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THE LAND TRANSPORT REGULATORY AUTHORITY ACT,
(CAP. 413)

REGULATIONS

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

THE LAND TRANSPORT REGULATORY AUTHORITY (APPLICATION OF ELECTRONIC
TICKETING) REGULATIONS, 2024

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THE LAND TRANSPORT REGULATORY AUTHORITY ACT,
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(Made under section 45(2)(i))

THE LAND TRANSPORT REGULATORY AUTHORITY
(APPLICATION OF ELECTRONIC TICKETING) REGULATIONS,
2024

PART I
PRELIMINARY PROVISIONS

- Citation **1.** These Regulations may be cited as the Land Transport Regulatory Authority (Electronic Ticketing) Regulations, 2024.
- Application **2.** These regulations shall apply to the owners and consumers of electronic ticketing system in provision and use of electronic ticketing services in regulated services.
- Interpretation **3.** In these Regulations, unless the context otherwise requires:
- Cap. 413 “Act” means the Land Transport Regulatory Authority Act;
 “agent” means an agent of service providers registered as the facilitator under the facilitation of transport services regulations made under the Act;
 “Authority” means the Land Transport Regulatory Authority established under the Act;
 “e-ticket” means a ticket issued in form of an electronic message or paper based in the course of transacting regulated services;
 “e-ticketing system” means a system tested and approved by the Authority to issue e-tickets;
 “Core e-Ticketing System” means the Authority’s central system of handling and controlling issuance of e-tickets which integrates owner’s e-ticketing system

for consolidated reporting and tracking of records;

“e-ticket system owners” means a person, government institution, company or cooperative society approved by the Authority to provide e-ticketing booking services;

“Electronic Ticketing Device” means a machine designed for issuing e-tickets to consumers or passengers for efficient management controls of payments for regulated services in conformity with the requirements specified in these Regulations;

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“service provider” means a person who is licensed as owner of motor vehicle under the Transport Licensing (Public Service Vehicle) Regulations for provision of regulated services through e-ticketing system.

PART II REGISTRATION OF E-TICKETING SYSTEM

Application for e-
ticketing system
approval

4.-(1) A person who intends to operate e-ticketing system shall apply to the Authority for approval in the form set out in the First Schedule and shall pay an application fee as prescribed in the Second Schedule.

(2) An application under subregulation (1) shall be accompanied by the following:

- (a) a copy of certificate of incorporation or registration;
- (b) a copy of valid business licence;
- (c) a copy of title deed or lease agreement for office accommodation;
- (d) a valid Tax Clearance Certificate; and
- (e) Taxpayer Identification Number Certificate.

Eligibility for e-
ticketing system
approval

5. The e-ticketing system eligible for approval under these Regulations shall meet the following criteria:

- (a) it is owned by a government institution, cooperative society or company incorporated in Tanzania;

- (b) it is linked to Electronic Fiscal Device Management System;
- (c) the system is capable of being integrated with the Authority's system, Core e-Ticketing System and any other system as may be required;
- (d) the system is approved by other relevant authorities;
- (e) the system is locally hosted;
- (f) the system owner has competent personnel; and
- (g) the system is secured against cyber attacks.

Integration and
cyber security
checks

6.-(1) The Authority shall, upon receipt of application, verify compliance with the requirements of regulation 5 to these Regulations.

(2) The Authority shall, upon being satisfied with the compliance under regulation (1) require the applicant to provide-

- (a) technical team to work with the Authority's technical team for systems integration;
- (b) access for the Authority to conduct penetration testing and vulnerability assessment; and
- (c) proof of a working disaster recovery and business continuity plan.

Determination of
application

7.-(1) The Authority may, within fourteen working days, after completion of integration and cyber security checks, approve a specific e-ticketing system and register the applicant as a regulated owner of e-ticketing system.

(2) The Authority may refuse the application for e-ticketing system if the applicant-

- (a) fails to meet the eligibility criteria under regulation 5;
- (b) fails to prove ownership of the system;
- (c) lacks capability to run the system;
- (d) provides wrong information in respect to the approval;
- (e) engaged in dishonest or fraudulent conducts;
- (f) fails to complete integration; and
- (g) fails to pass required cyber security checks.

(3) Where the Authority refuses to approve a system, it may, within fourteen days from the date of refusal direct the applicant to rectify the identified defaults and re-submit for review.

(4) Where the applicant fails to rectify the defaults within thirty days from the date of refusal, the applicant shall be required to make new application.

Certificate of approval

8.-(1) The Authority shall issue a certificate of approval to the owner of approved e-ticketing system.

(2) The certificate of approval shall be valid for the period of two years and may be renewed.

(3) The system owner shall be required to pay the required fees as prescribed in the Second Schedule.

Renewal of certificate of approval

9.-(1) The owner of certificate of approval shall, not less than thirty days prior to the expiration of the term of certificate of approval, submit application for renewal in the Form set out in the First Schedule.

(2) The application for renewal shall be accompanied with the following:

(a) a copy of valid business licence;

(b) proof of payment of the Authority's levy for the preceding year;

(c) a valid Tax Clearance Certificate; and

(d) a copy of title deed or lease agreement for office accommodation in case of changes.

(3) Upon receipt of an application for renewal under this regulation, the Authority may renew certificate of approval subject to provisions of these Regulations.

Suspension of certificate of approval

10.-(1) The Authority may suspend or cancel a certificate of approval of e-ticketing system upon occurrence of the following:

(a) proof of dishonest or fraudulent conducts of the e-ticketing system owner;

(b) failure to run the e-ticketing system;

(c) failure to rectify malfunction of the system within seven days;

- (d) proof of violation of data privacy and protection requirements;
- (e) proof of existence of system security vulnerabilities; and
- (f) where an e-ticketing system owner violating conditions or any of the provisions of these Regulations.

(2) Where the e-ticket system owner's certificate of approval is suspended for breach of subregulation (1), the owner of the e-ticketing system shall ensure the service provider continues to receive services or information which enable the service provider to continue accessing services from another owner of the e-ticketing system.

(3) The reasons for suspension or cancellation under subregulation (1) may be used as reasons for disqualification during renewal of certificate of approval.

PART III CONDITIONS FOR OPERATING E-TICKETING SYSTEM

Conditions for e-
ticketing system
owner

11. The owner of the approved e-ticketing system shall be required to-

- (a) avail access to service providers to use the approved system to issue electronic tickets to consumer of regulated services;
- (b) maintain and avail the Authority with a database of service providers using the approved system;
- (c) grant access to the Authority to perform system audit, penetration tests and vulnerability assessment of the system;
- (d) possess a call center with dedicated toll free number;
- (e) employ eligible personnel to operate the e-ticketing system;
- (f) apply rates and charges approved by the Authority;
- (g) ensure that all service providers are registered in the Core e-Ticketing System in real time;

- (h) ensure that all vehicle schedules are posted in the Core e-Ticketing system in real time;
- (i) ensure that approved system collects and remits regulatory levies to the Authority;
- (j) ensure that the system is capable of generating e-ticket in the form of electronic message or paper based;
- (k) ensure that the system is capable of remitting the collected fares to service providers' Bank Accounts in real time;
- (l) ensure that the approved e-ticketing system is integrated with the Authority's system and other relevant systems for management of e-ticketing;
- (m) ensure availability, reliability and accessibility of the e-ticketing system at all times;
- (n) provide and maintain facilities where the e-ticketing system will be deployed;
- (o) ensure privacy, data protection and compliance to applicable data protection by relevant laws;
- (p) resolve the reported malfunctions of the e-ticketing system within three hours;
- (q) report to the Authority within thirty minutes on malfunctions of the e-ticketing system and measures taken to resolve;
- (r) not suspending services, in case of non-payment or any other breach by the service provider, without prior notice to the service provider of not less than seven days; and
- (s) ensure that the e-ticketing system is designed to generate electronic manifest whose contents will include name of the passenger, seat number, mobile phone, date of travel, vehicle registration number and paid fare.

Conditions for
service providers

12. The service providers shall-

- (a) ensure that vehicles are registered in the e-ticketing system approved by the Authority;
- (b) ensure that all vehicle schedules are posted in the e-ticketing system approved by the Authority in real time;

- (c) use the system approved by the Authority in issuing e-tickets;
- (d) pay in time the required charges for using e-ticketing system;
- (e) provide e-ticketing devices to their crew;
- (f) timely report to the e-ticketing system owner in case of malfunction of the e-ticketing system;
- (g) remit regulatory levies to the Authority for e-tickets fare collected in cash;
- (h) report to the Authority and e-ticketing system owner where his vehicle is not visible in the Core e-Ticketing System;
- (i) ensure that the exact amount of collected fare appears on e-ticket;

- (j) provide a single e-ticket and manifest for special hire services; and
- (k) not use the Authority's logo to advertise his business.

Nomination of agents

13. The service provider may nominate an agent of e-ticketing system and there shall exist an agreement between them on their responsibilities.

Conditions for e-ticketing service agents

- 14.** The agent shall-
- (a) ensure that the exact amount of collected fare appears on e-ticket;
 - (b) use the system approved by the Authority in issuing e-tickets;
 - (c) ensure that e-tickets issued contains all necessary consumer's information;
 - (d) ensure that all levies are remitted in real time;
 - (e) possess a tax payer identification certificate; and
 - (f) not to use the Authority's logo to advertise his business.

PART IV
LANGUAGE OF E-TICKETING SYSTEM AND
CONTENTS OF E-TICKET

Language of e-ticketing system **15.** The e-ticketing system language shall be both English and Kiswahili.

Contents of e-ticket **16.** The e-ticket shall contain the following basic information:

- (a) Quick Respond Code and verification code;
- (b) address and telephone number of the service provider;
- (c) date of issuance;
- (d) departure date and time and expected arrival time;
- (e) fare;
- (f) specific route of the journey;
- (g) name of the issuing officer or agent; and
- (h) in case of public service vehicles-
 - (i) full name of the passenger and phone number;
 - (ii) seat number;
 - (iii) boarding and embarking station; and
 - (iv) reporting and departure time.

PART V
ADMINISTRATION OF E-TICKETING SYSTEM

E-Ticketing Technical Committee **17.-(1)** The Director General shall establish the Electronic Ticketing Technical Committee to assist the Authority in technical matters relating to the administration of these Regulations.

(2) The Director General shall appoint not less than five persons within the Authority who shall be responsible for the formulation and implementation of all matters pertaining to the governance of these Regulations.

(3) The Technical Committee established under sub-regulation (1) of this regulation shall consist of a chairman

and secretary appointed by the Director General.

(4) The Technical Committee shall advise the Authority on all matters pertaining to the governance of these Regulations including the following:

- (a) advise the Director General on approval or disapproval of e-ticketing system upon satisfaction or dissatisfaction of the specified technical and functional characteristics;
- (b) inspect the Electronic Ticketing System for which the certificate of registration was issued and make appropriate recommendations to the Director General;
- (c) advise the Director General on cancellation of the certificate of the approved supplier where it is proved to contravene the provisions of these Regulations.

PART VI GENERAL PROVISIONS

Requirement of contract

18. The user of e-ticketing system shall be required to enter into agreement with the owner of e-ticketing system, where such user is different from supplier.

Passenger transfer

19. It shall be the duty of the service provider to report to relevant authorities any breakdown that may result to passenger transfer to another vehicle causing revenue loss.

General penalty

20. A person who contravenes any of the provisions of these Regulations, commits an offence and on conviction shall be liable to a fine of not less than five hundred thousand shillings but not exceeding one million shillings, or to imprisonment for a term of not less than one year but not exceeding two years or to both.

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 the decision, apply to the Authority for review, in accordance with the Land Transport Regulatory Authority (Review Procedure) Rules.

Appeal
Cap. 285

22. Subject to the provisions of the Fair Competition Act, a person aggrieved by the decision of the Board may appeal to the Fair Competition Tribunal.

FIRST SCHEDULE

(Made under regulations 4(1) and 9(1))

APPLICATION FORM

1. NATURE OF APPLICATION / TICK ON THE APPROPRIATE BOX

New	
Renewal	
Replacement	

2. PARTICULARS OF AN APPLICANT FOR REGISTRATION

Applicant Name in full

(Name/Company/Partners - in BLOCK LETTERS)

Postal Address

Office Tel/Mobile Phone:

Applicant's Mobile Phone:.....

E-mail:

Physical Address:

Street:

Plot Number:

Office Number:

Plot Number

Have you had a previous application refused/suspended or revoked?

Yes:

No:

If Yes, state why the application was refused/suspended or revoked?

.....

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:

CAUTION:

Knowingly making a false statement for the purpose of obtaining the grant of a licence is an
offence punishable by fine or imprisonment.
Any change of particulars provided in this Form should be communicated to Authority otherwise
you will be committing an offence under these Regulations.

FOR OFFICIAL USE ONLY

LICENSEE'S FILE NUMBER:

.....

Verification and Approval

(a) Not Approved:

Provide reasons

.....

(b) Approved:

Start Date:

.....

Expiry Date:

.....

Officer's Name in full:

Designation:

Signature:

Date:

Amount paid:

Receipt No.

Date:

Signature:

NOTE: ITEMS TO BE ATTACHED

1. First application shall be accompanied by the items listed below:
 - a) a copy of valid business licence;
 - b) a copy of title deed or lease agreement;
 - c) valid Tax Clearance Certificate; and

d) a copy of national identification number for individual person or certificate of incorporation for companies.

2. Renewal:

- (a) proof of payment of the Authority's levy for the preceding term;
- (b) a copy of valid business licence;
- (c) valid Tax Clearance Certificate; and
- (d) a copy of title deed or lease agreement for office accommodation in case of changes.

SECOND SCHEDULE

(Made under regulations 4(1) and 8(3))

FEES

S/N	Description	TZS
	Application fee	50,000
	Approval fee	5,000,000

Dodoma,
12th December, 2023

MAKAME MNYAA MBARAWA,
Minister for Transport