

**UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY**



LICENCE GRANTED UNDER

**THE TANZANIA COMMUNICATIONS REGULATORY AUTHORITY ACT, 2003
BY THE TANZANIA COMMUNICATIONS REGULATORY AUTHORITY**

TO

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FOR

**PROVISION OF COURIER SERVICES
IN THE UNITED REPUBLIC OF TANZANIA**

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LICENCE GRANTED BY TANZANIA COMMUNICATIONS REGULATORY AUTHORITY TO FOR THE PROVISION OF COURIER SERVICES IN THE UNITED REPUBLIC OF TANZANIA

1.0 DEFINITION

1.1 In this licence, unless stated otherwise or the context otherwise requires:-

1.1.1 **"Acts"** means the Tanzania Communications Regulatory Authority Act No.12 of 2003, and Tanzania Communications Act No.18 of 1993.

1.1.2 **"Authority"** means the Tanzania Communications Regulatory Authority

1.1.3 **"Courier Service"** means any specialized service for the speedy collection, conveyance and delivery of Postal articles.

1.1.4 **"Licence"** means the licence to provide courier services

1.1.5 **"Licensee"** means any person authorized to operate courier service

1.1.6 **"Minister"** means the Minister responsible for communications

1.1.7 **"Intercity Courier Services"** means Collection, conveyance and distribution/delivery of courier items within two cities in United Republic of Tanzania.

1.1.8 **"Intracity Courier Services"** means collection, conveyance and distribution/delivery of courier items within one city.

1.1.9 **"Domestic Courier Services"** means Courier services within the borders of Tanzania (United Republic. Could be an agent for distribution in Tanzania of courier items of a courier company abroad

1.1.10 **"East Africa Courier Services"** means courier services within East African Region i.e. Tanzania, Kenya and Uganda.

1.1.11 **International Courier Services**” means Courier services performed in respect of a postal article posted within the United Republic to an addressee outside the United Republic or received from place outside the United Republic of Tanzania for the delivery within the United Republic

2.0 CONDITIONS

2.1 SCOPE

2.1.1 The Tanzania Communications Regulatory Authority (herein referred to as the “Authority”) in accordance with Section six of the Tanzania Communication Regulatory Act, 2003 and sections 13, 14 and 15 of the Tanzania Communication Act No. 18 of 1993, hereby grants a Courier Licence to ----- (herein referred to as the Licensee”) to provide courier services in the United Republic of Tanzania.

2.1.2 The Licensee is authorized to provide (licence name or category)

2.2 DURATION AND RENEWAL OF LICENCE

2.2.1 This Licence is granted this day for a period of three Years

2.2.2 The Authority shall renew the licence in accordance with the TCRA Licensing Guidelines and Procedures.

2.3 OWNERSHIP AND CORPORATE OBLIGATION

The Licensee shall comply with the following conditions on ownership :-

2.3.1 The Licensee must be a legally constituted business concern, which is registered in the United Republic of Tanzania, with a local ownership of not less than 35%

- 2.3.2 to notify the Authority in writing of any changes to its ownership and control structure.
- 2.3.3 to notify the Authority of any joint venture into which it enters with any other person or entity holding a licence issued by the Authority.
- 2.3.4 The Licensee should have a registered trade mark/logo which will be prominently displayed on all correspondences, at all official premises and on all transport used in the provision of courier services.

2.4 LICENCE FEES

- 2.4.1 The Licensee shall pay the Authority annual licence fees of Tanzania Shilling at the beginning of each subsequent year
- 2.4.2 The Licensee may shall any such further fees which the Authority may prescribe
- 2.4.3 Annual licence fee delayed for more than thirty (30) days shall attract Penalty of 25% of the sum due.

2.5 COMPLIANCE WITH THE LAW

The Licensee shall comply with:-

- 2.5.1 The provision of the Tanzania Communications Regulatory Act 2003, Tanzania Communications Act 1993 and other laws of the United Republic of Tanzania.
- 2.5.2 The provision of any subsidiary legislation (including regulations and rules) made under the Act
- 2.5.3 Nothing in this licence shall be taken as discharging the Licensee from its obligations to obtain any other licence which may be required under any written law.

2.6 COMPLIANCE WITH REGULATORY REQUIREMENTS

The Licensee shall comply with the provisions of the Authority regulations, rules and guidelines issued under the Act.

2.7 COMPENSATION TO CUSTOMERS

The Licensee shall be responsible for correspondences and postal items entrusted to it and shall pay compensation as may be appropriate to customers for losing, misplacing, delivery or failing to guarantee the integrity of correspondences and postal items.

2.8 SAFETY MEASURES

2.8.1 The Licensee shall in respect of all postal systems, tools, equipment and installations, possessed, operated, maintained or used under this licence, take all proper and adequate safety measures to safeguard life of staff and property.

2.8.2. The Licensee shall accept for transmission any prohibited articles as specified by written laws of the country, international conventions and Postal Regulations.

2.9 QUALITY OF SERVICE REQUIREMENTS

The licensee shall comply with quality of service standards which the Authority may set and monitor from time to time.

2.10 CONFIDENTIALITY AND INTEGRITY OF POSTAL ITEMS

2.10.1 The Licensee shall be responsible for the inviolability of the secrecy of correspondence and confidentiality and integrity of postal articles.

2.10.2 Postal article may be opened only in exceptional circumstances as indicated below:-

2.10.2.1 for the purposes of taxation;

2.10.2.2 for verifications and control by performed by competent police, senior staff of the Authority or Government;

2.10.2.3 for postal articles earmarked for destruction by the Authority or Licensee

2.10.2.4 prohibited articles

2.10.2.5 by the Licensee's auditors for the purpose of auditing the Licensee's accounts;

2.10.2.6 by the Licensee's attorney(s) in connection with any potential, threatened or actual litigation between the Licensee and the customer concerned;

2.11 HANDLING OF COMPLAINTS

The Licensee's chief executive officer, or any other person in the Licensee's full-time employ designated by the Licensee shall respond to complaints made regarding the Licensee's service and shall take appropriate steps in respect of such complaints in accordance with the provisions of this Act and subsequent regulation thereof.

2.12. CAPACITY BUILDING

12.1 In accordance with the NPP the licensee will have to employ skilled and an efficient Human base which will effectively deliver the increasing diversified postal services in the changing environment.

12.2 The Licensee shall submit to the Authority the Human Resource Development Plan outlining strategic enhancement of the local success plan towards empowerment of local managers.

12.3 The Licensee shall annually furnish the Authority the report of implementation of the Human Resource Planning.

12.4 The Licensee shall facilitate participation of its technical staff in Training with or outside the united Republic of Tanzania.

2.13 **UNDELIVERED POSTAL ARTICLES**

The Licensee shall dispose of all undeliverable postal articles according to rules and regulations made under the Act.

ISSUED AT DAR-ES-SALAAM ON THIS ____ DAY OF _____ 20__

**DIRECTOR-GENERAL
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY**