TANZANIA OPEN GOVERNMENT PARTNERSHIP (OGP)
ACTION PLAN 2012-2013

1.0.   Introduction:

The Open Government Partnership (OGP) is a global initiative that aims at promoting transparency, empower citizens, fight corruption and encourage use of new technologies to improve governance. The OGP was formally launched in New York on 20th September, 2011 by 8 founding members, namely; Brazil, Indonesia, Mexico, Norway, Philippines, South Africa, United Kingdom and Unites States. The OGP is overseen by a multi-stakeholder International Steering Committee comprised of Government and civil society representatives. One of the major benefits of OGP is to improve service delivery and make Governments more responsible and accountable to their citizens. Given the benefits of this initiative, Tanzania declared its intention to join OGP during the launching meeting. The decision to join OGP is an important step to complement the Government's ongoing efforts to strengthen good governance across all sectors.

Good governance has been a critical element to enhance and sustain peace and stability, economic growth, social development and poverty reduction in Tanzania. It is on this basis, that the Government formulated the National Framework for Good Governance (NFGG) in 1999 as a guide to institute good governance in the country. The NFGG envisages a broad-based national partnership for development of good governance. Such a partnership includes Central and Local Governments, Private Sector, Faith-Based and Civil Society Organizations consistent with OGP principles.

To spearhead good governance across the Government, several key and cross-cutting governance reforms are being implemented. These core reforms are; the Public Service Reform Program (PSRP), the Local Government Reform Program (LGRP), the Legal Sector Reform Program (LSRP), the Public Financial Management Reform Program (PFMRP) and the National Anti-corruption Strategy and Action Plan (NACSAP). In line with these reforms, sector specific programmes have been undertaken to improve service delivery through the implementation of Decentralization by Devolution (D-by-D). These programmes constitute the policy and strategic framework for enhancing accountability, transparency and integrity in the use of public resources in order to improve service delivery.

When President Dr. Jakaya Mrisho Kikwete came into power in 2005 he vowed to intensify this endeavor. In his Inaugural Speech [1] to Parliament on December 30th 2005 the President told the House:-

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[1] Parliament Inauguration Speech of 30th December, 2005

"…My Government will be guided by good governance, transparency and accountability. We will respect the rule of law, and we will respect the principle of separation of powers between the Executive, the Legislature and the Judiciary. And we will empower each branch to discharge its responsibilities. The Fourth Phase Government will strengthen the public service and fight social ills without fear or favour".

The Government has also established and continues to strengthen, empower and improve performance of institutions dealing with issues of good governance, integrity and combating corruption. These include the Ethics Secretariat[2], the Prevention and Combating of Corruption Bureau[3] and the Commission for Human Rights and Good Governance[4]. Other accountability institutions include the Public Procurement Regulatory Authority[5], the National Audit Office[6] and the Parliamentary Watchdog Committees. In addition to this, Tanzania has enacted laws that require leaders and senior public officials to disclose their incomes and assets to the Ethics Secretariat as a measure to instill integrity in public life.

1.1. Rationale for joining OGP initiative:

The country's intention to join OGP is to make Government business more open to its citizens in the interest of improving public service delivery, Government responsiveness, combating corruption and building greater trust. Specifically, Tanzania has joined OGP in order to:

- Promote public integrity and transparency, enhance proper management of public resources and fight corruption; and
- Strengthen mechanisms for citizens' engagement and participation in improving public service delivery systems in their areas.

Through the Country OGP Action Plan, the Government commits itself to promoting increased access to information about Government operations and publish data on the prioritized sectors of Health, Education and Water.

2.0. Open Government Initiatives to date.

OGP is built on key pillars of good governance namely; transparency, citizen participation, accountability and integrity and technology and innovation. The following section outlines some of the initiatives that have been undertaken by the Government to improve governance.

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[2] Public Leadership Code of Ethics Act No. 13 of 1995, Chapter 398 of the Laws of Tanzania
[3] Prevention and Combating Corruption Act No. 11 of 2007, Chapter 329 of the Laws of Tanzania
[4] Commission for Human Right and Good Governance Act No 7 of 2001, Chapter 391 of the Laws of Tanzania
[5] Public Procurement Act, Chapter 410 of the Laws of Tanzania
[6] Public Audit Act No 11 of 2008, Chapter 418 of the Laws of Tanzania

2.1. Transparency.

Transparency has remained one of the key priorities of Tanzania as emphasized by the Father of the Nation, Mwalimu Julius Kambarage Nyerere from the early days of the country's independence. The Government is committed to sustain this spirit by ensuring that transparency remains a key priority in order to improve service delivery and make the Government more accountable to its people. Current measures that the Government has put in place to improve transparency are:

i. Establishment of three Parliamentary Watchdog Committees chaired by members from Opposition Parties to oversee Government performance and utilization of resources in Central, Local Government and Parastatal Organizations;

ii. Establishment of public complaints desks in Central and Local Governments. These desks are handled by focal persons appointed by Institutional Chief Executives to receive complaints from the public regarding service delivery, take appropriate action and provide feedback to the public;

iii. Introduction of suggestion boxes in Ministries, Departments and Agencies (MDAs), Regions and Local Government Authorities (LGAs) offices and service delivery centres aimed at receiving complaints, suggestions and feedback from the public;

iv. Establishment of oversight Boards and Committees at Health, Education and Water service delivery centers. The Boards and Committees are composed of representatives from Councils, community and service providers;

v. Establishment of the Public Procurement Regulatory Authority (PPRA) to ensure that all tendering processes are properly adhered to in accordance with Public Procurement Act. The Act requires, among others, to advertize all tenders in the news papers and websites;

vi. Publication of quarterly Budget Expenditure Reports (BERs) and disbursements of funds from the Treasury to MDAs, Regions and LGAs in the news papers and the Ministry of Finance (MOF) website. Likewise, the funds disbursed to LGAs are posted at Councils' notice boards and the detailed breakdown of funds sent to service delivery centres such as schools and health facilities are posted on the notice boards and public places; and

vii. Joining the African Peer Review Mechanism (APRM) in 2004, an African continent initiative based on self assessment in thematic areas of political, economic and corporate governance.

2.2. Citizen participation.

Citizen engagement ensures community involvement in decision making on matters that affect them or in which they have an interest. Citizen engagement

enhances the legitimacy of the Government's action beyond its borders. Citizens must feel connected to the Government, they must feel involved in the decisions that are made for their benefit, they must be able to give out their opinions on the functioning of the Government and they must be aware of whether their ideas are considered before any decision is made because they are the beneficiaries of those decisions.

The Government has instituted several measures to engage citizens' participation in day to day operations. These measures have been instituted in all levels of Government operations although a number of challenges remain to be addressed to widen participation especially in rural areas. The initiatives that have been taken to ensure citizens' participation include:

i. Establishment of Citizen's Website in 2007[7] to allow citizens to give their opinions, ask questions and get feedback from the Government;

ii. Formulation and approval of Local Government budgets through a participatory approach known as "Opportunities and Obstacles to Development" (O&OD). The approach allows villages to prepare plans and budgets and submit them to the higher LGA level for inclusion in the Council's plans and budgets;

iii. Establishment of sector dialogue mechanism involving Government, Civil Society Organizations (CSOs), Private Sector and Development Partners aimed at increasing effectiveness and efficiency in the implementation of sector development programmes. One of the key functions of the sector dialogue is to undertake Annual Joint Sector Reviews (JSRs) whereby, annual sector performance reports are presented and priority actions for the subsequent year discussed and agreed upon;

iv. Establishment of Public Expenditure Review (PER) dialogue. PER is a high level dialogue between Government, Development Partners, CSOs and other social groups. It is a technical advisory forum that the Government uses to draw views/comments for improving planning, budgeting and financial management;

v. Establishment of Annual Policy Dialogue to review PER, General Budget Support (GBS) and National Strategy for Growth and Reduction of Poverty (NSGRP) or MKUKUTA in Kiswahili acronym. This is a single event that draws about 1,000 participants from the Government, CSOs, Private Sector, Development Partners and Faith-Based Organizations (FBOs) whereby inputs from the forum feed into the National Plan and Budget process;

vi. Open and transparent system of village land allocation that requires the Village Assembly to pass a resolution to allocate Village Land to an individual or a firm that has submitted land request to the Village Government. The Village Assembly constitutes all villagers with or above 18 years. According to Village Land Act[8] all Village Leaders have no mandate

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[7] www.wananchi.go.tz
[8] Village Land Act No. 5 of 1999, Chapter 114 of the Laws of Tanzania

whatsoever to allocate land. Gender sensitive village and ward tribunals have been established to handle land disputes; and

vii. Involvement of citizens and other stakeholders into the formulation of policies or laws to obtain their views and suggestions before they are passed by the Parliament; and

viii. Establishment of country-level network (CLK net), a platform for providing opportunity to draw input from the public for policy development and review (www.clknet.or.tz).

2.3. Accountability and integrity.

Integrity, transparency and accountability in public administration are key values to improve service delivery. Sound public administration involves public trust. Citizens expect public servants to serve the public interest with fairness and manage public resources properly on daily basis. Integrity, transparency and accountability are a prerequisite to and underpin public trust as a keystone of good governance.

While inaugurating the new Parliament in 2005[9], President Dr. Jakaya Mrisho Kikwete emphasized the importance of integrity to public officials:

"…I ask the Public Ethics Commission not to shy away from asking each one of us to account for our assets and wealth. The Commission should be proactive. I will help it to build the capacity to do so, if indeed that is the problem".

Over the past two decades especially towards the end of 1990s, the Government has been instituting several accountability and integrity measures towards fighting corruption and improving service delivery. Some of the measures taken are:

i. Introduction of Client Service Charters in Government Institutions aimed at enhancing transparency and accountability in public service delivery. The Charter specifies the services and goods that the clients are expected to receive from the institution, clients' rights and obligations and the feedback mechanisms available to enable the institution monitor and evaluate its performance;

ii. Establishment of the National Anti-corruption Strategy and Action Plan (NACSAP) in 1999. The NACSAP provides the framework within which MDAs, Regions and LGAs are required to initiate concrete measures to address corruption in their areas of jurisdiction. A NACSAP National Steering Committee has been established drawing members from Government and Non-State Actors to oversee implementation of the strategy;

iii. Establishment of Institutional Integrity Committees at Central and Local Government level with the responsibilities of ensuring that staff in the

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[9] Parliament Inauguration Speech of 30th December, 2005

relevant institutions adhere to ethical behavior and professional standards at work places;

iv. Introduction of Public Expenditure Tracking Surveys (PETS) whereby, Government in collaboration with CSOs track the implementation of budget and assessment of value for money.

v. Strengthening of the Internal Audit function by appointing a Chief Internal Auditor General who oversees all internal audit activities in all MDA's, Regions and LGAs. Internal Audit Units are now reporting to the Chief Internal Auditor General instead of reporting to the institution's management in which they are based;

vi. Introduction of formula based grant allocation system that facilitates allocation of resources to LGAs in an open and transparent manner. The formula is used to allocate resources based on specific criteria such as population, access to services, poverty index, and land area;

vii. Establishment of Integrated Financial Management System (IFMS) to manage public expenditure in accordance with approved budgets by parliament. All MDAs, Regions and LGAs are connected to IFMS; and

viii. Enactment of Election Expenses Act of 2010 to enforce accountability of campaign finances by Political Parties. The Act aims at controlling the use of money beyond the threshold provided and curb corruption practices in elections.

2.4. Technology and Innovation.

The Government is well aware that investment in technology and innovation is a key factor in achieving the spirit of open Government. Technology and innovation will provide the necessary platform for improving transparency, citizen participation, accountability and integrity which are the key pillars of open Government. Government commitment to improve technology and innovation remains to be one of the top most agenda. Initiatives to date include:

i. Approval of the National Information and Communication Technology (ICT) Policy in 2003 has set the platform to transform Tanzania into a knowledge-based society. The policy has been a foundation for Government departments, learning institutions, Non-Governmental Organizations (NGOs), as well as other entrepreneurs to acquire ICT solutions to support service delivery. Some of the service delivery systems that are currently in place are: Financial Management Systems, National Payroll Systems, Human Resource Management Systems, Websites and sector specific support systems;

ii. Construction of the Terrestrial National Optic Fibre Cable (OFC) covering a distance of 10,674 Km. This initiative will ensure Central and Local Governments in the country are connected to this Backbone. The completion of the OFC will enhance access to information and data sharing among different stakeholders;

iii. Establishment of Tanzania Beyond Tomorrow (TBT) e-education Development Programme. The programme focuses on development of e-learning in Schools, Adult and Non-Formal Education centers and Colleges,

e-Management and Administration in Education, e-Library and Education Management Information System (EMIS). To date, all 34 Government Teachers Colleges have internet connectivity and equipped with e-learning facilities;

iv. Establishment of Telemedicine services focusing on provision of distance clinical health care and improving access to medical services to save life and handle emergence cases in remote communities. This initiative focuses on provision of specialized health care services. Currently, telemedicine services are provided at Ocean Road Cancer Institute (ORCI) in Dar es Salaam in collaboration with 10 hospitals in India;

v. The existence of Health Management Information System (HMIS) for collection and management of health related data for planning and monitoring to inform decision making;

vi. Establishment of Water Sector Management Information System (WSMIS) containing a web based water point mapping system as a tool for planning and monitoring of water distribution services; and

vii. Establishment of the Tanzania Global Learning Agency (TaGLA), a capacity development technology hub that links to over 120 similar facilities globally for knowledge sharing and training through innovative approaches; and

viii. Establishment of e-Government Agency (eGA), an innovative institution to oversee, coordinate and promote the use of ICT to improve service delivery.

3.0. Open Government Commitments

In order to improve and sustain the aforementioned good governance efforts, the Government intends to implement the following commitments in the prioritized sectors of Health, Education and Water by June, 2013:

3.1 Transparency

i. Provide overall dashboard of progress on implementation of Tanzania Open Government commitments and ensure that reports are provided on quarterly basis;

ii. Posting orders and receipts of medical supplies from the Medical Stores Department (MSD) online and on notice boards to the facility level and updated in real time;

iii. Strengthen ministerial and other Government institutions websites, to post online within one month, all reports, studies, data, circulars, and other public interest data in machine readable format, except those which compromise national security[10];

iv. Produce annual citizens' budget document in a simplified language (both in Kiswahili and English) and in a format that will make it easy for ordinary citizen to understand;

v. Review formula based grant allocation system to suit current needs of LGAs, and publish all LGAs allocations online;

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[10]The National Security Act, Chapter 47 of the Laws of Tanzania.

vi. Post quarterly disbursements and execution reports on Ministry of Finance (MoF) website in machine readable format, updated in real time;

vii. Ensure LGAs abide to the existing requirements of posting approved budgets, disbursements and execution reports on the boards and public places (capitation grants, development grants, LGAs own revenue);

viii. Publish quarterly all Tax Exemptions granted in Health, Education and Water related sectors on the Ministry of Finance (MOF) website, in machine readable format;

ix. Encourage donors to exercise greater transparency of donor funding given to Tanzania (Government, Civil Society, and Private Sector) consistent with International Aid Transparency Initiative (IATI) principles. Likewise, Government, Civil Society and Private Sectors should post online revenues and expenditures, in machine readable format on an annual basis;

x. Study global best practice of freedom of information laws in order to generate inputs for preparation of a potential freedom of information Bill; and

xi. Publishing of Parastatal Organizations, Executive Agencies and Regulatory Authorities revenues and expenditure on websites and news papers.

3.2 Citizen Participation

i. Improve Citizens' Website (www.wananchi.go.tz) to make it more robust and responsive as a platform for citizens to participate in the running of Government, and produce monthly reports on effectiveness of the citizen's website;

ii. Ensure wider participation of the citizens in the running of Government by establishing a platform for citizens to be able to send comments by mobile phone, emails and other means, and receive feedback within reasonable time;

iii. Establish an open forum in collaboration with civil society to review quality, integrity, depth and pace of progress against OGP commitments; and

iv. Establish a clear and reliable contact point and address for OGP communication within the Government.

3.3 Accountability and Integrity

i. Improve National Audit Office/Controller and Auditor General's website to make it more open and user friendly and provide data in machine readable format;

ii. Develop and/or review Clients Service Charters of Health, Education and Water sectors for both national and facility level services, and make them accessible to citizens;

iii. Review existing complaints register to ensure that complaints received are attended and feedback on action taken is adequately documented and posted to the prioritized sectors' website quarterly;
iv. Strengthen existing LGAs Service Boards and Committees in order to make them serve citizens more effectively; and
v. Prepare legislative amendments and regulations to strengthen asset disclosures of public officials.

3.4 Technology and Innovation

i. Finalize Water Point Mapping System for LGAs and make the disaggregated data available online and other means of communication;
ii. Strengthen the use of sectoral Management Information Systems (health, education, water), by making disaggregated data available online in machine readable format;
iii. Explore the feasibility of establishing a *'Nifanyeje?'*. A website where citizens can get practical information of how to go about getting Government services (e.g. getting a scholarship for university, water or electricity services, driver's license, business license, passport and other services) and what to do if they are unable to secure the service in the required time; and
iv. Study global good practice on data disclosure for establishment of www.data.go.tz website that reflects high global standards to contain a substantial number of Government held data sets; and
v. Foster communities of local ICT entrepreneurs and actors to spur greater innovation, transparency and citizen engagement.