

GOVERNMENT NOTICE NO. 17 published on 12/1/2024

LAND TRANSPORT REGULATORY AUTHORITY ACT,
(CAP. 413)

REGULATIONS

(Made under section 45(2)(i))

THE LAND TRANSPORT REGULATORY AUTHORITY (FACILITATION OF SERVICE
PROVIDERS) REGULATIONS, 2024

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LAND TRANSPORT REGULATORY AUTHORITY ACT,
(CAP. 413)

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(Made under section 45(2)(i))

THE LAND TRANSPORT REGULATORY AUTHORITY
(FACILITATION OF SERVICE PROVIDERS) REGULATIONS, 2024

PART I
PRELIMINARY
PROVISIONS

- Citation **1.** These Regulations may be cited as the Land Transport Regulatory Authority (Facilitation of Service Providers) Regulations, 2024.
- Application **2.** These Regulations shall apply to facilitators of transportation of goods and services through system, management or any other form of support.
- Interpretation **3.** In these Regulations, unless the context otherwise requires-
Cap. 413 “Act” means Land Transport Regulatory Authority Act;
 “Authority” means the Land Transport Regulatory Authority established under the Act;
 “bus agent” means an independent person or a company providing services on behalf of service provider;
 “cargo consolidation services” means paid services for collection of goods from different customers and hand over to the goods carrying vehicle operator for transport services;
 “facilitator” means a person or a company registered by the Authority to facilitate in the provision of transport services through system, management or any other

- form of support;
- “licensing system” includes the Road and Railway Information Management System or any other system used by the Authority for such purpose;
- “online application” means an application made through Authority’s systems assisted by the third party;
- “register” means a book for recording information of any transaction made by the facilitator;
- “service provider” means a person who provides or owns a commercial vehicle and may be facilitated by the facilitator in the performance of some of its duties;
- “Vehicle Tracking Device” means a device and its accessories installed in a regulated vehicle capable of transmitting its recordings in real time to the Vehicle Tracking System; and
- “Vehicle Tracking System” or in its acronym “VTS” means a system which receives, stores, tracks and shows in real time vehicles movement and tendency.

PART II
REGISTRATION OF FACILITATOR OF
SERVICE PROVIDER

Procedure
for
registration

- 4. (1)** A person who intends to provide service as facilitator shall apply for registration to the Authority in the Form prescribed in the First Schedule.
- (2) Provider of service as facilitator under this regulation includes-
- (a) support on application of electronic ticketing;
 - (b) assistance on application of the Authority’s licensing system;
 - (c) installation of vehicle tracking devices;
 - (d) bus agents;
 - (e) cargo consolidation service; and
 - (f) assistance or support on any other Authority’s system.
- (3) An application for registration to facilitate provision of transport services shall be accompanied by the following documents-

- (a) a copy of valid business licence;
- (b) a copy of office ownership or lease agreement;
- (c) a recent Tax Clearance Certificate; and
- (d) a copy of National Identification Card for individual person or a certificate of incorporation for companies.

Eligibility for application of registration

5. An applicant for registration under these Regulations shall possess equipment, infrastructure tools or devices specified by the Authority necessary for the service applied for.

Determination of application and issuance of registration card

6.-(1) The Authority shall, upon receipt of the application under these Regulations:

- (a) grant an application and issue a registration card; or
- (b) reject the application and inform the applicant in writing within seven working days on the refusal to grant registration together with reasons for such refusal.

(2) Where the Authority approves the application, a registration card will be issued under these Regulations which will contain the following particulars:

- (a) name and address of the facilitator;
- (b) registration number of the facilitator;
- (c) duration of the registration;
- (d) statutory terms and conditions of the facilitator; and
- (e) registered service.

Validity of registration card

7. The registration card issued under these Regulations shall be valid for a period of one year from the date of issuance and shall be subject to renewal.

PART III
ISSUANCE OF REGISTRATION

Registration
fee and other
charges

8. The applicant shall pay to the Authority fee and other charges relating to the application as prescribed in the Second Schedule.

Renewal of
registration
card

9.-(1) A facilitator may apply for renewal of registration card within thirty days prior to expiration of the registration card.

(2) An application for renewal of registration card must be made in the Form prescribed in the First Schedule.

(3) An application for renewal of registration card made after expiry period shall be subjected to surcharges of fifty percent the registration fee plus five percent of accrued balance for the subsequent months not exceeding twelve months.

(4) The Authority may not consider application for renewal where there are outstanding dues in respect of the facilitator for which the application is being made.

PART IV
CONDITIONS FOR FACILITATION OF
TRANSPORT SERVICES

Conditions
for
facilitator

10.-(1) The facilitator of transport services shall ensure that-

- (a) has a valid registration card;
- (b) a register is maintained at the office premises;
- (c) the Authority's logo is not used to advertise his business;
- (d) an employee of the Authority is not employed in the business;
- (e) neither advertisement nor solicitation of customers is made either in a public or in the Authority's offices;
- (f) the Authority's offices, premises or facilities are

not used to perform his businesses;

- (g) he charges by using approved service charges;
- (h) he provides the service provider with application documents, account identification and the credentials;
- (i) the use of polite language to clients is maintained;
- (j) clients are issued with a valid receipt;
- (k) its employees have skills of the service they provide; and
- (l) in the case of an agent he must have a contract with the service provider.

(2) Online application facilitators shall ensure that the application from the service provider reaches the Authority within twelve hours upon receipt.

(3) Vehicle tracking devices supplied to service providers shall have quality.

(4) A cargo consolidator shall ensure that-

- (a) customer's goods are delivered at the designated destination as agreed;
- (b) the customer's goods are well handled and safely kept; and
- (c) the goods carrying vehicle has the Authority's valid licence.

PART V GENERAL PROVISIONS FOR FACILITATOR OF SERVICE PROVIDER

Particulars of
facilitator

11. A facilitator shall communicate with Authority on any change of information on the particulars of a registered facilitator filled during application within seven days from the date of such change.

Maintenance
of service
agreement

12. The facilitator shall have and maintain a service agreement with the service provider that will be availed whenever is required.

Display of
registration
card

13. The facilitator shall ensure that the registration card is displayed at a conspicuous place in his office for ease

of inspection.

Power of
Authority to
suspend
registration

14.-(1) The Authority may suspend registration, if it is satisfied that the facilitator-

- (a) fails to provide the services as required;
- (b) obstructs an officer of the Authority from carrying out inspection;
- (c) disobeys lawful order from an officer of the Authority; or
- (d) commits a similar offence under these Regulations for more than three times.

(2) Where the violation is in relation to tampering with the VTS, the suspension shall be for ninety days.

Procedure for
suspension

15.-(1) The Authority, prior to suspension, shall serve a notice to the facilitator to show cause why his registration should not be suspended.

(2) The facilitator shall, upon receipt of the notice under subregulation (1), make representation in writing to the Authority within fourteen days from the date of receipt of the notice showing cause why his registration should not be suspended.

(3) The Authority may suspend the registration and give reasons for the suspension where-

- (a) it is not satisfied with the representations made in subregulation (2); or
- (b) the facilitator has not made any representation.

(4) Where the registration is suspended under regulation 14, the facilitator shall, within seven days from the date of suspension, cease to provide services and shall surrender the registration card to the Authority.

(5) The Authority shall, where the registration remains valid until the completion of the suspension period, return the registration card to the suspended facilitator after expiry of the suspension period and fulfilment other requirements as may be stipulated in the suspension notice.

Revocation of registration **16.** The Authority shall revoke the registration which has previously been suspended for more than three times.

PART VI
GENERAL PROVISIONS

Duty to report non-operation **17.** A facilitator shall have a duty to notify the Authority where he is not in operation for a period exceeding thirty days.

Offences and penalties **18.** A person who contravenes any provision of these Regulations commits an offence and on conviction shall be liable to a fine of not less than five hundred thousand shillings and not exceeding one million shillings or to imprisonment for a term of not less than twelve months but not exceeding two years or to both.

Power to inspect **19.** An officer of the Authority shall have powers to inspect the services provided by the facilitator in order to determine if registration terms and conditions are complied.

Restrictions **20.**-(1) A person shall not operate as a facilitator of a land transport services unless he is registered by the Authority.
(2) A person registered as a facilitator of a land transport services shall not operate against the terms and conditions stipulated in the registration card.
(3) A registration card issued, shall not be transferred.

Review GN. No. 73 of 2020 **21.** A person who is aggrieved by the decision of the Authority under these Regulations may within fourteen days from the date of decision apply to the Authority for review in accordance with the Land Transport Regulatory Authority (Review Procedures) Rules.

Appeal Cap. 285 **22.** A person who is aggrieved by the decision of the Board under these Regulations subject to the provisions Fair Competition Act, may appeal to the Fair Competition Tribunal.

FIRST SCHEDULE

(Made under Regulation 4 (1))

APPLICATION FORM

Nature/Type of service (tick appropriate (√))

Online Services		Assistance or support on any other Authority's system;		Bus Agents Services	
Cargo Consolidation		E-ticketing		Installation of vehicle tracking devices;	

A. PARTICULARS OF AN APPLICANT FOR REGISTRATION

1. Applicant Name in full
 (Name/Company/Partners - in block letters)
 Postal Address
 Office Mobile Phone:
 Applicant's Mobile Phone:.....
 E-mail:

2. Physical Address: Street:.....
 Plot Number:
 Office Number:
 Plot Number:

3. Have you had a previous application refused/suspended or revoked? Yes:

 No:.....
 If Yes, state when and where previous application refusal, suspension or revocation was made

 State reasons for application refusal, suspension or revocation and date

B. DOCUMENTS TO BE PROVIDED DURING APPLICATION

1. First application shall be accompanied by:-
 - (a) A copy of valid business licence;
 - (b) Proof of office ownership or lease agreement;
 - (c) possess a valid Tax Clearance Certificate;
 - (d) a copy of National Identification Card for Individual or a certificate of incorporation for company; and

- (e) if acting as an agent, they shall submit a copy of the service agreement with the service provider.

C. RENEWAL

Proof of payment of the Authority's levy for the preceding year;

DECLARATION

I/We..... hereby declare that to the best of my/our knowledge and belief all the information provided in this application is true.

Full Name: Signature:

Designation: Date:

FOR OFFICIAL USE ONLY

Verification and Approval

- (a) Not Approved:

Provide reasons

.....

- (b) Approved:

Start Date:

Expiry Date:

Expiry Date:

Officer's Name in full:

Designation:

Signature:.....

Date :

Amount paid: Receipt No.

.....

Date :..... Signature:

FILE NUMBER:

CAUTION:

1. Knowingly making a false statement for the purpose of obtaining the grant of a registration is an offence punishable by fine or imprisonment.
2. Any change of particulars provided in this Form should be communicated to Authority otherwise it will amount to contravention of these Regulations

SECOND SCHEDULE

(Made under regulation 8)

REGISTERED FACILITATOR FEES

S/N	DESCRIPTION	ANNUAL FEES (TZS)
1.	Application fee	50,000
2.	Assistance on application of the Authority's licensing system	200,000
3.	Bus agents	500,000
4.	Cargo consolidation service	500,000
5.	Assistance or support on any other Authority's system	300,000

Dodoma,
15th December, 2023

MAKAME MNYAA MBARAWA,
Minister for Transport