



PAGE 3: B. ABOUT YOU

Q1: Respondent details

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Q2: Country or Customs territory

TANZANIA

Q3: Organization

NGO

PAGE 4: C. ABOUT YOUR CASE STORY

Q4: Title of case story

Maxcom Africa makes paying utility bills fast and convenient

Q5: Case story focus

Infrastructure upgrading and the development of related services markets, including through support for investment climate reforms.

Q6: Case story abstract

Maxcom Africa is a mobile payment company in Tanzania that helps people save time when paying their utility bills. In 2010, it employed 20 people and had only 100 users. After receiving training from infoDev, it has scaled up to having 1,250 users and created over 700 jobs. During the five years of operation, Macom Africa has emerged as a truly innovative ICT i company owned and managed by indigenous Tanzanians. The company has extended operations into Burundi and Rwanda as well.

Q7: Who provided funding?

Multilateral organization

Q8: Project/Programme type

Single country

Q9: Your text case storyVIDEO LINK: <https://www.youtube.com/watch?v=srfdBVCLHC0>**Q10: Lessons learnt**

Respondent skipped this question