



Economic Commission for Africa (ECA)



CanadaFund for Africa



Canadian ePolicy Resource Centre

**About TIGA**

The Technology in Government in Africa Awards, otherwise known as the TIGA Awards, aims to encourage the use of Information and Communication Technologies by African governments in fulfilling their public service delivery obligations. As such, the awards are designed to recognize outstanding work in developing ICT applications for service delivery by African entities, as well as African governments who have enthusiastically used these technologies to revolutionize service delivery to citizens, whether it is health care and education; water and sanitation services; or for the use of the business community; to help improve the lives of Africans.

There are four categories of awards, recognizing achievements at the national level, others for their impact at the regional level, or provincial level. The categories are:

**1. Public service delivery to citizens/communities**

This award recognizes outstanding achievements by organisations or teams in developing and implementing innovative projects to improve online government service delivery (such as service application forms, tax payments, revenue collection, birth & death registration, government service delivery using other forms of eServices, etc.); with a specific focus on citizens/communities or businesses as clients of government. This also includes access to feedback mechanisms to public services by disadvantaged groups.

**2. Improved health services through the use of ICTs**

This award recognizes outstanding achievements by organisations or teams in developing and implementing innovative projects to improve online as well as Government eServices using other forms of health service delivery; with a specific focus on citizens/communities as clients of government (such as improved healthcare delivery, increased access, remote access, etc). This includes the use of ICTs for the provision of feedback on Government services, as well as 'hotlines'.

**3. Improved educational services through the use of ICTs**

This award recognizes outstanding achievements by organisations or teams in developing and implementing innovative projects to improve online as well as Government eServices using other forms of education service delivery; Specific examples include using ICTs for innovation in learning

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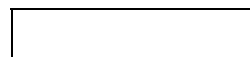
Government of Finland



Government of Italy



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and teaching for citizens and communities as well as the provision of e-administration in the delivery of education services.

#### 4. **Public Private Partnership (PPP) in economic and financial eServices delivery**

This award recognizes outstanding achievements by private and public organisations or teams in developing and implementing innovative projects to improve financial/business service delivery (such as customs, banking, insurance, trade facilitation, etc.), with a specific focus on the business community as clients of government. This includes initiatives that reduce time and expense for SME businesses and their dealings with government, as well as services that can bring efficiency benefits to businesses with new opportunities to explore new markets.

**The judges' awards are given to projects that do not necessarily neatly fall into one of the four awards categories, but nevertheless are considered to be of great importance and therefore deserve special recognition.**

### 2007 AISI TIGA Awards – Summary of Winning Projects

#### **CATEGORY 1: Public service delivery to citizens and communities**

##### **Projecto Portal do Governo (Government Portal Project), Angola**

<http://www.governo.gov.ao>

This Project's main objective is to bring all government public information and services under the same platform and make them available to citizens via the Internet. Angolans can make appointments with government officials; and download useful documents and forms such as passport applications. They can also find information on government programmes and send their views and comments to the government. The system currently has 157 services, information on 31 government programmes, and 28 official government forms.

The judges commended this project by saying: "This project has citizens' feedback on services built into it, thus providing opportunity for service improvements, which is the essence of e-government."

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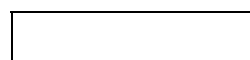
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##### **Fez government project (eFez Project), Morocco**

<http://www.fes-city.com/>

The municipality of Fez collaborated with the research team of the ICT4D lab at A1 Akhawayn University in Ifrane, Morocco, to build an experimental ICT platform for a real life e-government system. The project team successfully completed in July 2006 a pilot e-Government project (eFez) funded by the IDRC and deployed at the local government of the city of Fez. EFez's success was acknowledged at the national level, and awarded with the national prestigious prize "eMtiiaz 2006" for being judged to be the best e-government project in Morocco.

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The project has succeeded with online delivery of citizen-oriented services to the local community; is capable of replication in other Moroccan cities; and influenced everyday life by enhancing governance in general.

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## CATEGORY 2: Improved health services through the use of ICTs

### RWANDA TRACnet, Rwanda

<http://www.tracrwanda.org.rw>

The Treatment and Research AIDS Center (TRAC) is an institution of the Ministry of Health of Rwanda that established and implemented the Health Management Information System very widely known as Rwanda TRACnet. Rwanda TRACnet is a dynamic Information Technology solution designed to collect, store, retrieve, display, and disseminate critical programme information, drug distribution, and patient information related to the care and treatment of HIV and AIDS. The System is fully operational for more than 24 months now, and is used by all the 134 health facilities currently offering Anti-Retroviral Therapy to People living with HIV and AIDS in Rwanda.

With a bilingual English and French telephone with the IVR technology and web interface, TRACnet employs a practical and sustainable approach to using information technology. In awarding it the TIGA price, judges commented that TRACNet “helps to track and treat one of the worst enemies of the Africa region – AIDS”

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## CATEGORY 3: Improved educational services through the use of ICTs

### Automation of Secondary School Placement and Online Exam Result Delivery, Kenya

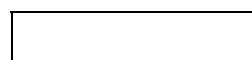
<http://www.education.go.ke>; <http://www.kenya.go.ke>

The project is a Government of Kenya initiative to improve access to educational information and services through use of ICTs. It has two key components:

1. Automation of delivery of Primary and Secondary school exam results through posting the results on the Ministry of education website. The results database is also accessible on a web interface through an access control system to ensure only those authorized are able to access the system; and through SMS messaging.
2. Automation of selection and placement of secondary school admissions. The previous manual system led to countless errors and malpractice especially in placement to the highly prestigious

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national public schools. As a result, many deserving candidates were unable to secure rightful placement in these schools despite excellent performance.

The judges commended the project for resolving “the problem of unfair and inequitable access to educational opportunities based on merit and not on corruption,” adding that: “The right to education is a socio-economic right which all citizens must enjoy and not just a privileged few.”

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**Egyptian Education Initiative, Egypt**

<http://www.eei.gov.eg>, <http://www.elcc.gov.eg>

The project is enabling students, teachers and administrators to build new skills using a new educational approach integrating IT, literacy IT in education in preparatory schools through increased IT accessibility. It has great impact on enhanced education process management improved teaching and learning skills and improved teaching material delivery.

The judges commended this project that “it is using innovative ways to improve education material and delivery in rural areas.”

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**CATEGORY 4: PPP in economic and financial eServices delivery**

**ORBUS, Solution de facilitation électronique du commerce au Sénégal**

<http://www.gainde2000.sn>

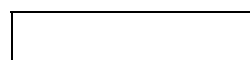
ORBUS is a public-private partnership. ORBUS enables enterprises to process their international trade operations without going physically through various governmental agencies. ORBUS has significantly reduced costs of customs clearance by automating all procedures.

The judges commended this project that it makes use of national resources, and is far more complete. Cutting transaction time and thus delivery and services time and costs are very appreciated by citizens.

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## **Electrogaz SMS Utility Payment System, Rwanda**

<http://www.electrogaz.co.rw>

This system allows customers throughout Rwanda to pay their utility bills using cash power cards of various denominations produced by SMS media Rwanda. Based on scratch card technology, a consumer will send an SMS message to the Electrogaz server with the metre serial number and validation number on scratch the card. They will then almost instantly receive an SMS message with a 20-digit credit voucher for their bills.

Judges commended this project for "innovation and delivering a service that all are yearning for."

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## **JUDGES' AWARDS**

### **Classe Rurale En Langues Nationales, Burkina Faso**

<http://www.classe-rurale.gov.bf>

This project is a distance-learning program in local languages (Dioula, Moore, etc.) targeting rural people at any level of education including illiterate people by a combined use of sound, images and text.

The judges commended this project because "if African children are learning in their first languages --- and as scientific results show, they then do better in reading comprehension in other languages."

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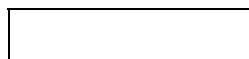
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### **Integrated Revenue Management System, Ethiopia**

<http://www.aarevenue.net>

This project has fully automated services to over 300,000 customers of the Revenue Agency of the Addis Ababa City Administration, including new taxpayer registration, assessment of different tax types based on the relevant regulations, payment and collection, and clearance certificate generation. It has enabled the Tax Authority to collect more revenue as the system has facilities for tracking unsettled liabilities which in turn helps to track unsettled liabilities for further legal enforcement. The project has been fully operational since the 2003/2004-budget year.

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Judges commended it by stating that: "The importance and efficiency of this project cannot be underestimated. This is a model e-government project worthy of emulation by other African countries."

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**Court Administration Reform, Ethiopia**

<http://www.etcourts.gov.et>

The Federal Courts reform programme is designed to make legal redress more accessible to citizens and more responsive to their needs. The programme started with the Federal Courts but is also being rolled-out throughout the justice system in the country. It has already been implemented in the Federal First Instance and Federal High Courts.

This Reform has proved to be instrumental in preparing the way for the establishment of a judiciary that is responsive to the needs of the public by being more efficient, independent, accountable and accessible.

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**Instant Money Transfer (IMT) Service, Ghana**

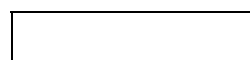
This programme used the telephone to ensure prompt and instant delivery of money to beneficiaries in Ghana. The customer completes an instant money transfer (IMT) form and pays the funds at any post office branch in the country. After receiving a Transaction Identification Number (TIN) and password, the customer send the details to the intended recipient, who can then draw the funds from any post office branch in the country.

The judges commented that: "This instant telephone money transfer (will) enhance remittances from abroad to Ghana, (and) could also potentially increase economic transactions and business deals internationally between Ghana and other countries. With commercial trading as a major economic activity in the country, trade could boost and productivity could increase with very little transaction cost both in terms of time and fees."

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## Projet des Démarches Administratives, Senegal

<http://www.demarches.gouv.sn>

This project delivers highly interesting information for all citizens. It shows high potential and can help the others build their own. It uses national TLD (.sn) service and the management of the project does too.

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