



The United Republic of Tanzania  
President's Office  
Regional Administration and Local  
Governments

MICHIGAN STATE  
UNIVERSITY

Monitoring and Evaluation Questionnaire on Adoption of E-Payment System in Local  
Revenue Administration by Local Government Authorities

|                     |        |
|---------------------|--------|
| DISTRICT:           | KWIMBA |
| LGA:                | KWIMBA |
| REGION:             | MWANZA |
| NAME OF RESPONDENT: |        |
| TITLE:              |        |
| TELEPHONE NUMBER:   |        |
| EMAIL:              |        |

- 1) What is the current status of implementation of E-Payment System? (Please circle)
- ☒ a. The E-payment system is up and running
  - ☐ b. Still in the mobilization stage
  - ☐ c. System exists but not operational
  - ☐ d. System does not exist

If the answer to Qn 1 is b, c or d then skip to Qn 3

- 2) If the E-payment System is up and running in your LGA when was the first transaction made? State the date 11 month 01 and Year 2016
- 3) If the E-payment System is not operational in your LGA when do you expect to make the first transaction? State the month \_\_\_\_\_ and Year \_\_\_\_\_
- 4) How many payment points do you have in your LGAs? 03
- 5) How many of the payment points are included in the E-payment system? 03

If the answer to Qn 5 is 0 and Qn 4 is b, c or d then skip to Qn 16. If answer to Qn 4 is "a" then skip to Qn 23

- 6) What is the number of commodities and services in your LGA are included in your E-payment system?

03

- 7) Please list (at the back of the page) the number of commodities and services in your LGA included in your E-payment system

(1) Revenue Collection (own source) - LGRCIS



8) Does the system you use provide identification for? (Please circle)

- a. Tax/fee/cess payer?
- b. Type of service/commodity?
- c. Quantity of the commodity?
- d. Date of the transaction?
- ☒ e. All of the above

9) Is your LGA administering the E-Payment system directly or out-sourced to a private agency? (Please circle)

- ☒ a. Directly administered by LGA
- b. Out-sourced to a private service provider
- c. Some out sourced

If your choice for Qn 9 is 'a' then skip to question 12

10) If out-sourced, is the E-payment system. (Please circle)

- a. Compatible with the LGRCIS
- b. Compatible with android/mobile system?

11) If out sourced how do you manage cash collected by the agent? (Please circle)

- a. Pre-paid approach
- b. Does not receive cash directly
- ☒ c. Daily, Weekly or Monthly bank deposit
- d. By daily POS transaction Report

12) Is the E-Payment system user friendly or do you experience challenges that force you to opt for manual collection of revenue? (Please circle)

- ☒ a. Yes, the system is user friendly
- b. No, we experience technical challenges that force the LGA to collect revenue manually

13) Once you experience technical challenges in the E-Payment system where do you get support in troubleshooting those challenges/technical problems which are system related? (Please circle)

- a. DICTO
- b. Regional ICTO
- ☒ c. PCIRALG
- d. No support received

14) If support is obtained is it: (Please circle)

- ☒ a. Quick
- b. Slow
- c. Takes longer

15) What is the approximate percentage of transactions done through the E-Payment system?



Brand: TECHNO Y&Y3  
Smart phone & Thermal printer QS Printer

- 17) What is the make/brand of your POS?  
 18) How did you procure the POS devices? (Please circle)  
 a. From LIC  
☒ b. Procured by LGA itself  
 c. Both a and b

- 19) How many of these devices were procured from (please fill in the spaces below)  
 LIC  
☒ LGA itself 25

- 20) Did you purchase the POS? (Please circle)  
 a. Directly from the country the device was imported from  
☒ b. From training supplies?

- 21) What are the 3 main challenges you have faced in rolling out the E-payment System?  
 Please provide the proposed solution for each

| Challenge                             | Solution                     |
|---------------------------------------|------------------------------|
| 1. Inadequate POS                     | Purchase POS                 |
| 2. <del>Need of</del> training needed | Arrange more training        |
| 3. Inadequate ICT facilities          | Purchase more ICT facilities |

- 22) What has been the trend of revenue collection after adoption of the E-payment System?  
 (Please circle)  
☒ a. Increasing  
 b. Decreasing  
 c. Not changed

- 23) On average, how much revenue were you collecting before and after the introduction of the E-Payment system? (Please fill in the amount)

Before: \_\_\_\_\_ (Tsh)  
 After: \_\_\_\_\_ (Tsh)

- 24) What is the main reason for the trend? Revenue  
EFFECTIVE COLLECTION of Revenue; Prevent fraud

- 25) Does the LGA have knowledge on complete android Smart POS system and Smartphone with thermal Bluetooth printer? (Please circle)

- a. Yes we have knowledge on complete android Smart POS system  
☒ b. Yes we have knowledge on Smartphone with thermal Bluetooth printer  
 c. Yes we have knowledge on both systems  
☒ d. No we have no full understanding of any of the systems



If your choice for Qn 25 is "a" "b" or "d" then skip to Qn 28

26) Which one is more convenient in between Smart POS and Smart phone with Bluetooth printer, in terms of performance and user friendliness? (Please circle)

- a. Smart POS
- ☒ b. Smart phones with thermal Bluetooth printer

27) Please provide at least 2 reasons for your choice above in Qn. 26

Affordable price (cheap)  
portable

28) How do you control POS use for personal uses? (Please circle)

- ☒ a. By disabling some POS function in the settings
- b. By setting in places strict binding rules in the agreement
- c. By penalising the user
- d. All the above

29) Do you have any guideline/protocol for enforcing the importance of using E-payment system in your LGAs? (Please circle)

- ☒ a. Yes
- b. No

30) How do you solve network problems in your area as you use the E-payment system? (Please circle)

- a. By having dual sim, 3G or antenna
- b. By Positioning pay points in areas where network is available
- ☒ c. Data simcard from service providers

31) Have you started using GIS module in LGRIS for land use management, land rent and property tax? (Please check)

- a. Yes
- ☒ b. No

32) Do you have ICT facility in place? (Please circle)

- ☒ a. Yes
- b. No

33) Do you have the ICTU who is providing technical support once the POS device experiences technical problem? (Please circle)

- ☒ a. Yes
- b. No



If No what are your future plans to have the ICTO

34) What is the main source of internet connectivity in the LGA offices? *(Please circle)*

- ☒ a. TTCL
- b. Modem (Airtel, Vodacom, Zaniel, Tigo, Halotel, etc)
- c. National fibre
- d. No internet connectivity

35) How do you control fraud and cheating by revenue collectors? *(Please circle)*

- ☒ a. By assessing field transaction reports on a daily basis
- ☒ b. By forming revenue teams for field visit
- c. By having paper rolls with the council logo
- d. All the above

36) In extending the payment domain and convenience to Tax payers, have you incorporated any of the following payment channels? *(Please circle)*

- a. TIGO PESA
- b. M-PESA
- c. AIRTEL MONEY
- d. EASY PESA
- e. HALLO PESA
- f. MAX MALIPO
- ☒ g. NONE OF THE ABOVE

*Skip Qn 37 below if your answer to Qn 1 is "d"*

37) Who is responsible for ensuring that the POS device is recharged with airtime to be able to upload all transactions made? *(Please circle)*

- ☒ a. The ICTO
- b. The revenue collection accountant



WARSHA YA KUJENGA UELEWA WA PAMOJA KUHUSU PROGRAM YA KUENDELEZA  
KILIMO NCHINI AWAMU YA PILI (ASDP 2) NGAZI YA MAMLAKA ZA SERIKALI ZA MITAA  
NA MIKOA.

Kazi ya Makundi: Siku ya Tatu

Jina la Halmashauri:.....

Jumla ya Mapato ya ndani:.....

Mchango wa Sekta za Kilimo katika Mapato

| Maelezo        | Mchango wa Sekta 'million shs | Mchango wa Sekta kwa asilimia shs (%) | Mgawanyo wa ndani<br>Shahiki: Kulingana na sheria/kanuni | Kiasi halisi kilichotengwa | Sababu za kutofikia lengo | Maoni |
|----------------|-------------------------------|---------------------------------------|----------------------------------------------------------|----------------------------|---------------------------|-------|
| Kilimo         |                               | 20                                    | 419,000,000.00                                           | 723,178,000.00             | —                         |       |
| Mifugo         |                               | 15                                    | <del>203,972,000.00</del>                                | 203,972,000.00             | Hali ya Ukame             |       |
| Uvuvi          |                               | 5                                     | 104,750,000.00                                           | 8,000,000.00               | ufinyu-Bajeti             |       |
| Vyanzo vingine |                               | 60                                    | 1,260,000,000.00                                         | 1,164,850,000.00           |                           |       |

Note: Mifugo 15% of 0/5 → 314,250,000.00