

NARRATIVE REPORT OF THE TANZANIA INTERNET GOVERNANCE FORUM 2024

“Building Tanzania’s Multistakeholder Digital Future”



COSTECH HALL, DAR ES SALAAM, TANZANIA
5TH SEPTEMBER, 2024.



EXECUTIVE SUMMARY

The 11th Tanzania Internet Governance Forum (TIGF) took place on September 5, 2024, at the COSTECH Hall in Dar es Salaam, with the theme “Building Tanzania’s Multistakeholder Digital Future.” This hybrid event brought together a diverse range of stakeholders, including representatives from government, the private sector, civil society, academia, and the technical community. The forum provided a platform for discussing the role of internet governance, AI, and emerging technologies in Tanzania’s digital transformation. The 2024 edition took place both physically and online at COSTECH Hall, Sayansi, Dar es Salaam.



Dr. Nazar Nicholas

The forum began with opening remarks from Dr. Nazar Nicholas Kirama, National Coordinator of the Tanzania IGF, who emphasized the importance of multi-stakeholder collaboration in driving Tanzania’s digital agenda. The event featured eight sessions covering topics such as AI, blockchain, internet governance, privacy and data protection, and digital accessibility for people with disabilities.

Key presentations were delivered by experts, including Dr. Fredrick Chali from UDOM and Dr. Nkundwe, Director General ICT commission. The sessions highlighted the transformative potential of AI and blockchain in sectors such as energy and government services, while also addressing the need for strong regulatory frameworks to ensure ethical and inclusive technology adoption.

The forum’s discussions also explored Tanzania Digital Economy Strategy Framework 2024 - 2034 and Tanzania’s National ICT Policy 2023, emphasizing the need for improved digital infrastructure and local content creation. Speakers from Meta and Serensic Africa provided insights into the challenges of internet governance, data security, and privacy, stressing the importance of public-private partnerships.

A key aspect of the forum was the interactive Q&A sessions, which allowed participants to engage with speakers on issues such as online safety, the cost of internet access, and the role of policymakers in regulating AI and blockchain technologies.

The event concluded with a set of recommendations aimed at enhancing digital accessibility, lowering internet costs, improving infrastructure in rural areas, and fostering stronger collaboration between stakeholders. It also recommended for the TzIGF Secretariat to establish a Multistakeholder Annual Program. These recommendations are intended to support Tanzania’s ongoing efforts to build an inclusive, secure, and innovative digital future.



INTRODUCTION

The 11th Tanzania Internet Governance Forum (TzIGF), held on September 5, 2024, at the COSTECH Hall in Dar es Salaam, convened stakeholders from various sectors to discuss the theme “Building Tanzania’s Multistakeholder Digital Future.” This hybrid event, organised by the Internet Society Tanzania Chapter, aimed to foster dialogue and collaboration between the government, private sector, civil society, academia, and the technical community to address critical issues surrounding internet governance, AI, and emerging technologies.

OVERVIEW

TzIGF serves as a national platform for public policies discussion on Internet governance and development in Tanzania. The forum provides a venue for all key players in the digital ecosystem to deliberate on ways to ensure equitable access to emerging technologies and the internet while addressing challenges such as cybersecurity, privacy, and digital inclusion.

In 2024, the forum focused on how technologies like AI, IoT, Blockchain etc., are shaping Tanzania’s digital future. It also addressed the role of government policies in fostering innovation, building strong digital infrastructure, and promoting public-private partnerships.

Tanzania Internet Governance Forum 2024 participation:

TzIGF 2024 was a hybrid event and it drew 20 online and 82 onsite participants. The following table shows participants by stakeholder and gender.

No.	Stakeholders	Total	Gender	
			Male	Female
1	Private Sector	17	64	38
2	Government	16		
3	Civil Society	30		
4	Technical community	10		
5	Academia	13		
6	Intergovernmental organization	8		
7	Media	8		
	TOTAL	102		

THE TZIGF AGENDA 2024

11th TANZANIA INTERNET GOVERNANCE FORUM 2024

Theme: Building Tanzania's Multistakeholder Digital Future

Location: COSTECH Hall, Sayansi, Dar es Salaam Date: 5th September 2024 Time: 0800 to 1700 hours Format: Hybrid

DRAFT AGENDA

TIME	ACTIVITY
0800 – 0900	Registration
0900 – 0915	Introduction and Music
0915 – 0930	Welcoming remarks: Tanzania IGF Secretariat
0930 - 0945	Session 1: Panel: AI and Emerging Technologies into shaping Tanzania's Digital Future Moderator: Aliko Matola, UDOM
0945 - 1000	Q&A
1000 - 1015	TEA BREAK
1015- 1030	Session 2: Tanzania National ICT Policy 2023 Presenter: Eng. Leo Magoma, Ministry of Information, Communications and Information Technology
1030 - 1040	Q&A
1040– 1110	Keynote Speech TBC
1110– 1120	Group photo with keynote speaker - All participants
1120– 1200	Session 3: Panel: Internet Governance and its role in building Tanzania's Multistakeholder Digital Future Moderator: Asha Abinallah, Tech & Media Convergence
1200-1220	Q&A
1220 – 1240	Session 4: Panel: Privacy and Data Protection Presenter: Dr. Fredrick Chali, CIVE, UDOM
1240 - 1300	Q&A
1300 - 1400	LUNCH
1400 - 1430	Session 5: AI Regulation Presenter: Desmond Mushi - Meta
1430 - 1440	Q&A
1440 - 1510	Session 6: Digital Accessibility: New and Innovative Technologies for PWDs Presenter: Dr.Cosmas Mnyanyi- Open University of Tanzania
1510 - 1520	Q&A
1520 - 1550	Session 7: Panel: Human Rights Online Moderator: Chris Mukoji, University of Iringa
1550 - 1600	Q&A
1600– 1620	Session 8: Internet Governance Forum 2024 in Riyadh, Saudi Arabia Presenter: Anja Gengo, United Nations IGF Secretariat, Geneva
1620– 1630	Q&A
1630 - 1700	Recommendations Moderator:MC
	END

WELCOMING REMARKS:

Dr. Nazarius Kirama, TzIGF Coordinator, started by introducing the panelists and dignitaries present at the event, thanking them for availing themselves for the Forum. He then requested all participants both online and onsite to introduce themselves. He highlighted the growing importance of multi stakeholder collaboration in the evolving digital landscape of Tanzania. He acknowledged that emerging technologies such as AI and blockchain have the potential to transform industries and improve the lives of Tanzanians, but also emphasised the need for clear policies and regulations to guide their ethical and inclusive implementation.

He pointed out that ensuring an inclusive digital future requires multistakeholder approach and efforts. He emphasised the importance of bridging the digital divide, especially in underserved and rural areas, to create opportunities for all Tanzanians to benefit from digital economy and advancements.

He also underscored the need for sustainable investment in digital infrastructure, along with policies that promote digital literacy and entrepreneurship. His call to action was a reminder to all stakeholders to take proactive measures in ensuring that Tanzania remains competitive and secure in the global digital arena, while also fostering innovation at the local level.



Dr. Nazarius Kirama



Participants in a group photo

SESSIONS OVERVIEW:

This section provides a detailed overview of the key sessions held during the 11th Tanzania Internet Governance Forum 2024. These sessions covered a wide range of topics including AI, blockchain, internet governance, privacy, data protection, and digital accessibility. Each session was led by experts from various fields, with interactive Q&A sessions that encouraged audience participation.

1.0. Panel discussion: AI and Emerging Technologies in Shaping Tanzania's Digital Future:

This panel session, moderated by Mr. Aliko Matola from the University of Dodoma (UDOM), focused on how artificial intelligence (AI) and blockchain are influencing Tanzania's digital transformation.

The discussion revolved around the potential of these emerging technologies to revolutionise key sectors such as energy, government services, and the broader digital economy. The panel Speakers for this session were Mr. Theodory Faustine, Senior Software Engineer from Jaza Energy and Ms. Miriam Shaka who is a Blockchain Developer from Electronic Government Authority (eGa).

1.1 The Role of AI in Shaping Tanzania's Digital Future:

Theodory Faustine emphasised on the transformative potential of Artificial Intelligence (AI) in revolutionising key sectors in Tanzania, particularly the energy sector. He explained how AI-driven solutions can enhance energy optimization, predict maintenance needs, and reduce operational costs, thereby improving overall efficiency. Beyond energy, Theodory highlighted AI's potential in sectors such as healthcare, agriculture, and finance, where it can improve decision-making, streamline operations, and drive innovation. He stressed that for Tanzania to fully leverage AI, investment in infrastructure and digital literacy is crucial. Additionally, proper regulatory frameworks must be established to ensure that AI is used ethically and responsibly, safeguarding data privacy and fostering public trust. As AI continues to evolve, Theodory underlined the need for close collaboration between the government, private sector, and academia to ensure that the technology benefits all Tanzanians.



Participants following the discussions

1.2 How Emerging Technologies such as Blockchain can Shape Tanzania's Digital Future:

Miriam Shaka provided an insightful overview of how blockchain technology can revolutionize Tanzania's digital landscape. She emphasized that blockchain, as a decentralized and immutable ledger system, holds the potential to address some of the country's pressing challenges in governance, transparency, and efficiency.

She began by highlighting the transformative role of blockchain in government services, particularly in ensuring transparency and reducing corruption. She explained how blockchain could be applied in public procurement, land registration, and identity management, where secure and tamper-proof records are crucial. By leveraging blockchain, the government can create systems that enhance public trust and accountability while minimizing inefficiencies.

Another key point of her presentation was the use of blockchain in the financial sector, where it can facilitate secure and transparent transactions, particularly in enabling digital payments and cross-border remittances. She noted that blockchain-based solutions could provide unbanked populations with access to financial services, thus promoting financial inclusion.

She also explored the role of blockchain in supply chain management, emphasizing how it can ensure traceability and accountability across industries such as agriculture and manufacturing. She provided examples of how blockchain could help Tanzanian farmers track the journey of their produce, ensuring fair trade and reducing exploitation.

In addition to its practical applications, she stressed the importance of capacity building and awareness about blockchain technology. She called for collaboration between the government, private sector, and academia to educate citizens and develop the skills needed to adopt and implement blockchain solutions effectively.

Q&A Session:

After the presentations, the session opened up for a robust Q&A where the audience engaged with the speakers on a variety of topics. Several key questions were raised, highlighting concerns about ethical considerations, corruption prevention, and the scalability of emerging technologies in Tanzania.

The first question focused on the ethical concerns associated with applying AI in sensitive sectors such as healthcare and finance. Theodory Faustine responded by emphasizing the need for regulatory oversight to ensure that AI is used responsibly. He highlighted the importance of protecting personal data and ensuring transparency in AI systems, particularly when they are involved in decision-making processes that could have significant impacts on people's lives.

The second question asked how blockchain technology can help prevent corruption in government services. Miriam Shaka explained that blockchain's decentralised ledger ensures that records are immutable, meaning they cannot be tampered with once they are entered.

This characteristic of blockchain, she noted, eliminates opportunities for corruption in areas such as public procurement and land registration, where transparency is often a concern.



A participant during a Q&A session

The third question addressed the scalability of AI and blockchain technologies in Tanzania, given the country's existing infrastructure limitations. Both speakers agreed that while infrastructure poses challenges, there is a need for greater collaboration between the government and private sector to develop the necessary digital infrastructure. They also emphasised the importance of digital literacy programs to ensure that both businesses and individuals can fully leverage these emerging technologies and integrate them into everyday practices.

1.3 **Panel discussion: Internet Governance and its Role in Building Tanzania's Multistakeholder Digital Future:**



Ms. Asha Abinalla

The Panel Session moderated by Asha Abinalla of Tech & Media Convergence focused on exploring the role of internet governance in fostering inclusion, security, and growth in Tanzania's digital ecosystem.

The discussion highlighted how collaboration between the public and private sectors is crucial for achieving a secure and inclusive digital future. The panel featured prominent speakers, including Esther Lugoe Mengi, a cybersecurity expert and founder of Serensic Africa; Desmond Mushi, Public Policy Manager for Meta in East and Central Africa; John Seka of Seka & Associate Advocates; Dr. Nkundwe Mwasaga, Director General of the ICT Commission of Tanzania; and Mr. Godwill Wanga from TNBC, who joined the session later. Together, they shared insights on how effective internet governance can help Tanzania navigate the challenges and opportunities in its evolving digital landscape.

1.3.1 **Key Presentations From the Panelists:**

Mr Desmond Mushi began the session by discussing Meta's role in East and Central Africa, with a focus on inclusion and stakeholder engagement. He emphasised that stakeholder inclusion is crucial for the development of sound internet governance policies. He also addressed the challenges faced by public figures on social media, particularly in handling character attacks and personal abuse. He stressed that platforms like Meta must work with governments to create safer online spaces. He further emphasised that government policies should focus on helping small companies grow, creating a more inclusive digital economy. He also pointed out that a lack of trust between the government and private sector is a major obstacle and proposed regular meetings to bridge the gap.



Ms. Esther Mengi

Esther Mengi, a cybersecurity expert, spoke about the importance of on-line safety and data protection. She underscored that each individual must take responsibility for their online safety, and highlighted the growing collaboration between the government and private sector in promoting cybersecurity awareness. She explained that international cybersecurity companies now partner with local firms in Tanzania, which helps foster growth in the ICT industry and strengthens the relationship between the government and private companies. She added that the cost of cybersecurity should not be prohibitively high, and there must be a balance between usability and security. She stressed that users and service providers alike need to strike this balance to ensure seamless online experiences without compromising safety.

Dr. Nkundwe Mwasaga addressed the issue of monopolies in the ICT sector, stating that there is no monopoly in Tanzania's ICT industry. He elaborated on the ICT commission's efforts to ensure fair competition and promote innovation. He also emphasised the need for regulations to combat cyber warfare and protect data and online safety, recognizing that new regulations and institutions are required to address these emerging threats.

John Seka, representing the legal perspective, stressed the importance of balancing human rights and privacy with security measures. He called for a hybrid model that ensures both on-line human rights and data privacy are protected, without compromising national security. His insights provided valuable input on how the East African Law Society (EALS) contributes to improving internet service accessibility and security through legal frameworks.

Joining the session later, Mr. Godwill Wanga discussed how the Tanzania National Business Council (TNBC) fosters collaboration between the government and private sector to improve the business environment for technology and ICT investments. He noted that TNBC plays a vital role in attracting investments from the district level to the national level, and that the council ensures policies and laws concerning ICT are thoroughly reviewed through ministry task force meetings.



A panel discussion in session

1.3.2 Key Discussion Points from the Panel:

Desmond further emphasised that government policies should focus on helping small companies grow, creating a more inclusive digital economy. He also pointed out that a lack of trust between the government and private sector is a major obstacle and proposed regular meetings to bridge the gap.

Esther added that the cost of cybersecurity should not be prohibitively high, and there must be a balance between usability and security. She stressed that users and service providers alike need to strike this balance to ensure seamless online experiences without compromising on safety.

1.3.3 Q & A session:

During the audience Q&A session, several pressing questions were raised, leading to insightful responses from the panel.

The first question was on why Starlink was denied access to network services in Tanzania. The ICT Commission Director General explained that the government aims to empower local companies and Tanzanians first, and Starlink had not complied with the local regulations. He also noted that any company dissatisfied with regulatory decisions could seek redress through the appropriate tribunal.

The second question focused on the shutdown of certain apps like Clubhouse and X during events such as elections, which participants claimed had caused significant business losses. The ICT Commission Director General clarified that the internet has never been fully shut down in Tanzania, though some applications were temporarily unavailable for security reasons during sensitive periods.

The third question was about payment methods for Tanzanian youth to receive payments from platforms like Meta. Desmond explained that the available payment methods are the same across countries and added that local regulations significantly impact the ease of cross-border transactions, which Meta continues to work on.

The fourth question was about Data storage, where a participant asked how the private sector is encouraged to collect and store more data within the country. The ICT Commission responded that they are working on promoting local data storage by incentivizing private companies to invest in data infrastructure.

The fifth question was about protecting Tanzanian culture and traditions from harmful online content. Desmond explained that Meta employs content moderators to filter and manage online content, while Mr.



A participant in a Q&A session

Johnson added that the Cybercrime Act also provides guidance on responsible content creation and moderation. He also emphasised that the Tanzanian government encourages citizens to voice their opinions through initiatives such as “Dira ya maendeleo 2050.”

The sixth important question revolved around the possibility of Tanzanian youth creating their own digital products, such as mobile phones. The ICT Commission Director General assured the audience that the government is working to attract investors who can help establish local production and assembly facilities.

The seventh question was about the availability of PayPal as a payment method in Tanzania. Desmond explained that Tanzania’s legal framework must become more conducive to attracting payment platforms like PayPal, and this is something policymakers are actively working on.

The eighth questions was about the 18% VAT tax imposed on social media ads, which are often used by young entrepreneurs. Desmond responded that the tax had been introduced by Parliament, therefore any changes to this tax would need to be pursued through the legislative process.

The last question was about the high cost of Internet access. The ICT Commission Director General explained that as more Tanzanians begin to use the internet, the increased demand will eventually drive down costs.



A participant in a Q&A session

1.3.4 Session Conclusion:

The session on Internet Governance and its Role in Building Tanzania’s Multistakeholder Digital Future provided a comprehensive exploration of the challenges and opportunities facing Tanzania’s digital landscape. Moderated by Asha Abinallah, the panel highlighted the importance of fostering collaboration between the public and private sectors to ensure an inclusive, secure, and innovative digital future for all Tanzanians. Key discussions revolved around cybersecurity, data protection, regulatory challenges, and the need for balancing accessibility with safety in the digital space.

The audience Q&A further emphasised the concerns surrounding compliance with regulatory standards, internet access, online payment methods, and the role of international companies in Tanzania’s digital economy. Overall, the session underscored the critical role of internet governance in shaping policies that not only foster growth but also protect human rights, promote local businesses, and ensure digital inclusivity. As Tanzania continues to build its digital future, these discussions offer valuable insights that can help guide policy development and ensure a sustainable and equitable digital environment.



Participants following the discussions

1.4 Tanzania Digital Economy Strategy Framework 2024 - 2034:

The session on the Tanzania Digital Economy Strategy Framework 2024 - 2034, presented by Dr. Nkundwe Mwasaga, Director General of the ICT Commission, focused on outlining the country's long-term vision for fostering a robust digital economy. The framework aims to support Tanzania's economic growth through digital transformation, emphasising key areas such as digital infrastructure, cybersecurity, innovation, and policy development. The strategy seeks to position Tanzania as a competitive player in the global digital economy by promoting digital literacy, improving internet access, and supporting local innovation across sectors.

Dr. Nkundwe provided insights into how the strategy would be implemented, highlighting the government's role in creating an enabling environment for private sector investments, innovation, and research. He also emphasised the importance of public-private partnerships in ensuring the success of the framework, as well as the need for digital inclusion, particularly for marginalised and rural communities.

1.4.1 Q & A Session:

During the Q&A session, the audience raised a key question about how the Tanzania Digital Economy Strategy Framework 2024 - 2034 would benefit people in rural areas and marginalised communities. Dr. Nkundwe emphasised that the framework is designed to ensure accessibility by expanding broadband and mobile network coverage to underserved regions. He also highlighted the importance of affordability, ensuring that internet services are within reach for all citizens.

Additionally, cybersecurity measures will be strengthened, he said, to protect users across the country. He stressed that communication and awareness efforts would play a crucial role in educating rural populations about the opportunities presented by the digital economy. He further elaborated on the importance of supporting the digital economy by encouraging entrepreneurship and creating policies that promote local innovation. Lastly, innovation and research will be key components of the framework, with a focus on developing local solutions to address challenges unique to marginalised communities, ensuring that the digital transformation is inclusive and sustainable for all.



A participant in a Q&A session

2.4. AI Regulation:

In this session on AI regulations, Desmond Mushi, Public Policy Manager for Meta, opted to engage directly with the audience due to limited time and the fact that many of the relevant topics had already been covered during the previous panel. The audience raised several important questions about AI, content creation, and Meta's role in education, governance, and legal issues in Tanzania.



Mr. Desmond Mushi

The first question addressed the criteria for content creators to be paid by Meta. Desmond explained that individuals must have over 5,000 followers, publish at least five pieces of content, and amass over 60,000 views within sixty days. He also elaborated on the various methods by which content creators can earn from Meta, including subscriptions, ads, and brand partnerships.

Another question came from Eng. Neema Mmase, who asked how AI can be used to detect fake content created by other AI technologies. Desmond responded by noting that Meta has been using AI for fact-checking since 2006, back when the platform was still known as Facebook. Meta's AI continues to play a key role in identifying and managing misinformation.

When asked about Meta's efforts to provide education to users, Desmond explained that this is an ongoing initiative, often carried out in partnership with UNESCO. Meta plans to organise more meetings with content creators to provide educational resources and support.

The audience also raised a question regarding how Meta manages legal conflicts and resolves issues within Tanzania. Desmond stated that a dedicated legal team handles any legal matters that arise between Meta and Tanzanian authorities.

Another concern was about stolen accounts and how users can recover them. Desmond advised that content creators should report such incidents to the Tanzania Communications Regulatory Authority (TCRA), which has a direct communication channel with Meta to address these problems.

The question of increasing payment values for Tanzanian creators compared to their American counterparts was also brought up. Desmond explained that it is difficult to achieve parity because the value of audiences differs based on various factors such as geographic location and ad revenue generated.

Lastly, Desmond was asked when Meta could provide its data to the Tanzanian government. He clarified that Meta can only share data when it is linked to specific cases, such as terrorism, crime, or kidnappings, and only upon request by law enforcement agencies.

This interactive session provided the audience with a clearer understanding of Meta's policies, the role of AI in content moderation, and the legal and educational support available to Tanzanian content creators.



A section of the participant following the discussions

2.5. Privacy and Data protection:

Dr. Frederick Chali, a lecturer at the University of Dodoma, College of Informatics and Virtual Education, led the session on Privacy and Data Protection. As a seasoned academic and expert in the field, Dr. Chali provided valuable insights into the importance of protecting personal data in the digital age, particularly in Tanzania, where the proliferation of digital services has raised significant concerns about data security and privacy.

He defined Privacy and Data Protection as the right of individuals to control how their personal information is collected, used, and shared. It encompasses, he said, the freedom to keep personal information confidential and to decide who has access to it.

He added that Data Protection involves the legal and procedural measures put in place to safeguard personal information from unauthorised access, disclosure, or misuse; and ensures that individuals' data is handled responsibly, securely, and in compliance with regulatory frameworks.



Dr. Fredrick Chali

2.5.1. Presentation on Data Privacy and Protection in Tanzania:

Dr. Chali highlighted the growing importance of data privacy and protection in Tanzania, especially with the rise of online platforms that collect and process large amounts of personal information. He pointed out that while Tanzania is making strides in the digital economy, there is a pressing need for stronger legal frameworks to protect citizens' personal data.

He discussed the existing Cybercrime Act and other legislative measures that address data protection, but also emphasised that more robust regulations are required. Dr. Chali stressed that with the increasing number of online services, especially financial platforms like mobile banking and online loan services, Tanzanians are becoming more vulnerable to data breaches. Many online loan platforms have been accused of misusing personal information, selling data to third parties, or exposing private data to the public.

In response to these challenges, Dr. Chali suggested that the government needs to take urgent steps to enhance data protection through strict implementation of data protection laws aligned with global standards, raising public awareness about data privacy rights and how individuals can protect themselves online, enforcing penalties for companies that misuse personal data or fail to comply with data protection regulations and encouraging private companies to adopt more stringent security protocols to ensure the safety of their users' data. Dr. Chali also advocated for the establishment of a national data protection body that would oversee and regulate how personal data is collected, stored, and used by organisations across the country.



Participants following the discussion

2.5.3. Q&A session:

One of the key questions raised by the audience was what steps should the government take to control the spread of personal data by online loan platforms in Tanzania?

In response, Dr. Chali outlined several critical actions the government could implement:

- a) Strengthening data privacy regulations specifically aimed at online financial platforms, ensuring they comply with clear guidelines on data usage and storage.
- b) Introducing mandatory audits for online loan companies to track how personal data is being used and shared.
- c) Public education campaigns to inform citizens about the risks of sharing personal information on unsecured platforms and how to protect themselves from exploitation.
- d) Setting up a complaints mechanism where citizens can report misuse of their personal data, ensuring prompt government action against violators.

This session shed light on the urgent need for comprehensive data protection measures in Tanzania, particularly in light of the rapid growth of digital services that handle sensitive personal information.

Dr. Chali's insights provided a clear path forward for improving data privacy and security for all Tanzanians.

1.7 Overview of TzIGF 2024:

Nancy Angel opened the discussion by introducing the topic and the importance of understanding the overarching themes of the Tanzania Internet Governance Forum (TzIGF) 2024. She set the stage for a deeper exploration of policy, governance, and security in the digital landscape, emphasising the significance of cybersecurity and its role in fostering a resilient digital economy.

Dr. Antony, a distinguished expert, took the floor to present key insights on various aspects of internet governance. His presentation covered essential topics such as policy formulation, governance structures, and the need for cybersecurity capacity building. Dr. Antony discussed the pros and cons of artificial intelligence (AI), providing a balanced view of its transformative potential alongside the ethical concerns and challenges it presents. He encouraged participants to consider how they can engage in the Global Internet Governance Forum (IGF), stressing the importance of active participation in shaping policies that govern the digital landscape.



A section of the participants in a group photo

Q & A Session:

During the Q&A session, the audience raised important questions regarding participation in the Global IGF. One attendee inquired about the terms and conditions for attending the forum. Dr. Antony clarified that the event is open to anyone willing to participate, with registration available until the day of the event. This inclusivity encourages diverse perspectives in the discussions.

Another participant asked whether Members of Parliament (MPs) could apply using the same registration link. Dr. Antony responded that while MPs can indeed use the same portal and process, there are special arrangements in place to accommodate parliamentarians, ensuring their participation is smooth and effective. This dialogue highlighted the organisers' commitment to inclusivity and accessibility for all stakeholders.

2.7. Digital Accessibility (New and Innovative Technologies for PWDs)

In his presentation on Digital Accessibility, Dr. Cosmas Mnyanyi from the Open University of Tanzania focused on the importance of integrating new and innovative technologies to enhance the lives of people with disabilities (PWDs). He highlighted the significant barriers that PWDs often face in accessing digital services and information, which can hinder their ability to fully participate in society and the economy.

Dr. Mnyanyi discussed various assistive technologies designed to improve accessibility for PWDs, including screen readers, speech recognition software, and adaptive devices that facilitate easier navigation of digital platforms. He emphasised that these technologies are essential for enabling PWDs to engage with educational content, access online services, and participate in the digital economy.

Moreover, Dr. Mnyanyi addressed the potential for job opportunities for individuals with disabilities, advocating for inclusive hiring practices and policies that promote the employment of PWDs in various sectors. He pointed out that leveraging technology not only enhances accessibility but also opens up new avenues for economic empowerment and skill development among PWDs.



Dr. Cosmas Mnyanyi



Participants following the presentation

By fostering an inclusive digital environment and promoting innovative solutions, Dr. Mnyanyi underscored the crucial role that technology plays in improving the quality of life for people with disabilities. His presentation called for continued collaboration among stakeholders to create accessible digital spaces that empower PWDs to thrive in the increasingly digital world.

2.8. Panel Session: Human Rights Online:

The panel session was moderated by Chris Mukoji from the University of Iringa. The panelists Elilumba Michael and Nisile Mwaijengo, also from the University of Iringa, engaged in a thought-provoking dialogue about the intersection of human rights and the digital landscape. The discussion centred on the fundamental rights of individuals in the online space, including freedom of expression, privacy, and the right to access information.

Chris began the session by outlining the importance of safeguarding human rights in an increasingly digital world, emphasising that the internet should be a space where individuals can express themselves freely without fear of censorship or reprisal. He posed critical questions regarding how emerging technologies, social media platforms, and government regulations can either support or hinder these rights.

Elilumba Michael shared insights on the challenges posed by digital surveillance and data privacy concerns. He highlighted the potential for misuse of personal data by both state and non-state actors, which can lead to violations of privacy rights. He advocated for stronger data protection laws and frameworks that empower citizens to control their personal information.

Nisile Mwaijengo focused on the role of social media in promoting freedom of expression. She noted that while these platforms provide a voice to marginalised groups, they can also become avenues for hate speech, misinformation, and harassment. She stressed the need for effective content moderation policies that protect users from harm while upholding their right to express their opinions.

Throughout the discussion, the panellists and moderator engaged with the audience on several pertinent topics, including the balance between security measures and the protection of human rights, the implications of censorship, and the responsibilities of technology companies in upholding these rights.

The panel concluded with a call for ongoing dialogue among stakeholders, including governments, civil society, and technology companies, to create an environment that protects and promotes human rights online. By fostering a culture of respect for human rights in the digital space, the panelists emphasised that Tanzania can build a more inclusive and equitable society for all its citizens.



Chris Mukoji



Participants keenly following the discussions

3.0 RECOMMENDATION:

The 11th Tanzania Internet Governance Forum 2024 concluded with a series of recommendations from various participants aimed at enhancing Tanzania's digital landscape and ensuring that the benefits of digital transformation are inclusive and equitable. These recommendations reflect the collective insights of stakeholders, including government representatives, civil society, and industry experts.

3.1. Inclusion of People with Disabilities:

A participant from the Kigamboni Digital Club emphasised the need for greater representation of people with disabilities at forums like TzIGF. Their voices should be heard to ensure that policies and initiatives are inclusive and considerate of their unique challenges and perspectives.

3.2. Investment in Data Collection and Storage:

There is a pressing need for the government or public-private partnership to invest in the collection and storage of digital data. This infrastructure is essential for managing personal and business information securely and efficiently, thereby fostering trust in digital services.

3.3. Improvement of Communication and Internet Infrastructure:

Given the high cost of investment of Internet infrastructure especially in sparse rural areas, the government should welcome and enter into public-private partnership with companies with Low Earth Orbit (LEO) technologies to make affordable and meaningful Internet access in rural Tanzania a reality. By enhancing connectivity in underserved and unconnected communities, ordinary Tanzanians in rural areas will be able to access digital services spelt out in "Digital Tanzania Program."

3.4. Reduction of Internet Costs:

The high cost of internet access remains a significant barrier to digital inclusion. It is crucial for the government to work collaboratively with stakeholders to develop strategies aimed at lowering Internet prices, making access more affordable for all Tanzanians.

3.5. Provision of Free Internet to Schools:

To enhance ICT education and digital literacy, the government should work with stakeholders to provide free Internet access to all schools in Tanzania. This initiative would empower students to learn about technology and prepare them for participation in the digital economy.

3.6. Early Stakeholder Engagement:

The government should engage with stakeholders, such as the IGF, in the early stages of decision-making processes regarding digital policies and digital law making process. This collaboration can lead to more effective and inclusive outcomes that reflect the needs of all citizens; and avoid obvious digital policy and law glitches. It will also empower teachers to upskill, skill and re-skill.

Given the fast changing nature of the digital landscape, we recommend that Tanzania IGF establishes activities, initiatives and programmes that will engage all key stakeholder in between the annual Forum

3.7. Awareness Campaigns for Online Violations:

There is a need for increased awareness among the public regarding their rights and responsibilities online and where to report violations. The government, alongside civil society organisations, should provide resources and guidance to empower individuals to take action against online abuses.

3.8. Education on Digital Opportunities for Farmers:

The stakeholders led by the government should focus on educating rural populations, especially farmers, about the various opportunities available online. Awareness programs can help them access information, markets, and resources that can enhance their livelihoods.

3.9. Support for Innovators from Marginalised Communities:

Both the government and stakeholders should invest in supporting innovators from villages and marginalised communities. Providing resources, training, and mentorship can empower local talents to develop solutions that address specific community challenges.

4.0. Multistakeholder Activities Annual Program(MAP):

This year is the 20th Anniversary of both the IGF and WSIS mandates. To mark these anniversaries we recommend that the Secretariat of the Tanzania Internet Governance Forum establishes an a Multistakeholder Annual Activities Programme(MAP) that will engage all key stakeholders in intersessional activities between the annual meetings. These Multistakeholder Intersessional Activities will make all key stakeholders remain active throughout the year addressing key challenges as they occur within our Tanzania digital ecosystem and beyond.

4.1. Multistakeholder Activities Annual Program(MAP):

The Internet Governance Forum is a robust United Nations-backed Internet Governance ecosystem with sub-regional, regional and global annual meetings. These meeting bring key players in ICT and emerging technologies. We recommend that the Government of Tanzania fully engage in these meetings. Its participate will help brand Tanzania ICT activities, programs and innovations. The branding through these event will also attract investors in the area of ICT.

These recommendations reflect a comprehensive approach to enhancing Tanzania's digital landscape, ensuring that all segments of society are included in the country's digital transformation journey. By implementing these recommendations/strategies, Tanzania will, at faster speed, create a more inclusive, secure, and vibrant digital spaces that benefits everyone in the era of digital economy.

4.0 CONCLUSION

The 11th Tanzania Internet Governance Forum 2024 served as a pivotal platform for stakeholders to converge and discuss the pressing issues surrounding internet governance, digital transformation, and the integration of emerging technologies such as artificial intelligence and blockchain. This year's theme, "Building Tanzania's Multistakeholder Digital Future," underscored the collective aspiration to create an inclusive and secure digital environment for all Tanzanians. Throughout the forum, participants engaged in meaningful dialogue, sharing insights and experiences that highlighted the transformative potential of digital technologies while also addressing the inherent challenges. Discussions revolved around critical topics such as cybersecurity, data privacy, digital accessibility, and the role of government and private sectors in fostering innovation. The diverse perspectives presented by panellists and attendees emphasised the importance of collaboration across all sectors to shape policies that protect human rights and promote equitable access to digital resources.

The recommendations generated during the forum reflect a strong commitment to inclusivity, urging the government and stakeholders to take proactive measures to ensure that marginalised communities, including people with disabilities, are heard and supported. Key proposals, such as improving internet infrastructure,

reducing costs, and enhancing digital literacy, highlight the multifaceted approach needed to address the digital divide in Tanzania.

As the country moves forward in its digital transformation journey, it is imperative that the lessons learned from this forum are not only recognized but actively integrated into policy frameworks. The ongoing engagement between government entities, civil society, academia, and the private sector will be vital in navigating the complexities of the digital landscape. By prioritising collaboration and inclusivity, Tanzania can build a resilient digital economy that empowers all its citizens, ensuring that no one is left behind in the digital age.

In conclusion, the TzIGF 2024 has set a strong foundation for future discussions and actions in the realm of internet governance and digital rights. It serves as a reminder of the critical role that dialogue plays in shaping a better digital future for Tanzania, urging all stakeholders to continue their commitment to a transparent, secure, and equitable digital environment.

As we look ahead, let us carry the momentum from this forum into our respective communities, fostering a culture of innovation, inclusion, and respect for human rights online.



National coordinator of TzIGF, Dr. Nazar Nicholas in a group photo with a section of the Panellists

Report pre-

by:

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Tanzania Internet Governance Forum (TzIGF) Secretariat

Event hosted by:

