

SUBSIDIARY LEGISLATION

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GOVERNMENT NOTICE NO. 143 published on 15/2/2019

THE PUBLIC FINANCE ACT,
(CAP. 348)

REGULATIONS

(Made under section 6A)

THE PUBLIC FINANCE (GOVERNMENT e-PAYMENT GATEWAY
SYSTEM)
REGULATIONS, 2019

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THE PUBLIC FINANCE ACT,
(CAP. 348)

REGULATIONS

(Made under section 6A)

THE PUBLIC FINANCE (GOVERNMENT e-PAYMENT GATEWAY SYSTEM)
REGULATIONS, 2019

PART I
PRELIMINARY PROVISIONS

- Citation 1. These Regulations may be cited as the Public Finance (Government e-Payment Gateway System) Regulations, 2019.
- Application 2. These Regulations shall apply to service providers and payment service providers who are duly authorised to collect Government revenues.
- Interpretation 3. In these Regulations, unless the context otherwise requires-
- Cap. 342 “Agency” means the e-Government Agency;
“Bank” means the Bank of Tanzania;
“bank” has the meaning as ascribed to it under the Banking and Financial Institutions Act;
“Committee” means the GePG National Steering Committee established under regulation 10;
“contract” means a contract entered between the Ministry and payment service providers for collecting public monies using GePG;
“help desk” means a technical team established at service provider and payment service provider to handle issues regarding

GePG operations;

“GePG user” means an official authorised by user institution to access the System;

“Management Committee” means the GePG Management Committee established under regulation 12;

“Ministry” means the Ministry responsible for finance;

“payment service provider” means an institution or company which facilitates payment of Government revenue after the payer receives the bill and includes a bank and mobile network operator;

“payer” means a person who uses the system to settle a bill issued by service provider;

“service provider” means an institution mandated to collect Government revenue through the system;

“System” means the Government Electronic Payment Gateway System; and

“user institutions” include service providers and payment service providers.

PART II

ADMINISTRATIVE PROVISIONS

(a) Responsibilities of stakeholders

Responsibilities of
Ministry

4. The Ministry shall-

- (a) be the custodian and overseer of the system and shall be responsible for guaranteeing its security, reliability, service availability and sustainability;
- (b) in collaboration with and upon request of service providers, integrate various service providers’ billing systems to the GePG for efficient and effective revenue collection and visibility to appropriate authorities;
- (c) in collaboration with service providers, ensure that the interface between the user institutions’ billing system and GePG is secure and protected from possible fraudulent activities or sabotage;
- (d) provide access to the GePG system for user institutions personnel according to the business requirements and Ministry’s financial systems access control policies;
- (e) enter into contracts with licensed Payment Service

Provider on behalf of Government for all GePG Service Providers in the manner prescribed by the Government;

- (f) form Operation Technical Support Team to provide operational and technical support to GePG users from the Ministry, service provider Level 1 System Support Team, and payment service provider Level 1 System Support Team;
- (g) establish customer service center to support System users;
- (h) provide resources for GePG System development of new functions and enhancement;
- (i) approve the System changes;
- (j) issue guidelines or directives in respect of implementation of these Regulations;
- (k) plan and manage Business Continuity Plan in case of crisis; and
- (l) conduct regular reviews of interface security.

Responsibilities of service providers

5.-(1) A service provider shall-

- (a) have a computerized billing system, which is secured, maintained, reliable, sustainable and configured appropriately as per service streams and prices of various services;
- (b) in collaboration with the Ministry, ensure that the interface between the billing system and the System is secured and protected from error, fraud or sabotage; and
- (c) update or upgrade the billing system to accommodate the System changes.

(2) For purposes of this regulation, the term "price" includes taxes, levies, dues, fees, fines, penalties, charges, and any other payment due to the Government.

Responsibilities of payment service provider

6. A payment service provider shall-

- (a) facilitate revenue collections through the System;
- (b) ensure that the interface between the payment system and the System is secured and protected from error, fraud or sabotage;
- (c) ensure that the infrastructural facilities are accessible and operational at all times; and

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(d) Transfer monies as per agreed terms.

Responsibilities of
bank

7. The bank, in addition to the responsibilities of payment service providers specified under regulation 6, shall-

- (a) transfer all Government monies to the service providers' bank account which is kept at the Bank;
- (b) send electronic notification to GePG on the transferred monies to the Bank whenever transaction is effected;
- (c) report periodically to the Ministry as per contract on the collected revenue sent to the Bank; and
- (d) report incomplete Tanzania Interbank Settlement System (TISS) or Society for Worldwide Interbank Financial Telecommunication (SWIFT) transactions.

Responsibilities of
Agency

8. The Agency shall-

- (a) in collaboration with the Ministry, ensure the System infrastructure is secured, available, reliable, effective, efficient by providing necessary technical support, and hosting of the systems;
- (b) provide technical support for the System infrastructure;
- (c) ensure disaster recovery facilities supporting Business Continuity Plan in case of crisis are accessible and operational; and
- (d) in collaboration with the Ministry, provide human resources for the System development of new functionalities and enhancement.

Responsibilities of
Bank

9. The Bank shall-

- (a) validate the Payment Systems License for the payment service providers facilitating revenue collection through the GePG System, and in compliance with the existing regulatory framework;
- (b) act as a certificate authority for electronic financial transactions in relation to GePG operations; and
- (c) report electronically to the GePG System on transfers of public monies made from banks to Service Providers' accounts maintained at the Bank.

(b) Institutional framework

Establishment of
National Steering
Committee

10.-(1) There shall be a Committee to be known as the GePG National Steering Committee.

(2) The Committee shall consist of the following members:

- (a) Paymaster General, who shall be the Chairperson;
- (b) Permanent Secretary of the Ministry responsible for communication;
- (c) Permanent Secretary of the President's Office responsible for regional administration and local government;
- (d) Governor of the Bank;
- (e) Deputy Permanent Secretary responsible for Economic Management in the Ministry;
- (f) Deputy Attorney General;
- (g) Commissioner General of the Tanzania Revenue Authority;
- (h) Chief Executive Officer of the Agency;
- (i) Director General of the Tanzania Communication Regulatory Authority;
- (j) Accountant General, who shall be an ex-officio member;
- (k) Director of Financial Information Systems Management, who shall be an ex-officio member; and
- (l) Commissioner for Policy Analysis, who shall be the Secretary.

(3) The Committee may co-opt any person with special knowledge and skills to provide expertise on a particular issue as may be required but the person co-opted shall have no right to vote.

(4) The quorum of any meeting of the Committee shall be half of the members.

(5) Members of the Committee shall attend meetings in person, and where a member by reason of illness or absence from United Republic of Tanzania, is unable to attend any meeting he may appoint a Principal Officer to attend such meeting on his behalf.

(6) The Ministry shall provide secretariat to the Committee.

(7) The Committee shall meet at least once in a year.

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Functions and
powers of
Committee

11. Functions of the Committee shall be to-
- (a) approve GePG scope, plans and budgets;
 - (b) communicate strategic decisions to GePG Management Committee;
 - (c) resolve resource conflicts, monitor service levels and provide guidance on service improvements;
 - (d) hear and determine appeals arising from decisions of the Management Committee;
 - (e) account for the overall governance and performance of the System; and
 - (f) approve such other matters as the Committee may deem fit for the purposes of these Regulations.

Establishment of
Management
Committee

- 12.-(1) There shall be a committee to be known as the GePG Management Committee.
- (2) The Management Committee shall consist of the following members to be appointed by the Paymaster General-
- (a) a member from the Commissioner for Policy and Analysis department, who shall be the Chairperson;
 - (b) a member from the Internal Auditor General Department;
 - (c) a member from the Accountant General Department;
 - (d) a member from the Agency;
 - (e) a member from the Bank;
 - (f) a member from the Tanzania Revenue Authority;
 - (g) a member from the President's Office - Regional Administration and Local Government;
 - (h) a member from the Tanzania Communication Regulatory Authority;
 - (i) a member from the office of the Treasury Registrar; and
 - (j) a member from Department of Financial Information Systems Management, who shall be the Secretary.
- (3) The Ministry shall provide secretariat to the Management Committee.
- (4) The Management Committee shall meet quarterly and as whenever the need arises.
- (5) The Management Committee may, during meetings whenever necessary, co-opt two members representing payment Service Providers.

Functions of
Management
Committee

13. Functions of the Management Committee shall be to-
- (a) address all decisions on system infrastructure, architecture and applications;
 - (b) translate business requirements into systems qualities and approve appropriate systems to interface with GePG;
 - (c) report to the Committee on the sufficiency of information and data security policies, business continuity and disaster recovery programs;
 - (d) keep abreast with emerging developments, and championing adoption of new technologies, standards and methodologies that have a positive impact on operation of the GePG;
 - (e) make recommendations and advise the Committee regarding strategic goals of the GePG operations;
 - (f) review and recommend on policies, programs and initiatives to ensure that such policies, programs and initiatives support the GePG operations;
 - (g) review and determine disputes forwarded to it by payer, service provider or payment service provider;
 - (h) advise the Ministry on the major System changes that have high risk, high cost and involve the potential impact on users and other resources, which may -
 - (i) effect business or System operations; and
 - (ii) involve downtime of the service; and
 - (i) approve such other matters as the Committee may deem fit for the purposes of these Regulations.

PART III
OPERATIONS OF GATEWAY SYSTEM

(a) Operational responsibilities

Operational
responsibilities of
Ministry

to-

14. Operational responsibilities of the Ministry shall be
- (a) provide resources for sustainable and reliable availability of GePG services;
 - (b) develop new functionalities of GePG;
 - (c) facilitate user training for service providers;

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- (d) support operations of the customer service centre;
- (e) collaborate with Agency to integrate GePG with service providers and payment service providers' billing systems;
- (f) create awareness and sensitization to service providers and payment service providers on GePG;
- (g) perform GePG software and hardware enhancements based on the new requirements;
- (h) perform reconciliation on transactions processed in the GePG against payment service providers;
- (i) ensure revenue sources registered in GePG are properly coded in line with Government Finance Statistics (GFS);
- (j) ensure payment channels for collection of revenue are available to service providers; and
- (k) open and close service providers' revenue collection bank accounts.

Operational responsibilities of Agency

to-

15. Operational responsibilities of the Agency shall be
- (a) install, configure and maintain GePG infrastructures;
 - (b) provide network services;
 - (c) deliver transactions notification to stakeholders;
 - (d) provide backups for GePG operations and recovery of system disruption;
 - (e) provide disaster recovery facility for GePG;
 - (f) collaborate with the Ministry to integrate GePG with service providers and payment service providers' systems; and
 - (g) collaborate with the Ministry in performing GePG software and hardware enhancements based on the new requirements.

Operational responsibilities of Bank

16. Operational responsibilities of the Bank shall be to-
- (a) issue digital certification services;
 - (b) settle revenue collected from banks in the appropriate service providers' account; and
 - (c) notify GePG on revenue transferred from banks to the Bank.

Operational

17. Operational responsibilities of service providers shall

responsibilities of service providers be to-

- (a) collect revenue through GePG;
- (b) update the GePG on bills generated;
- (c) advise payers to settle bills through available payments channels;
- (d) perform reconciliation on bills against GePG payments and GePG against service provider's bank statements; and
- (e) perform reconciliation on transfer of monies from banks to the Bank.

Operational responsibilities of payment service providers

18. Operational responsibilities of payment service providers shall be to-

- (a) facilitate collection of revenues on behalf of service providers;
- (b) transfer all revenue collected to the appropriate service provider's account maintained at the Bank as per contract with the Ministry; and
- (c) collaborate with the Ministry for collection account mapping.

(b) Operational control

Application to join System

19.-(1) Every service provider shall apply to the Ministry to join the System.

(2) Every service provider applying to join the System under subregulation (1) shall be required to fill Form No. 1 set out in the First Schedule to these Regulations.

(3) The Form filled under subregulation (2) shall be submitted to the Ministry in writing.

Consideration of application

20.-(1) Upon receipt of an application from a service provider, the Ministry shall, within seven working days, review the application based on the GePG connection criteria.

(2) Where the Ministry has approved the application, it shall-

- (a) integrate service provider billing system with GePG;
- (b) secure the interface between service provider billing system and GePG; and
- (c) ensure that service provider connection to GePG does not negatively affect GePG operations.

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(3) Where an application Form by a service provider is defective in any material particular or contains inadequate information, the Ministry shall, within two working days, direct the service provider to amend or correct any errors or provide further information and re-submit the application to the Ministry.

Set up of static data

21. For the purpose of creating static data, the Ministry and service providers shall-

- (a) in the case of the Ministry-
 - (i) import and update revenue estimates;
 - (ii) create GFS codes on new revenue sources; and
 - (iii) update service provider's information including name, address, collection centers and bank account details; and
- (b) in the case of service providers-
 - (i) provide necessary information required for creating static data;
 - (ii) provide revenue estimates adjustments;
 - (iii) provide new revenue sources;
 - (iv) request for update of service provider's particulars in GePG;
 - (v) create the collection centers and sub revenue sources; and
 - (vi) set monthly collection estimates.

Generation of revenue collection report

22.-(1) The Ministry shall prepare periodic Consolidated Revenue Collection Report for purposes of assessing revenue collection performance in a particular period.

(2) Service providers shall prepare periodic individual Revenue Collection Reports.

(3) Without prejudice to subregulation (2), a service provider shall prepare periodic consolidated revenue collection report of institutions supervised by such service provider.

GePG accounts reconciliation

- 23.-(1) The Ministry shall-
- (a) perform daily reconciliation between GePG and payment service providers;
 - (b) perform weekly reconciliation between GePG and the Bank; and
 - (c) prepare reconciliation report.
- (2) A service provider shall-

- (a) perform daily reconciliation between GePG transactions information and service provider's bank statements; and
- (b) perform daily reconciliation between service provider's billing system and service provider's bank statements.

(3) Where a service provider discovers any discrepancy in the course of accounts reconciliation, the service provider shall, within twenty four hours from the time of such discovery, notify in writing the Ministry or the relevant payment service provider.

(4) Upon receipt of notification of discrepancy from a service provider, the Ministry or payment service provider shall ensure that such discrepancy is settled within twenty four hours, and notify the service provider on such settlement.

(5) Where any discrepancy is not settled within the time prescribed in subregulation (4), the service provider shall report the matter to the Ministry.

Acknowledgement
of bill and payments

24. The Ministry shall acknowledge-

- (a) bill by appending control number; and
- (b) payments by appending Government receipt number or electronic Exchequer Receipt Voucher (e-ERV)

System access
control

25. Access to the system shall be in the following manner-

- (a) core system administration, shall be assigned to the core technical team for Level 3 support purposes, system upgrades or problems fixing which requires accessibility to source codes, database or operating system;
- (b) system administration, shall have write authority and be assigned to members of operations technical support team within the Ministry;
- (c) system support, shall have limited write authority for concerned institutions and shall be used for service provider administrators for adding and supporting other users; and
- (d) system operation, shall be given to personnel tasked with issuing of bills and other activities in the system

with access level limited to their scope of operations.

User access

26.-(1) Every GePG user applying to access the System shall be required to fill Forms No. 2 and No. 3 set out in the First Schedule.

(2) The Forms filled under subregulation (1) shall be submitted to the respective service providers' accounting officer save for System administrator who shall be required to submit to the Ministry in writing.

(3) The access to the System shall be limited to authorised personnel of the institution joining GePG.

User management

27.-(1) User management in the GePG System shall involve identification and control of users logged into the System.

(2) The Ministry's system administrator or service provider's System support team may remove or deactivate users from the System upon occurrence of any of the following circumstances:

- (a) improper operations by the user which puts the System at risk;
- (b) official request by service provider to remove a user for reasons known by the institution concerned; and
- (c) change of job responsibilities within the Ministry or service provider.

Management of
revenue collection
bank account

28.-(1) The revenue collection bank accounts shall be used for collecting Government revenue.

(2) GePG shall ensure that transactions between the service provider, payment service provider and the Bank are visible to all stakeholders related to the transaction.

(3) Direct deposit to the revenue collection bank account shall not be authorised without a control number.

(4) Transfers of revenue from payment service provider to service provider's revenue collection bank account at the Bank shall comply with existing policies and procedures.

(5) Reversal of transaction in revenue collection bank account of the service provider shall not be authorised unless an approval has been sought and obtained from the accounting officer of the service provider and shall be done prior to transfer to the Bank.

(6) Upon verification and approval, refund of amounts emanating from GePG transaction shall follow the normal refund procedures of the user institutions.

(7) The payment service provider shall remit revenue collected from revenue collection bank account to service provider's collection account at the Bank in the manner agreed in the contract.

(c) System maintenance

Customer service center

29.-(1) The Ministry shall establish a customer service center for handling stakeholder incidents, complaints and concerns.

(2) The customer service center shall receive issues related to GePG through phone calls or electronic communication.

Incident management

30.-(1) A service provider shall have an internal support team to handle calls emanated from GePG operations.

(2) The calls under subregulation (1) shall be handled through service provider's support team also known as 'Level 1 System Support Team'.

(3) The System incidents and calls which are not resolved at the service provider or payment service provider level shall be referred to the customer service center at the Ministry.

System support

31.-(1) There shall be three levels of System support.

(2) Level 1 System support shall be handled by the service provider technical staff who shall perform the following activities:

- (a) support overall System operations at service provider's level;
- (b) maintain computers, networks and other facilities necessary for service provider to use GePG;
- (c) resolve any System related incidents, complaints and concerns identified at the service provider side;
- (d) support System users on day-to-day operations;
- (e) provide GePG on-job training for business users;
- (f) refer all unresolved service provider's incidents, complaints and concerns to Level 2 Support team.

(3) Level 2 System support shall be handled by technical

team at the Ministry to serve all service provider's Level 1 System support and shall perform the following activities:

- (a) handling of unresolved incidents, complaints and concerns escalated from Level 1 System support; and
 - (b) escalating unresolved incidents, complaints and concerns to Level 3 System support.
- (4) Level 3 System support shall be the highest level of System support and shall be responsible for the following:
- (a) resolving incidents, complaints and concerns escalated from Level 2;
 - (b) upgrade of the System application and database;
 - (c) development of new functionalities or modules;
 - (d) System change management; and
 - (e) administration of source codes.

PART IV RISK MANAGEMENT

Risk management
process

32.-(1) The Ministry and service provider shall conduct a quarterly risk assessment for the System and prepare a risk register, risk treatment action plan and risk management implementation report using Risk Management Documentation prescribed under Forms 1, 2, 3, and 4 set out in the Second Schedule to these Regulations.

(2) The accounting officers of respective service providers shall be responsible for mitigating identified risks.

Risk treatment
implementation
report

33. The Ministry and service provider shall, prepare a risk management report, quarterly for the System for monitoring risk mitigation implementation status.

PART V OVERSIGHT AND SUPERVISION OF THE SYSTEM

System monitoring

34.-(1) The Ministry shall formulate policies and procedures for oversight and monitoring of the System's safety and efficiency.

(2) The Committee shall issue strategic directions for oversight and monitoring of the System and provide directives on Annual Oversight Report recommendations.

(3) A service provider shall, on quarterly basis, carry out

self-assessment on the System and report its findings to the Ministry.

PART VI
COMPLAINT HANDLING AND DISPUTE RESOLUTION

Complaints handling

35.-(1) A service provider shall establish a help desk to handle complaints arising from the System.

(2) Every incident, complaint and concern shall be forwarded to the help desk in writing, in the Form set out in the Third Schedule to these Regulations, through phone calls or electronic communication.

(3) The complaint Form shall be filled in triplicate and a copy shall be retained by the complainant.

(4) Where a complaint is referred to the help desk under sub-regulation (1), and it appears that the complaint is not malicious, the help desk shall investigate the matter and resolve it.

(5) Where a service provider help desk has failed to resolve the matter referred to it by the payer or payment service provider shall refer the matter to the customer service centre.

(6) Where a payment service provider or payer is not satisfied by the help desk's response he may file a complaint to the Ministry in writing.

(7) The complaints arising between service provider and the Ministry shall be mutually resolved.

(8) Any complaint from System which is not resolved under this regulation shall amount to dispute.

Dispute between parties

36.-(1) Where there is a dispute between –

- (a) a payer and service provider;
- (b) a payer and payment service provider; or
- (c) a payment services provider and service provider,

either party may forward the matter to the Management Committee for review and determination.

(2) Where a party is aggrieved with the decision made by the Management Committee, that party shall appeal to the Committee for determination.

PART VII
GENERAL PROVISIONS

Change
management

37.-(1) The Ministry may accept changes to the System for the following purposes-

- (a) responding to the users' changing business requirements while maximising value and reducing incidents, disruption and re-work;
- (b) responding to the business and information technology requirement for change that align the services with the business needs;
- (c) minimising business risk and improving efficiency using automated tools and a centralized data depository; and
- (d) any other purpose as the Ministry may consider necessary.

(2) The Ministry shall ensure that changes are recorded and evaluated, and that authorised changes are prioritized, planned, tested, implemented, documented and reviewed in a controlled manner.

(3) Subject to subregulation (1), the Ministry shall formally provide standardized methods and procedures to meet the change management requirements supporting the System operations which may include System application, hardware, software, database, network, documents, key personnel and contractual changes.

Service level
agreements

38. There shall be service level agreements for the purpose of setting parameters of services covered and to ensure that the proper elements and commitments are met between the following parties-

- (a) the Ministry and service provider;
- (b) the Ministry and payment service provider;
- (c) the Ministry and the Bank; and
- (d) the Ministry and the Agency.

Confidentiality

39. A person shall not disclose to an unauthorised person any information or data relating to the operation or functioning of the System or billing system unless lawfully permitted by a competent authority.

Immunity

40. An action or other proceedings shall not lie or be

instituted against any officer or employee of the Ministry, service provider or payment system provider in respect of any act or thing done or omitted to be done in good faith in the exercise or purported exercise of powers conferred by these Regulations.

Directives and
circulars

41. The Paymaster General may issue directives, orders, guidelines or circulars for the effective carrying out of the provisions of these Regulations.

Offences and
penalties

42.-(1) Any person who-

- (a) unlawfully or illegally accesses or attempts to access the System;
- (b) performs any act which is contrary to the terms of access authorisation;
- (c) unlawfully or illegally changes or alters, in any way, a bill provided by the service provider;
- (d) submits incorrect or false information to the Ministry, service provider or payment service provider; or
- (e) maliciously or willfully disrupts the functioning of the billing System of the service provider or the System,

commits an offence.

(2) A person who commits an offence under these Regulations shall, depending on the gravity of an offence, upon conviction, be liable to a fine of not less than twenty million shillings or pay three times the Government revenue lost or to imprisonment for a term of not less than five years or to both.

(3) Where a service provider fails to comply with the provisions of these Regulations, the accounting officer of the respective service provider shall be liable for disciplinary actions in accordance with the Public Service Act.

Cap.298

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SCHEDULES
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Public Finance (Government e-Payment Gateway System)

GN. No. 143 (contd.)

FIRST SCHEDULE

APPLICATION TO JOIN THE SYSTEM

FORM No. 1

(Made under regulation 19 (2))

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF FINANCE AND PLANNING



GOVERNMENT e - PAYMENT GATEWAY (GePG)

SERVICE PROVIDER REGISTRATION FORM

SECTION A: INSTITUTION INFORMATION OF SERVICE PROVIDER	
MINISTRY/DEPT/AGENCY/LG A/RAS INFORMATION	ADDRESS
Name:	P.O.BOX:
Short Name:	Street:
CODE:	Region:
	Tel:
	Fax:

SECTION B: REVENUE COLLECTION BANK ACCOUNT DETAILS

Account Name	Account Number	Bank Name	Branch
1.			
2.			
3.			
4.			
5.			
6.			
7.			
8.			

SECTION C: REVENUE COLLECTION CENTERS

Center Name	Region	District
1.		
2.		
3.		
4.		

SECTION D: REVENUE SOURCES AND ESTIMATES

GFS Code	Source Name	Annual Target in T.Shs.

SECTION E: MANAGEMENT APPROVAL: (To be filled by Accounting Officer)

I(Name) declare that the information provided above is correct and shall be used in registering the Institution to the GePG system.

Signature.....

Date:.....

Note:

This form shall be;

- Filled by the Government Services Provider,
- Approved, signed and stamped by the Accounting Officer,
- filled and submitted to the Ministry of Finance and Planning – Financial Information System Management Department.

Public Finance (Government e-Payment Gateway System)

Gn. No. 143 (contd.)

FORM NO 2

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF FINANCE AND PLANNING



GOVERNMENT e - PAYMENT GATEWAY (GePG)
SERVICE PROVIDER USER REGISTRATION FORM

(Made under regulation 26 (1))

SECTION A: ORIGINATED INSTITUTION INFORMATION	
MINISTRY/DEPT/AGENCY/LGA/RAS INFORMATION	ADDRESS
VOTE NAME: VOTE CODE:	P.O.BOX: Street: Region: Tel: Fax:
SECTION B: USER INFORMATION (To be filled in by Prospected GePG User)	
Full Name: (First, Middle & Last)	
Check No:	
Mobile Phone:	
Email:	
Job Title/Designation:	
Department/Sub vote:	
1. Requested Role :(Tick(✓) Most appropriate Role) SP Administrator: <input type="checkbox"/> <ul style="list-style-type: none"> • Create SP Manager • Create SP User • Create Collection Centre • Create Sub SP Customer Manager: <input type="checkbox"/> <ul style="list-style-type: none"> • Search/View/Print Bill/Pending Bill • Search/View/Print Receipt • View/Print Report • Search/View Settled Bill Payment Manager: <input type="checkbox"/> <ul style="list-style-type: none"> • View/Print Receipt • View/Print Payment Reports 	

SP Manager:	<input type="checkbox"/>	<ul style="list-style-type: none">• Reconcile Payments• Select Revenue Sources• Create Sub Revenue Sources• Create Revenue Target• Set Revenue Target
Bill Manager:	<input type="checkbox"/>	<ul style="list-style-type: none">• Create/View Bill• Search/View Pending Bill• Search/View Settled Bill• Search/Print Bill• Search/View Defect Bill• Export Bill
SP Report:	<input type="checkbox"/>	<ul style="list-style-type: none">• View/Print Bill• View Payment Report
2. Requested Action: (Tick(✓) Most appropriate Role)		
Requested Action: Create New User <input type="checkbox"/> Block Existing User <input type="checkbox"/> Modify Existing User <input type="checkbox"/>		

Requestor's Signature:.....

Date:

SECTION C: MANAGEMENT APPROVAL: (To be filled and stamped by Employer /Accounting Officer)

I declare that the above named requestor is an employee in our Institution/Organisation and is eligible/not eligible for GePG system access.

Name: Signature.....

Date:.....

Note:

This form shall be;

- Filled by the requestor,
- Approved, signed and stamped by the Employer.
- filled and submitted to the Ministry of Finance and Planning – Financial Information System Management Department.

SECTION D: FOR GePG USE ONLY.

1. Assigned Username

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2. Role Granted/Given Role

3. Date Created

4. Created by: Name

Signature

Date

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF FINANCE AND PLANNING



GOVERNMENT e - PAYMENT GATEWAY (GePG)
GePG SYSTEM ACCESS USER APPLICATION FORM
(Made under regulation 26 (1))

GePG SYSTEM ACCESS USER APPLICATION FORM	
User must send a request from own email	
FOR GePG TEAM USE:	Date: _____
Approved by (Team Leader): _____	Signature: _____
New user <input type="checkbox"/>	Reset User <input type="checkbox"/>
	Delete user <input type="checkbox"/>
User Account Details - Please write in ALL CAPITALS	
Requester's Full Name	
Job Description (Title)	
Cell phone number	
E-mail address	
GePG System User & Description - Please indicate your selection with an "X"	
Read Only Privileges	Administrator Privileges
Reset User Account	
User Forget password	Password expire
	Unlock User/Activate
I (requestor's name) _____ hereby confirm that the information provided above is correct to the best of my knowledge.	
Signed: _____	
*Please write down the list of GePG Systems or Resources you want get access	
Requested GePG Systems) Access	Approval for Access (Indicate with 'X' for options)
	I Certify that the Requestor
	Requires Access <input type="checkbox"/>
	Not Requires Access <input type="checkbox"/>
	GePG Team Leader

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SECOND SCHEDULE

(Made under regulation 32(1))

RISK MANAGEMENT DOCUMENTATION

FORM NO. 1

RISK IDENTIFICATION AND ANALYSIS SHEET

Risk title: Provide a brief title of the risk	Risk ID: provide a unique identity
---	------------------------------------

Overview	
Risk	<i>Provide a brief description of the risk</i>
Principal owner risk	<i>Include title of the person managing the risk and the area where the risk falls</i>
Supporting owner(s)	<i>Provide title of other persons affected by the risk</i>
Risk Category	<i>Is it a financial, technical etc (see template 2)</i>
Objective/plan	<i>List the objective impacted by the risk</i>

Details	
<i>Causes: Provide the causes that may lead to the risk materializing</i>	<i>Consequence(s): Provide description of what will happen if the risk will materialize</i>

Inherent risk analysis (tick the appropriate ratings basing on the scenario that current controls do not exist or completely fails)						
Inherent risk	Impact:	<i>VERY HIGH</i>	<i>HIGH</i>	<i>MODERATE</i>	<i>LOW</i>	<i>VERY LOW</i>
	Likelihood:	<i>VERY HIGH</i>	<i>HIGH</i>	<i>MODERATE</i>	<i>LOW</i>	<i>VERY LOW</i>
Risk rating	Impact x likelihood	<ul style="list-style-type: none"> <i>Multiply the ratings from impact and likelihood.</i> <i>Shade this area with appropriate colour (see Table 7 in section 3.3.6)</i> 				

<i>Key risk mitigation/controls currently in place and their weaknesses: -briefly describe the current controls existing to reduce the inherent risk, also point out the main weaknesses for the current controls.</i>
--

Residual risk analysis (tick the appropriate ratings basing remaining risk levels after the above existing controls)						
Residual risk	Impact:	<i>VERY HIGH</i>	<i>HIGH</i>	<i>MODERATE</i>	<i>LOW</i>	<i>VERY LOW</i>

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	Likelihood:	<i>VERY HIGH</i>	<i>HIGH</i>	<i>MODERATE</i>	<i>LOW</i>	<i>VERY LOW</i>
Risk rating	I X L:	<ul style="list-style-type: none"> • <i>Multiply the ratings from impact and likelihood.</i> • <i>Shade this area with appropriate colour (see Table 7 in section 3.3.6)</i> 				

<i>Actions/mitigating controls to be taken: (propose feasible treatment actions to be put in place to reduce the risk at tolerable levels, including resources required for each treatment action – financial, physical assets, or human)</i>	
Treatment:	Resource required
1.	1.
2.	2.
3.	3.

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FORM NO. 2

RISK REGISTER
(Made under regulation 32 (1))

OBJECTIVE/TARGET (write the objective affected by the risk)	RISK TITLE (as it appears in the identification sheet)	CATEGORY OF RISK (as described in the identification sheet)	RISK ID (as in the identification sheet)	RESIDUAL RISK ASSESSMENT (as in the identification sheet)		RISK RATING (I X L) [Product (in number) of multiplying Impact by Likelihood]	RISK STATUS (write either EXTRME, HIGH, MEDIUM or LOW and shade it with the appropriate colour)	PRINCIPAL RISK OWNER (as in the identification sheet)	PAGE (write the page number to make reference to the attached identification sheet)
				IMPACT (I)	LIKELIHOOD (L)				
Objective A (the objectives number or	Risk A.01								
	Risk A.02								
	Risk A.02								
	Etc.								
	Etc.								

reference should be identical to those appearing in the organisation's strategic plan document)									
Objective B	Risk B.01								
	Risk B.02								
	Etc.								
	Etc.								

- Information in the register is summaries of what is appearing in the risk identification sheet.
- At the end of the register attach the risk identification sheets in serially according to the list of the risks in the register, provide page numbers on each risk identification sheet so that the page number will be filled-in in the last column of the risk register. This will facilitate quick referencing from register to identification sheets.

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FORM NO 3

RISK TREATMENT ACTION PLAN
(Made under regulation 32(1))

Department/Unit:				
Date of review: Compiled by: Date:				
Reviewed by:				
Risk title & ID (From Risk Register in priority order)	Proposed Treatment/Control Options (From Risk Identification Sheet)	Person Responsible for Implementation of Treatment Options (as mentioned in the risk identification sheet)	Time-table for Implementation (Give specific start and end dates)	How will this risk and treatment options be monitored

FORM NO 4

RISK MANAGEMENT QUARTERLY IMPLEMENTATION REPORT
(Made under regulation 32(1))

Department/Unit: Risk Management Quarterly Implementation Report for the Quarter Ending..... Prepared by: Date:						
Risk title & ID	Proposed Treatment/Control Options	Person Responsible for Implementation of Treatment Options	Time-table for Implementation	How will this risk and treatment options be monitored (key	Status of Implementation	Remarks and/or Comments
(From Risk Register in priority	(From Risk Identification Sheet)	(as in the	(Give specific start and end dates)	ed (key	(completed, on-going, not done)	

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Order)		risk identificatio n sheet)		Indicato r)		

THIRD SCHEDULE

(Made under regulation 35(1))

COMPLAINT FORM

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF FINANCE AND PLANNING



GOVERNMENT e - PAYMENT GATEWAY (GePG)

GePG CUSTOMER COMPLAINT FORM

All sections marked * are to be completed prior to lodging form at the Ministry.

All personal details remain CONFIDENTIAL

Complaints will be acknowledged within 5 working day

of receipt

*Name of person making Complaint _____

*Residential Address _____

*Postal Address _____

*Contact Number/s _____ Email _____

COMPLAINT DETAILS

Date of Incident (if relevant) _____ Time _____

Location of Incident _____

Who/What is the subject of your Complaint _____

Summary of Complaint/Issue _____

WITNESS DETAILS (if applicable)

Name _____

Address _____ Contact Number _____

COMPLAINT OUTCOME:

Public Finance (Government e-Payment Gateway System)

GN. NO. 143 (contd.)

As a result of making this complaint, is there any outcome you would like?
Yes ... No ...

If yes, please provide details

Upon signing this form I agree that should legal proceedings be required I will appear in court as a witness to give evidence to the truth of this complaint

*Complainants name

(Signature)

(Date)

Dodoma,
31st January, 2019

PHILIP I. MPANGO
Minister for Finance and Planning