future priorities

Focus on improving digital skills and increasing public trust and awareness of digital services.

2.7.2. C7. E-Business

2.7.2.1. Achievements

- Developed and implemented the National Financial Inclusion Framework 2023–2028,
- Available platforms that support online e-business transactions
- Developed the Investment single window

2.7.2.2. Challenges

Limited digital skills and social engineering on mobile payment system among the people.

2.7.2.3. Future priorities

Future priorities include enhancing consumer trust through awareness and improving security on payment systems.

2.7.3. C7. E-Learning

2.7.3.1. Achievements

Incorporated e-learning in the higher learning institutions.

2.7.3.2. Challenges

Limited ICT equipment in the education institutions and readiness from the trainers.

2.7.3.3. Future priorities

Focus on improving internet connectivity and increasing ICT equipment in all institutions; expanding the e-learning methodology and continue providing digital skills to trainers.

2.7.4. C7. E-Health

2.7.4.1. Achievements

Developed and implemented the Digital Health Strategy (2019–2024).

2.7.4.2. Challenges,

Limited connectivity capacity and ICT equipment in rural areas.

2.7.4.3. Future priorities

Developing a Digital Health Investment Roadmap (2025–2030) to guide future investments and ensure long-term impact.

2.7.5. C7. E-Employment

2.7.5.1. Achievements

- The amended National Youth Development Policy (2024) to incorporate youth empowerment to participate in the digital economy.
- Developed online platform to facilitate employment for civil servants, experts and interns.

2.7.5.2. Challenges

Digital literacy, mismatch between workforce skills and digital job market needs.

2.7.5.3. Future priorities

Enhance digital skills and aligning education with labor market demands to support inclusive and sustainable digital employment opportunities.

2.7.6. C7. E-Environment

2.7.6.1. Achievements

- Developed digital platforms for real-time monitoring of climatic conditions, early warning and response systems and water resource to enhance environmental management;
- Implemented the e-Waste management framework that put responsibility of disposal of electronic communication equipment to manufacture and importers.

2.7.6.2. Challenges

Inadequate e-waste management recycling facilities.

2.7.6.3. Future priorities

Enhance e-waste disposal facilities, promoting green ICT practices and raising public awareness on responsible technology use and environmental impact.

2.7.7. C7. E-Agriculture

2.7.7.1. Achievements

- National Agriculture Policy, promote ICT use in farming.
- Developed platform using USSD, Mobile Apps and Web based for dissemination of information on agriculture and animal husbandry;

2.7.7.2. Challenges

Digital literacy among farmers.

2.7.7.3. Future priorities

Improving farmers' digital skills through training and awareness.

2.7.8. C7. E-Science

2.7.8.1. Achievements

- Have in place the National Interlinked Research Repository which has connected 12 Institutional repositories.
- Have in place the National Research and Innovation Framework monitoring 2020.

2.7.8.2. Challenges

Difficulties in monitoring research which are carried out of the country.

2.7.8.3. Future priorities

Strengthening regional and international collaboration to support innovation and scientific development.

2.8. Action Line C8: Cultural diversity and identity, linguistic diversity, and local content

2.8.1. Achievements:

- Recorded 62 traditional dance songs in digital format from 16 tribes, produced television programs to showcase them, and prepared for the preservation of

- traditional dance records from all 120 ethnic groups in Tanzania, with the aim of conserving and safeguarding Tanzanian culture;
- Have in place the policy that required published public information that include laws, national policies, in website be both in Swahili and English language;
- Have in place Regulation (Electronic and Postal Communications (Radio and Television Broadcasting Content) 2018 and its Amendments) that requires at least 60% of the weekly contents for the Free to Air broadcasters to be local.

2.8.2. Challenges:

Inadequate local content alternatives over the popular foreign content.

2.8.3. Future priorities

Create enabling environment to promote local content creation.

2.9. Action Line C9: Media

2.9.1. Achievements

- Attained 81.45% of the population coverage on FM broadcasting signal; and 100% of the population and geographical coverage on broadcasting services through DTH signal originating within Tanzania carrying broadcasting content from independent and diversified media;
- Have in place legal and regulatory framework that guarantee independence and plurality of the media and combating harmful and illegal media content.
- Have in place 17 FM community radios in different locality.

2.9.2. Challenges

Limited broadcasting local content alternatives over the popular foreign content.

2.9.3. Future priorities

Focus on strengthening community media and building capacity in digital journalism.

2.10. Action Line C10: Ethical dimensions of the Information Society

2.10.1. Achievements

- Have in place policies and legislations addressing the ethical dimensions of the Information Society;
- Have in place dedicated institutions that oversee the ethical dimensions of ICT use, such as the National Arts Council (BASATA) and the Film Board.

2.10.2. Challenges

Limitation in digital skills, cybersecurity threats and digital literacy.

2.10.3. Future priorities

Focus on putting in place AI strategy and Guidelines for Ethical and Responsible Use of AI.

2.11. Action Line C11: International and regional cooperation

2.11.1. Achievements

- Active participants in the international and Regional bodies which include the Council member of the International Telecommunications Union (ITU) (2022-2026), member of the Commonwealth Telecommunications Organization (CTO), International Telecommunications Satellite Organization (ITSO), the African Telecommunications Union (ATU), the Southern African Development Community (SADC), East Africa Community (EAC), and Regional African Satellite Communication (RASCOM);
- Connect the submarine cable to six neighboring countries, including Rwanda, Malawi, Uganda, Zambia, Burundi. Efforts are ongoing to extend coverage to the remaining districts and the Democratic Republic of Congo.

2.11.2. Challenges

Need for strengthening the country's capacity and enhancing the regional and international collaboration to promote local innovation and knowledge transfers.

2.11.3. Future priorities

Continue strengthening partnerships and coordination with regional and international bodies, enhancing capacity building for stakeholders in ICT diplomacy, and harmonizing ICT policies and regulations to facilitate cross-border cooperation.

3. National Strategies and Policy Documents

The national strategies, policies, and frameworks that have been implemented to achieve WSIS goals over the last 20 years, including:

3.1. National ICT Policy

Tanzania has the National ICT Policy 2025 which has set goals that aims to implement measures and mechanisms to promote ICT development initiatives that support the country's vision.

3.2. Strategic Documents/Plans

- Tanzania Digital Economy Strategic Framework (2024-2034)
- Tanzania Broadband Strategy (2013-2018)
- National Financial Inclusion Framework 2023–2028
- Digital Health Strategy (2019–2024)
- National Cybersecurity Strategy
- National Strategy on Cybersecurity and Child online Protection

4. Implementation of WSIS Mandates

URT has effectively integrated WSIS mandates into its national development goals by aligning its ICT policies and strategies with the WSIS action lines.

4.1. Key Indicators of Progress

URT has made substantial progress toward achieving WSIS goals through increased digital connectivity, infrastructure development, and digital inclusion initiatives. As of December 2024, the country had over 48 million internet subscriptions, with mobile broadband network coverage reaching 91%. The National ICT Broadband Backbone (NICTBB) has expanded to 13,820 kilometers, reaching all 26 regional headquarters, 109 out of 139 districts, and five neighboring countries. Efforts to enhance digital skills by establishing Digital Clubs in schools and colleges and enhanced cybersecurity awareness.

4.2. Challenges and Gaps

URT continues to face several key challenges in implementing WSIS mandates and achieving its digital development goals. These include the need to connect the unconnected and close the connectivity gap, particularly in rural and remote areas where ICT infrastructure remains underdeveloped. Digital literacy also poses a barrier to effective participation in the digital economy. Additionally, limited local content, issues of affordability, and evolving cybersecurity threats further hinder progress.