



Economic Commission for Africa
(ECA)



Government of Finland

About TIGA

The Technology in Government in Africa (TIGA) Awards celebrates the commitment of African Government to e-Government (electronic government). E-government may consist of digital interaction between government and citizens (G2C), or government and businesses (G2B), and between government agencies (G2G) at all levels of government (city, state/province, national, international). Simply put, e-government is the use of ICT application to enhance access to and delivery of government services to the citizens and the business community.

The concept of TIGA is premised of the ECA-led African Information Society Initiative (AISII) framework which specifically states that African governments should use ICTs to "*improve the effectiveness of government service delivery and stimulate the information and communication industries*". TIGA is also supported by the Government of Finland in the framework of Finland's Development Cooperation Strategy on ICTs for development in Africa.

The four TIGA categories include:

1. Public service delivery to citizens/communities (G2C) - that demonstrate the use of ICT applications to revolutionise service delivery by the public sector.
2. Health Services - This is a specific category under G2C in the use of ICTs for basic health service delivery;
3. Education - This is also singled out from the G2C category for the use of ICT in delivering education to the public, as well as enhance teaching and learning, and
4. Economic and Financial e-Services (G2B) - This focuses on services exchanged between government and the business community, and business-related services can include registration of businesses, obtaining permits, and payment of taxes.

The first TIGA Awards (2007) recognised twelve innovative projects from nine countries, and the second, which was organized in 2009 considered innovative projects from ten countries in recognition of achievements that led to changes in the use of ICTs in Government service delivery. For the 2011 TIGA Awards, 89 applications were received and over 44 projects short-listed from Angola, Burkina Faso, Cameroon, Egypt, Ethiopia, Ghana, Kenya, Mali, Mauritius, Nigeria, Rwanda, Senegal, South Africa,

Tanzania, Uganda and Zambia. Nine winners from Cameroun, Ethiopia, Kenya, Mali, Mauritius, Nigeria, Rwanda, and Senegal under the three categories excluding “*ICTs in Education*” were announced on 2nd May during the Awards Ceremony which took place at Sheraton Hotel Addis. The “ICTs in Education” category winners will be announced during the 2011 eLearning Africa Conference scheduled to take place from 25 -27 May 2011 in Dar es Salaam, Tanzania.

Judging and Selection Criteria

A Panel of Judges composed of prominent personalities with sound knowledge and experience in the use of ICTs in government services in Africa and elsewhere presided over the selection and review process. Members of the Panel were:

Ms. Helena Tapper, Programme Manager, African Leadership in ICT (ALICT), Global e-School and Communities Initiative (GeSCI)

Mr. Moctar Yedaly, Head of Posts & Telecommunication Division, Department of Infrastructure and Energy African Union Commission

Prof. Clement Dzidonu, Senior Research Fellow, International Institute for Information Technology (INIIT), Ghana

Ms. Anne Rachel Inne, Regional Liaison for Africa, Internet Corporation for Assigned Names and Numbers (ICANN)

Mme. Gbanhoun Gilleta Mea-Dilecta, Directrice, AgeNTIC, Benin

Mr. Brendan Doyle, Manager for Development Cooperation, CTIC-Sociedad de la Información, Spain

Mr. Matti Sinko, Technical Adviser, ECA-Finland Cooperation, ISTD/ECA

Judging was based on the entries for the stated categories, and winners were those, who in the opinion of the Judges have made a significant contribution to:

- Government effectiveness in terms of reducing costs
- Effective delivery of public services and improved accessibility to citizens
- Fostering local talent and creating synergies between the private and public sectors

Winners of the 2011 TIGA Awards

CATEGORY 1: Public service Delivery to citizens/communities (G2C)

eSoko Project, RWANDA

Website: <http://www.esoko.gov.rw>

Government Online Centre for Enhanced Public Service Delivery, MAURITIUS

Website: www.gov.mu

Free and Open Access to Public Legal Information in Kenya, KENYA

Website: www.kenyalaw.org

CATEGORY 2: ICTs in Health

Suivi de la Santé des enfants basé sur l'utilisation du téléphone portable: Pesinet et FrontLineSMS Medic, MALI

Website : www.pesinet.org, www.sante.gov.ml

mPedigree Kenya National Medicine Quality System, KENYA

Website: <http://www.mPedigree.Net>

La Telemedecine Pour L'accès Aux Soins De Sante, CAMEROUN

Website: www.genesistelecare.com

CATEGORY 4: Economic and Financial e-Services (G2B)

eTrade Africa - plateforme de facilitation des échanges de messages requis pour les exportations de marchandises vers l'Europe, SENEGAL

Website: <http://www.etradeafrica.com>

Federal Road Safety Corp - Drivers License (FRSC-DL), NIGERIA

Website: www.swglobal.com

Online Registration & Placement Software, ETHIOPIA

Website: www.mcit.gov.et

For more information, visit the TIGA website at: <http://www.uneca.org/tiga>