



# ***CHALLENGES OF INFRASTRUCTURE DEFICIENCIES IN PROMOTING LOCAL e-GOVERNANCE : THE EXPERIENCE OF ILALA MUNICIPAL COUNCIL***

***By: John M. Lubuva: Municipal Director  
Ilala Municipal Council, Dar es Salaam, Tanzania***

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# ***1 - Presentation of the experience***

# Introducing Ilala Municipal Council (IMC)

- Created in 2000 after decentralization of Dar city
- Revenue growth from USD 5m in 2000 to USD 15 m in 2004
- Improving access and quality of public services
- Ongoing reforms for good governance, efficient and effective service delivery
- Progress hindered by poor technology

# ICT Rationale

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- Globalization marked by dramatic advances in technology
- ICT by strategic e-government initiatives essential for good governance as instrument for development
- ICT and infrastructure becoming the basis of community empowerment
- Ability to communicate facilitates development by increasing efficiency, effectiveness and equity
- Tanzania Development Vision 2025 identifies ICT as vital to invigorate the economy

# ICT Objectives of the IMC

- *Information:* To disseminate official documents on a web site
- *Consultation:* To establish a discussion forum for receiving public complaints and suggestions
- *Institutional Efficiency:* To improve internal performance of the IMC and reduce administrative costs
- *Improved service delivery:* To improve efficiency and quality of public services
- *Poverty reduction:* To foster broader LED and growth

# Strategies and Status: Infrastructure

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- **LAN** – In use at Municipal head office and 3 remote sites. All computers linked
- **WAN** – 3 of 4 sites linked with head office to share information.
- **VSAT** – Completed. Accessing Internet service direct from New Skies Satellite. To support Communities
- **Linking wards offices** – Infant stage of equipping for e-Governance

# Strategies and Status: Information Systems

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- **Website** – [www.ilalamunicipal-tz.org](http://www.ilalamunicipal-tz.org) in place
- **Central Database** (Web based) - completed and in use
- **Mail System** - Up and running under the domain name imc.go.tz
- **Amana Hospital IMS** – Contract awarded
- **GIS** – Partially completed, basic maps produced
- **Public Complaints Office** – Established. Complaints sent by email, telephone, letters or visits
- **IFMS** – e-by **Epicor** accounting system in use, funded by govt

# Immediate Future Plans

- **e-Health** –To implement HIS at Amana Hospital with eventual extension to all other Municipal health centers
- **Integrating GIS with EPICOR** – To enhance revenue and expenditure control and monitoring
- **e-Democracy:** To introduce community tele-centers

***2 - Difficulties suffered  
when implementing the  
experience.  
Recommendations for  
Local Authorities***

# Internal Hurdles: Within IMC

- Financial constraints e.g. lack of capital for large scale buying of computers
- Intervention of Central Government Policies
- Negative attitude of users (Workers) and reluctance to change
- Lack of computer knowledge among the workers
- Inability of the citizen to access existing ICT resources
- No external support except by gov't on the IFMS

# External Barriers: Within Communities

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- Low level of cooperation among stakeholders
- Low level of computer literacy of communities
- Lack of entrepreneurial spirit among communities
- Low purchase power inhibits popular use of ICT  
e.g. through internet cafes
- Unaffordable prices of computers

# External Barriers: National and Beyond

- Poor access to telephones and electricity
- Low literacy levels in English and limited web-content in Kiswahili
- High maintenance costs from hot climate and unreliable power-supply
- Shortage of qualified workers with ICT skills
- Lack of appropriate legislation for e-business
- Low capacity, speed, coverage and reliability of Telecom network to support ICT services

# Recommendations

- LGAs in developing countries must start on ICT now, with what resources they have.
- Don't wait for aid or government funding
- Don't wait for universal literacy, power or telephone access
- Invest also in human capital as in technical infrastructure

# Recommendations...

- National governments must support ICT initiatives of LGAs in developing countries
- Address infrastructure deficiencies in the developing world through FDI & PPPs
- Development partners must support LGAs with ICT funding & skills development in poor countries

# 3 – *Conclusions*

# Conclusions

- IMC experience shows that LGAs can go a long way in developing the infrastructure for local e-governance,
- Their proximity to communities, makes them effective in reducing the current digital divide
- Central government and donor help to speed up the process.

# Conclusions...

- Collaboration is vital to avoid creating **e\_a** (electronically-allienated) societies of the poor south
- **Thank you for listening**