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TCRA
CREATING A LEVEL PLAYING FIELD

UCHAGUZI 2020

Mikakati Kuendeleza TEHAMA

The Digital Economy Agenda

TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

ISO 9001:2015 CERTIFIED

CORE VALUES

Professionalism: We maintain the highest degree of professionalism and ethical standards, building value-added relationships with customers and stakeholders to deliver quality services.

Respect: We are an organization that values its employees and respects its customers.

Empowerment: We believe in empowerment and effective delegation enabling employees to make decisions and take challenges commensurate with their levels of responsibility.

Innovation: We encourage creativity and innovation leading to enhancement of our capacity in handling regulatory issues.

Integrity: We believe in integrity and we are determined to treat customers and each other with trust, confidentiality and honesty.

Accountability: We are accountable, undertaking our duties fairly, with care and transparency.

Teamwork: We benefit from teamwork, putting together diverse expertise to achieve success.

Objectivity: We undertake our activities objectively and we are result-oriented.

Efficiency: We believe in efficiently providing regulatory services.

Non-discrimination: We believe in equal opportunity and treatment for our internal and external stakeholders and do not discriminate against gender, religion, race, affiliation and origin.

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COVER PHOTOGRAPH

TCRA Lake Zone office team and officers from the head office holding the winner's trophy after the Zone's exemplary performance at the Farmers' Week exhibition in Bariadi, Simiyu region in August 2020.

Editorial Board

The Regulator is published quarterly by the Tanzania Communications Regulatory Authority (TCRA), an independent Government agency established under the Tanzania Communications Regulatory Authority Act No. 12 of 2003 to regulate electronic and postal communications in Tanzania. The Authority's functions and duties include enhancing public knowledge, awareness and understanding of the regulated goods and services, and to disseminate information about matters relevant to the functions of the Authority.

✎ Letter from the Editor

The newly reviewed regulations on news, current affairs, and information streamed over the internet through public platforms are presented in full from page 6.

The review of online content regulations which were first published in March 2018 includes the introduction of new licence categories. They also have conditions for mainstream content service providers with district or regional license who are now prevented from simulcasting: broadcasting their content on online platforms.

An article on electronic waste management discusses the concept of Extended Producer Responsibility (EPR), in which a producer is responsible for their products to the end of their life cycles – beyond the consumption stage. Original electronics equipment manufacturers are held responsible for the collection and recovery of e-waste.

Tanzania is witnessing a renewed enthusiasm for the leveraging of information and communications technologies as she enters the final five-year lap towards the goal of transforming its economy by 2025.

Our main article on the digital economy agenda addresses ICT-related issues in the Elections Manifestos of two political parties participating in the 2020 General Elections.

It is all in pursuit of the objectives of the National Development Vision 2025 with its emphasis on the role of ICTs in meeting people's basic needs, increasing productivity, and promoting competitiveness.

For example, Chama Cha Mapinduzi wants to see 80 percent of Tanzanians accessing the internet by 2025. It has also set a target of deploying public broadband networks in 40 percent of public areas and to enhance electronic governance in the next five years. It is worth noting that the Party has surpassed all ICT-related targets in its 2015-2020 elections manifesto.

We have literature reviews on the digital economy and a piece discussing Tanzania's readiness to integrate into the global digital economy. The country is well-positioned to become a leading force in East Africa in mobile finance and digital payments, key components of online business. Tanzania should take full advantage of the national ICT broadband backbone, three international submarine cables, and mobile financial services to transform all sectors of its economy.

The Kiswahili section features write-ups on how to protect vulnerable groups from lopsided media reporting and on TCRA's programme to train mobile phone technicians. Class licenses issued by TCRA include the authorization for the maintenance of communications equipment.

TCRA collaborates with the Dar es Salaam Institute of Technology and the Vocational Education Training Authority (VETA) in this programme.

We have introduced a special, regular section on zonal events and we take off with photo features on the participation of the TCRA Zanzibar office and the Southern Highlands and Lake Zones in this year's annual Farmers' Week exhibition, where they imparted education on our functions and consumer issues.

Call for Contributions

The Editor invites articles and other contributions, including comments in all areas of electronic and postal communications. Contributors are invited to submit full-length articles, including figures and pictures. Photographs should be in JPEG format.

Material should be in font size 12, single-spaced, up to four A4 pages. Articles must be original and should have references, where sources are quoted. Contributions should be submitted to:
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Going Further Together

Tanzania handed over the chairmanship of the Communications Regulators Association of Southern Africa (CRASA) to Zambia in the organization's 9th annual general meeting held remotely on 4 August 2020 due to the COVID-19 pandemic. This is the statement of the outgoing Chairman, TCRA Director General, Eng. James M. Kilaba.

The impact of Covid-19 in the SADC region, the world at large and on the information and communication technology (ICT) sector has been vivid. Besides its negative impact on human health; this pandemic has affected every industry economically. The COVID-19 outbreak led to the cancellation of most international ICT events, gatherings and conferences. These include SADC events, the Mobile World Conference 2020, MTN Global Connect and other prominent ICT events.

The cancellation of such events has certainly affected the forthcoming opportunities for market players, making revival of the industry more difficult since they offer vital business opportunities to ICT companies to showcase their products and solutions. Furthermore, the majority of local and multinational ICT corporations recently halted a majority of their manufacturing operations, cancelled their participation in important events and conferences and some announced financial projections below expectation.

The outgoing chairman of the Communications Regulators Association of Southern Africa (CRASA), TCRA Director General, Eng. James M. Kilaba leads a virtual meeting of the Association from Mawasiliano Towers conference room in Dar es Salaam.

The French philosopher Gustav Le Bon once wrote: "The only religion of mankind is, and always has been hope." We are optimistic because there are positive factors working in favour of overall ICT during this crisis, including growth in some ICT sub-sectors like telecommunication service remote and online education sector, collaborative software and service sector, cloud service and healthcare.

Social distancing has limited consumers' mobility; hence, people are seeking new ways to keep themselves busy, entertained, and connected.

Our communities are looking at us technocrats for solutions to their challenges which, if not well attended to, will leave us all behind in the digital socio-econmic world.

We are yet to harmonize the postcodes and street addressing systems as members of a regional economic area. National addressing and postcode involving street naming constitutes an important tool to embrase and ensure that it utilises the available technologies for the e-commerce performance and last mile delivery of goods.

The proposed five-year Strategic Plan reflects the needs of our people and that the proposed Postal Operational Plan covers the regional quality of service project, national addressing and postcode systems, postal security and integrity guidelines.

The Electronic Communications Committee is working dilligently on preparations for reviewing the SADC Broadband Spectrum Plan. The SADC region is known for its efforts especially when it comes together in tripatite meetings on development of IMT roadmaps. This year's IMT 2020 Roadmap needs to have clear contributions from SADC to sail through the tripatite committee (SADC, EAC and COMESA).

TCRA Scoops 'Green' Exhibition Awards

TCRA Zanzibar and zonal offices won accolades in this year's Farmers' Week exhibition in August. The Southern Highlands and Lake Zone were voted best exhibitors in the communications and allied sectors category.

Participation in the annual exhibition has enabled TCRA to show case its functions and carry out field seminars on regulatory and consumer issues as part of its duties.

The Head of the Zanzibar Office, Ms. Esuvatie-Aisa Masinga briefing visitors to the TCRA pavilion.

Lake Zone Engineer William Mnyipembe with members of the Fire and Rescue force. TCRA has assigned free of charge numbers for fire services (114), emergency/police (112),crime stoppers (111), ambulance services (115) and emergency services for Lake Victoria and other water bodies (110).

The Southern Highlands Zone team with their awards.

New Licence Categories, Lower Fees as Online Content Regulations Reviewed

Major improvements have been made to the regulations on news, current affairs and information streamed over the internet through public platforms; with the introduction of two licence categories and reduced fees.

Online content regulations made under the Electronic and Postal Communications Act (EPOCA) were first published in March 2018 following the introduction, by TCRA, of a new licence category covering radio and television content delivered over the internet.

The latest regulations, introduced in July 2020 have a detailed schedule on prohibited content. The improvements are designed to ensure accountability in online content services delivery, to protect consumers and vulnerable groups, and to ensure a level playing field.

The new licence categories, presented in regulation 5 are for providing predominant news and current affairs issued to an online content service provider whose content covers news, events and current affairs and provision of predominant entertainment content issued to an online content service provider whose content covers music, movies, series, plays, drama, comedy, sports, and any other related entertainment content.

Others are for the provision of predominant education and religious content issued to an online content service provider whose content covers religious information and content that aims at educating and a simulcasting licence issued to a mainstream broadcasting licensee with national coverage rights.

Regulation 10 prohibits mainstream content service providers with district or regional license from simulcasting - broadcasting their content on an online platform.

Predominant means content not below 85 percent of the licensed category measured on a weekly basis.

Mainstream media are the radio or television stations using terrestrial broadcasting networks.

The regulations have specific obligations for online news and current affairs licensees. They are required to adhere to journalism ethics, professionalism, and local content requirements and to submit to TCRA proof of staff academic qualifications and human resource development plan. They are also required to adhere to ownership and corporate obligations outlined in EPOCA.

The new regulations define 'social media in detail: online-based applications and platforms that build on the ideological and technological foundations of web and that allow the creation and exchange of highly interactive user-generated content and platforms through which individuals, organizations and communities share, co-create, discuss and modify user-generated content.

The other new entries in the definitions part are licensee – a service provider authorized by the TCRA in the category that provides facilitation of online content producers and "news-related content" which means online news information gathering, compiling, editing, publication, and broadcasting in a manner similar or that bears a resemblance to traditional media services provision.

A new fee schedule has been introduced under two subcategories in the online content services licence category – for news and current affairs, entertainment and education, or religious content respectively.

Online Content Regulations

THE ELECTRONIC AND POSTAL COMMUNICATIONS (ONLINE CONTENT) REGULATIONS, 2020

PART I:
PREMILINARY PROVISIONS

Citation
1. These Regulations may be cited as the Electronic and Postal Communications (Online Content) Regulations, 2020.

Application
These Regulations shall apply to online content service providers, internet service providers, application services licensees, online content users and any other related online content.

Interpretation
2. In these Regulations, unless the context otherwise requires- *"hate material"* means content which advocates or promotes genocide or hatred against an identifiable group of people;

"hate speech" means any portrayal in words, speech, pictures, etc., which denigrates, defames or otherwise devalues a person or group on the basis of race, ethnicity, religion or disability

"indecent material" means material which is offensive, morally improper and against current standards of accepted behaviour which includes nudity and sex;

"internet café" alternatively known as a cybercafé means a retail establishment, café or coffee bar or small, informal restaurant that offers online access on its own computers or customers laptops usually for a fee;

"licensee" means a licensed service provider by the Authority in the category that provides facilitation of online content producers;

"mainstream media" means radio or television programs aired by licensed content service providers using terrestrial broadcasting networks;

"news related content" means online news information gathering, compiling, editing, publication and broadcasting in a manner similar or that bears a resemblance to traditional media services provision;

"online" means a networked environment available via online whereby content is accessible to or by the public whether for a fee or otherwise and which is intended for consumption in or originated from Tanzania;

"online content host" means any server that hosts or provides access to online accessible content which may include file transfer protocol servers, telnet servers, webhosting companies and web servers;

"online content service" means content broadcasting to the public through internet websites, application software, forums, blogs, weblogs, microblogs, public account, instant messaging tools, online live streaming, aggregators and other related platforms;

"online content service provider" means a person who provides online content service;

"online forum" means an online discussion site where people can hold conversations in the form of posted messages or journals and whereby most forums allow anonymous visitors to view forum postings, but require creation of an account in order to post messages in the forum in which new topics known as "threads" are posted and replies within existing threads;

"online platform" means any internet outlet where people can get news, entertainment, education, religious or other related information such as online television, radio, social media and blog;

"online radio, web radio, net radio, streaming radio, e-radio, or webcasting" means an audio service whether licensed or not licensed by the Authority which is transmitted via the online;

"online television" alternatively known as web television is the digital distribution of television

content, short programs or videos created by a wide variety of companies and individuals whether licensed or not licensed by the Authority delivered online through web streaming and intended for consumption by citizens of the United Republic of Tanzania;

"simulcasting" means broadcasting content of a mainstream media on an online platform;

"social media" means online-based applications and platforms that build on the ideological and technological foundations of web and that allow the creation and exchange of highly interactive user generated content and platforms through which individuals, organizations and communities share, co-create, discuss and modify user-generated content;

"user" means a person or legal entity accessing online content whether by subscription or otherwise;

"web page", *"web site"* or *"site"* means files of content accessible on the world wide web by a requested URL.

PART II:
LICENCE REQUIREMENT

Licence
4.- (1) A person shall not provide online content services without obtaining a licence from the Authority.
   (2) A person who contravenes the provisions of subregulation (1) commits an offence and shall, upon conviction, be liable to a fine of not less than five million shillings or to imprisonment for a term of twelve months or to both.

Categories of licence
5.- (1) The categories of online content licences shall be as follows:
   (a) licence for provision of predominant news and current affairs issued to an online content service provider whose content covers news, events and current affairs;
   (b) licence for provision of predominant entertainment content issued to an online content service provider whose content covers music, movies, series, plays, drama, comedy, sports and any other related entertainment content;
   (c) licence for provision of predominant education and religious content issued to an online content service provider whose content c o v e r s religious information and content that aims at educating;
   (d) simulcasting licence issued t o mainstream broadcasting licensee with national coverage rights;
   (2) For the purpose of subregulation 1(a), (b) and (c), "predominant" means content not below 85 percent of the licensed category measured on weekly basis.
   (3) Notwithstanding the conditions of the licence under subregulation 1(a), (b) and (c), a licensee shall be required to provide other content in respect to matters of national security, public safety and crisis or emergencies.

Application for licence
6.-(1) A person who intends to provide online content services shall apply to the Authority by filling an application form prescribed in the First Schedule and paying fees as set out in the Second Schedule to these Regulations.
   (2) The application form shall be accompanied by-
   (a) certified copy of certificate of incorporation or certificate of registration;
   (b) certified copy of Tax Identification Number Certificate;
   (c) certified copy of Tax Clearance Certificate for companies or nongovernmental organizations;
   (d) certified copy of National Identity Card;
   (e) list of owner and management team;
   (f) curriculum vitae of the staff;
   (g) editorial policy guidelines for news and current affairs licence category;
   (h) technical description for the facilities used; and
   (i) any other documents as the Authority may require.
   (3) The licence shall be valid for a period of three years and may be renewed.

Issuance of licence

7.- (1) The Authority may, after consideration of an application and upon satisfaction that the applicant has complied with all requirements and submitted particulars, documents and such other information as required, issue a licence.

(2) Where the Authority refuses to issue a licence, it shall notify the applicant within fourteen days from the date of such refusal stating the reasons for refusal together with any other directions as the Authority may determine.

Suspension and revocation

8.- (1) The Authority may, upon satisfaction that the terms and conditions to which a licence was issued have been violated or breached, suspend or revoke the licence.

(2) Subject to subregulation (1), the Authority shall, after revocation or suspension of a licence, notify the licensee in writing stating the reasons for the revocation or suspension.

(3) Where a licence is revoked or suspended, the licensee shall, within seven days after being served with the notice of suspension or revocation as the case may be, surrender the licence to the Authority.

PART III
OBLIGATIONS OF ONLINE CONTENT SERVICE PROVIDER

General obligations

9. A licensee shall comply with all the terms and conditions of the licence and observe the following:

(a) ensure that online content is safe, secure and does not contravene the provisions of any written law; take into account trends and cultural sensitivities of the general public;

(b) establish policy or guideline on online content safe use and make it available to online content users;

(c) use moderating tools to filter prohibited content;

(d) have in place mechanisms to identify source of content;

(e) take corrective measures for objectionable or prohibited content;

(f) ensure that prohibited content as set out in the Third Schedule to these Regulations is removed immediately upon being ordered by the Authority;

(g) be responsible and accountable for the information he publishes;

(h) use password to protect any user equipment, access equipment or hardware to prevent unauthorised access or use by unintended persons;

(i) pay regulatory fees;

(j) not access, store, keep, publish, circulate or broadcast prohibited content; and

(k) cooperate with law enforcement officers in pursuing functions under these Regulations.

Content service provider with district or regional license

10. Any mainstream content service provider with district or regional license shall not simulcast content using online platform.

Rights and obligations of application service licensee

11. (1) An application services licensee shall, when entering into a contract with subscribers,

Incorporate terms and conditions of service in a manner and form easily accessible by its subscribers.

(2) Subject to subregulation (1), the licensee shall have a right to deny access or terminate service where a subscriber contravenes the provisions of these Regulations.

(3) Where a licensee is ordered by the Authority or notified by a person affected by the content or existence of prohibited content, the licensee shall, within two hours, notify its subscribers to remove the prohibited content.

(4) The licensee shall suspend or terminate a subscribers' access account where the subscriber fails to remove prohibited content within two hours from the time the notification was sent.

Online news and current affairs licensee

12. The online news and current affairs licensee shall-
    (a) adhere to journalism ethics, professionalism and local content requirements;
    (b) submit to the regulator the proof of staff academic qualifications and human resource development plan;
    (c) adhere to ownership and corporate obligations provided under the Act.

Internet cafe

13. (1) A person operating an internet café shall adhere to the following obligations-
    (a) ensure that all computers used for public internet access at the cafe are assigned static public IP addresses;
    (b) establish and publish a safe internet use policy for safe use of the internet with regards to online content and post it on a conspicuous place; computer home screen or display it on a visible area for users to read before using the service;
    (c) put in place a mechanism to filter access to prohibited content;
    (d) install surveillance camera to record and archive activities inside the cafe; and
    (e) keep a proper service user register and ensure every person using internet service is registered upon showing a recognized identity card.
    (2) The images recorded by surveillance camera and the register of users recorded pursuant to subregulation (1) shall be kept for a period of twelve months.

PART IV
GENERAL PROVISIONS

Online content user

14. Every subscriber and user of online content shall be responsible and accountable for the information he posts in an online forum, social media, blog and any other related media.

Online content host

15. An online content host shall adopt a code of conduct for hosting contents and ensure that prohibited contents are removed upon notification by the Authority or affected party.

Prohibited content

16. (1) A person shall not publish any prohibited content as set out in the Third Schedule.
    (2) A person shall not render, possess or distribute technology, program, application or any other related thing that allows or helps users to have access to prohibited content.

Disclosure of information

17. (1) The Authority or any person employed by the Authority shall not disclose any information received or obtained during the exercise of its powers or performing its duties under the provisions of these Regulations, except where the information is required by relevant authorities according to the law.
    (2) Notwithstanding subregulation (1), an authorised person who executes a directive or assists with execution of such directive and obtains knowledge of any information shall not use or disclose such information to another person unless such use or disclosure is necessary for the proper performance of the official duties of the authorised person.

Children protection

18. A person who provides, has access to, hosts, uses online contents or operates an internet cafe shall take all possible measures to ensure that:
    (a) children do not register, access or contribute to prohibited content; and
    (b) users are provided with content filtering mechanism and parental control.

Powers of the Authority

19. In carrying out its functions of regulating online content, the Authority shall have the following powers:
    (a) to licence and keep a register of online content service providers;
    (b) to take action against non-compliance to these Regulations, including to order removal of or bar access to prohibited content; and
    (c) to conduct public awareness in relation

to safe use of online content.

Complaints handling

20.-(1)   A person may file a complaint to an online content service provider in relation to any matter connected with prohibited content and the licensee shall, within twelve hours, resolve the complaint.

(1) Where the online content provider fails to resolve the complaint within the time specified, the aggrieved person may, within thirty days from the date of filing the complaint, refer the complaint to the Authority.

(2) The Authority shall handle a complaint referred to it pursuant to subregulation (2) in accordance with the Content Committee Procedures Rules.

(3) A person aggrieved by the decision of the Authority may appeal to the Fair Competition Tribunal.

Penalties

21. (1)   A person who contravenes the provisions of these Regulations commits an offence and shall, upon conviction, where no   specific punishment has been provided,   be liable to a fine of not less than five   million shillings or to imprisonment for a   term of not less than twelve months or   both.

(2) Where a breach under these Regulations is committed by a licensee, the Authority may subject the licensee to the Content Committee.

(3) Upon determination, and pursuant to subregulation (2), the Content Committee may take one or more of the following actions:

(a) issue a warning to the licensee;

(b) require the licensee to issue an apology to the public and the victim of complained content;

(c) order removal of the content; or

(d) impose a fine in accordance with the Act.

Revocation of GN No. 133 of 2018

22. The Electronic and Postal Communications (Online Content) Regulations are hereby revoked.

PROHIBITED CONTENT

Any of the following shall be considered as prohibited content for purposes of these Regulations:

1.   **Sexuality and Decency**

(a) content that motivates, promotes or facilitates publishing or exchanging child pornography, actual pornography, explicit sex acts, nudity and vice, save for related scenes approved by the body responsible for film classification and certification;

(b) content that depicts, motivates, promotes or facilitates publishing or exchanging of homosexuality, adultery, prostitution, sex crimes, rape or attempted rape and statutory rape, or bestiality;

(c) content that motivates, supports or promotes practices or trading of sexual or immoral goods such as movies, photos, drawings, books, stories, sexual games, toys and related things.

2.   **Personal Privacy and Respect to Human Dignity**

(a) content that impersonates or claims status of others for fraudulent purposes;

(b) content that insults, slanders and defames other persons, or exposes news, photos or comments related to a person's privacy, or publication of private information regardless of whether the information is true where publishing the same may harm the person;

(c) content that motivates or promotes phone tapping, espionage, data theft, tracking, recording or intercepting communications or conversation without right; and

(d) content that promotes, motivates or encourages practices of witchcraft, enchantment, or sorcery.

3.   **Public Security, Violence and National Safety**

(a) content against the State and public order including content that aims to or publishes information, news, statements or rumors for the purpose of ridicule, abuse or harming the reputation, prestige or status of the United Republic, the flag of the United Republic, the national anthem or the United Republic's symbol, national anthem or its logos;

(b) content that calls for or motivates,

promotes or provokes noncompliance to the laws and regulations;

(c) content that is involved in planning, organizing, promoting or calling for demonstrations, marches or the like which may lead to public disorder;

(d) content that would threaten the security of the United Republic or affect public order;

(e) content that includes news of official confidential communications or military affairs;

(f) content that would harm the national currency or lead to confusion about the economic condition in the country;

(g) content that incites, encourages or enables the commission of a crime against the United Republic or its citizens;

(h) content that is likely to threaten the stability of the United Republic or its safety, unity or security, or harming national unity or social peace;

(i) content that portrays violence, whether physical, verbal or psychological, that can upset, alarm and offend viewers and cause undue fear among the audience or encourage imitation;

(j) content that portrays sadistic practices and torture, explicit and excessive imageries of injury and aggression, and of blood or scenes of executions or of people clearly being killed;

(k) content that causes annoyance, threatens harm or evil, encourages or incites crime or leads to public disorder or that may threaten national security or public health and safety;

(l) content which advocates hate propaganda or promotes genocide or hatred against an identifiable group;

(m) content that promotes or favours what would raise sedition, hatred or racism or sectarianism or harming national unity or social peace or disturb the public order or public morals;

4.   Criminal Activities and Illegal Trade Activities

(a) content that motivates, promotes or facilitates illicit drugs, criminal acts and skills including content that calls for, promotes or provides information about how to carry out acts of crime or felony

or contributes to or facilitates carrying out or supporting the same such as theft, fraud, robbery, forgery, faking, bribery, killing, suicide, blackmail, threat, rape, commercial cheating and breaching the properties of others, abduction, evasion from application of law, money laundering, smuggling prohibited content and other crimes punishable by the law;

(b) content that promotes or contributes to trading with drugs and mind affecting substances and the manner of using or manufacturing the same or obtaining drugs or facilitating their circulation in circumstances that are not legally authorized;

(c) content that motivates, promotes or facilitates trading in prohibited or restricted goods, commodities or services in the United Republic, including illicit drugs, prostitution, or goods that require licence from the competent authorities and are being promoted or circulated without authorization from the competent authorities;

(d) content that promotes gambling and similar activities such as bets and lottery and those related to electronic gambling activities;

(e) content that motivates, promotes or facilitates terrorist groups or any illegal group, association, organization or body;

(f) content that publishes methods of making fire or explosive devices or any other tools used in terrorist acts.

5.   Healthy and Public Safety

(a) content of health establishments, medical and pharmaceutical practices in violation of the laws;

(b) content that includes health advertisements in violation of Cabinet resolutions concerning health advertisements;

(c) content that is used in promoting or trading pharmaceuticals that are issued against prescription and to provide the same without asking for the medical prescription;

(d) content that promotes medicine and medical products that are prohibited or unlicensed including dietary supplements,

weight loss products, weight increase and unlicensed cosmetic pills and creams.

6. Protection of Intellectual Property Rights

(a) content that infringes the rights of intellectual property such as providing and publishing movies, photos, drawings, books, electronic programs and games, encrypted TV and radio channels and other intellectual property rights without permission from right owner;

(b) content that provides information, tools and methods aiming to infringing intellectual property rights and penetrating the protection means used for protecting such rights such as decoding movies and coded TV channels and operation of copied magnetic diskettes and copied electronic programs and games and deactivation of protection systems designed exclusively for combating piracy.

7. Respect to Religion and Personal Beliefs

(a) content which contains or promotes offending, defaming, insulting, ridiculing or violating any of the religions or any of its rites, sanctities or divine books, or interfering with freedom to practice one's religion by violence or threat;

(b) content that motivates, promotes or facilitates incitement, or ridicule, hatred against a certain religious belief or expression that motivates, promotes or facilitates religious subjugation or apostasy;

(c) content that would make any form of discrimination and provoke hate speech or inciting tribal or religious prejudices with intent to incite hatred between individuals and groups;

(d) content that exploits religion to disbelief individuals or groups by using one of the methods of expression or using any of the means in order to achieve special interests or illegal purposes.

8. Public Information that may cause public havoc and disorder

(a) content that promotes, advocates, encourages, or makes available instructions and guidance on illegal activities such as bomb-making, illegal drug production or counterfeit products;

(b) circulating or making available information with regards possible terrorist attacks, droughts, weather forecasts or occurrence of natural calamities without the approval of the respective authorities;

(c) content with information with regards to the outbreak of a deadly or contagious diseases in the country or elsewhere without the approval of the respective authorities;

(d) circulating or making available information with regards to promotion of medical drugs and general medical products not approved by respective authorities.

9. Use of bad languages and Disparaging Words

Content that uses bad language, such as the use of disparaging or abusive words which is calculated to offend an individual or a group of persons, crude references words, in any language commonly used in the United Republic, which are considered obscene or profane including crude references to sexual intercourse and sexual organs, and hate speech.

10. False, Untrue, Misleading Content

Content that is false, untrue, misleading which is likely to mislead or deceive the public unless where it is clearly pre-stated that the content is a satire, parody or fiction; and where it is preceded by a statement that the content is not factual.

CONTENT SERVICE LICENCE FEES

S/N	TYPE OF LICENCE		APPLICATION FEES (TZS)	INITIAL LICENCE FEES (TZS)	ANNUAL LICENCE FEES (TZS)	RENEWAL FEES (TZS)	DURATION OF LICENCE
1	Online Content Services	News & current affairs	100,000	1,000,000	1,000,000	1,000,000	3 years
		Entertainment	100,000	500,000	500,000	500,000	3 years
		Education or Religious	100,000	500,000	500,000	500,000	3 years
2	Simulcasting Television Licence (streaming content on the internet)		50,000	200,000	200,000	200,000	3 years
3	Simulcasting Radio Licence (streaming content)		50,000	200,000	200,000	200,000	3 years

Students accessing the internet at the Chato telecentre, Geita region.

Producer responsibility in e-waste management

Waste management is proving to be a continuing challenge to both developed and developing countries. Growing industrialization, the resultant disposable income, and increased purchasing power are causing mounting waste generation. This inevitably causes a rapid depletion of available dumping space.

Electronic waste (e-waste) is also becoming an enormous issue worldwide; and has raised global environmental attention due to the way it is handled, especially in developing countries. Africa is among the world's fastest-growing economies, due to the increased importation of electronic and electrical goods; which have contributed to bridging the digital divide.

Developing economies largely rely on imported consumer goods from industrialized economies through trade agreements. Once utilized, the remnants end up in local waste streams and landfills because of underdeveloped waste management systems. However, due to inadequate infrastructure for e-waste management and lack of enforcement of the relevant laws, hazardous substances are released to the environment and this poses a risk to humans and the environment.

The management of waste to prevent harm to the environment entails but is not limited to, the prevention, re-use, recycling, and recovery. As disposal is the most common remaining option at some point through landfilling and incineration, the option of treatment depends on the strictness of inherent measures for waste treatment regarding the perceived impact.

Extended Producer Responsibility (EPR) as a solution was first introduced as a concept by Thomas Lindhqvist in 2000 and, according to the Organisation for Economic Cooperation and Development (OECD), it is defined as "an environmental policy approach in which a producer's responsibility, physical and/or financial, for his product is extended to the post-consumer stage of a product's life cycle". That is, producers are deemed liable to the final phase, as they are the actors best positioned to make the required interventions in reducing the environmental impact of the consumption of their products.

An EPR-based product take-back regulation holds original electronics equipment manufacturers (OEMs) responsible for the collection and recovery (i.e. recycling) of e-waste. EPR, as a policy introduced in Europe back in the 1990s, extends the producer's responsibility for their products beyond the consumption stage; whereby the producer has to meet the targets of collection and recycling. The assumption is that recycling of these products has a net cost, and unless this is regulated, the same ends up in landfills and harms the environment.

However, in the last decade, advances in product design and recycling technologies have allowed profitable recycling. This challenges the basic assumption behind such regulation as it creates a competitive marketplace for e-waste. OEMs that are subject to EPR compete with Independent Recyclers (IRs) in collecting and recycling e-waste where EPR initiatives are implemented in areas of policy, product, process, supply chain, and technology.

The EPR system determines the recyclability, reusability, and treatability attributes of imported goods based on their constitutive parts (primary package or product), as well as their material value as per the net value in the global waste market and final destination once consumed. Moreover, EPR defines specific conditions regarding the goods, material value, and structural configuration of their constitutive parts for inclusion in Free-Trade Agreement clauses, and it further checks the fulfilment of these proposed conditions. The economic rationale behind implementing sound EPR schemes is to enable producers to internalize treatment and disposal costs so that they have an incentive to design products that last longer and are more easily treated after use.

Waste generation constitutes the key by-product of modern economic and social lifestyle and consumption patterns. One of the main—and constantly worsening—problems are happening in the environment and human health. Among the attempts to deal with waste is the integration in the circular economic policy which highlights, in a holistic way, the inter-relationship between resources, substances, products, and waste; highlighting the interactions between waste, product, and chemical laws and taking into consideration the fact that waste—other than pollution—can be conceived as raw material and used as such in a production process.

EPR can also be viewed as a financial and/or operational instrument with a dual purpose of internalizing environmental externalities related to end-of-life management and fostering the operational implementation of sustainable product and waste management schemes. This is in line with the waste hierarchy with qualitative recycling and recovery targets, through the shifting of responsibility upstream to the producer away from municipalities. Furthermore, it gives incentives to producers to incorporate environmental considerations in designing their products.

 Initially, the EPR principle was proposed in the framework of management sciences and industrial ecology essentially as a way to improve resource efficiency and as a response to the challenges faced by many municipalities in managing waste volumes and their complexity. The EPR policy, therefore, sought to shift costs from local authorities and taxpayers (*i.e.*, the public budget) to producers in collecting end-of-life products and sorting them before their final treatment.

Additionally, EPR is an application of the 'polluter pays principle" (PPP), which also provides a potentially powerful tool to regulate the responsibilities for waste management among involved stakeholders and to influence decision-making by producers. On the same note, the implementation of EPR policy within the 'polluter pays' principle framework implies that producers are considered responsible for the environmental impacts due to their product life cycles, including end-of-life management. Hence, if producers are responsible and legally liable to take back and recycle products, they will try to minimize the true costs of the environmental consequences of their products. Within the EPR context, the polluter pays principle functions as a liability principle to producers/manufacturers.

Extended Producer Responsibility objectives and policy instruments

The primary objectives of EPR are to:
i.   Cover a products' end-of-life costs;
ii.   Provide eco-design incentives;
iii.   Achieve resource efficiency;
iv.   Ensure high-quality recycling.

More specifically, EPR schemes endeavour to activate to some extent all involved stakeholders through the whole product life cycle. These stakeholders include producers/distributors, producer responsibility organizations (PROs), national authorities, consumers/citizens, local authorities, waste management operators, and the recycling industry.

PRO's are entities set up in collective EPR schemes to put into effect the EPR principle in the name of adhering companies through financing the collection and treatment of targeted waste, organizing and supervising these activities, and managing the corresponding data.
This can enhance the effective collection and high level of re-utilization of products and materials, environmentally sound waste treatment, and the development of markets in secondary raw materials.

 According to the OECD categorization, expected identifiable impacts include but are not limited to:

- *Product take-back requirements* which commonly involve establishing either mandatory or voluntary collection targets for specific products and materials, and assigning responsibility to producers or retailers for end-of-life management, accompanied by re-use, recycling, and recovery targets to ensure that a minimum level of re-utilization of materials in products and packaging takes place;

- *Economic and market-based instruments* provide a financial incentive to producers to implement EPR policy by several means, including deposit refund systems (DRS) and advance disposal fees (ADF. The latter are fees levied on individual products at the point of purchase,

based on the estimated costs of collection and treatment, and intended to be used to finance end-of-life management of the products in question. As regards deposit refund systems, the main structure is that an initial payment (deposit) is made at purchase and is fully or partially refunded when the used product is returned to a specific location (point of sale or at specified waste management sites);

- *Regulations and performance standards* including technical standards and mandatory recycling rates;

- *Information-based instruments* which aim to indirectly support EPR programmes by raising public awareness through reporting requirements, labelling of products, and consumer information campaigns on producer responsibility and waste separation.

Examples of EPR policy instruments

Policy instruments	Responsibility
Administrative instrument	Collection and/ or take-back of discarded products, substance and landfill restrictions, the achievement of collection, reuse (refill) and recycling targets, fulfilment of environmentally sound treatment standards, fulfilment of minimum recycled material content standards, product standard, utilization mandates.
Economic instruments	Material/product taxes, subsidies, advance disposal fee systems, deposit-refund systems, upstream combined tax/subsidies, tradable recycling credits.
Informative instruments	Reporting to authorities, marking/ labelling of products and components, consultation with local governments about the collection networks, information provision to consumers about producer responsibility/source separation, information provision to recyclers about the structure and substances used in products.

Source: Tojo (2004)

EPR mechanisms do not exist in isolation and are often complementary to other policy instruments such as pay-as-you-throw schemes, landfill and packaging taxes, product standards and regulations setting bans or binding targets, green public procurement.

Individual as compared to Collective producer responsibility schemes
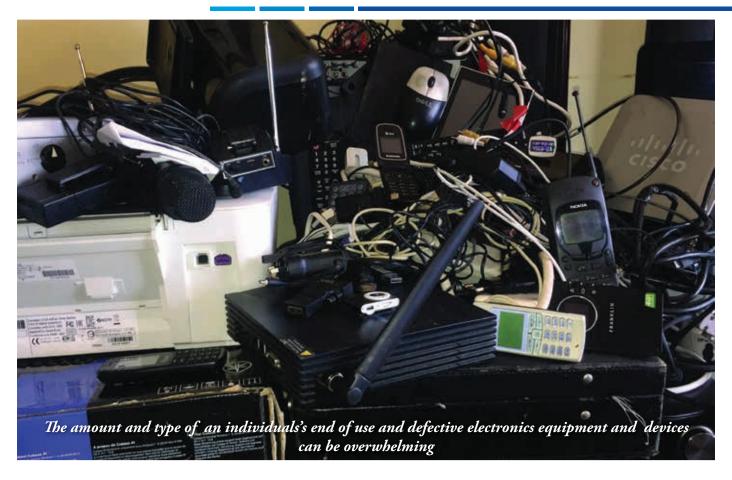
The EPR principle can be an individual system when a producer organizes its system (Individual Producer Responsibility—IPR), or a collective system (Collective Producer Responsibility—CPR) when several producers decide to collaborate and thus transfer their responsibility to a specific organization (a PRO). Examples of regional initiatives is a case of the European Union Waste Framework Directive 2018/851 which:

(a) Promotes and supports sustainable production and consumption models;

(b) Encourages the design, manufacturing, and use of products that are resource-efficient, durable (including in terms of life span and absence of planned obsolescence) and which are repairable, re-usable and upgradable;

(c) Encourage the re-use of products and the setting up of systems promoting repair and re-use activities, including, in particular, for electrical and electronic equipment, textiles and furniture, as well as packaging and construction materials and products;

(d) Reduces waste generation in processes related to industrial production, extraction of minerals, manufacturing, construction, and demolition, taking into account the best available techniques.

Way forward

The concept of EPR should be integrated into the field of waste law, in formulating policy and in reconsidering its implementation in the framework of the circular economy at its initial stages. EPR as a policy tool aims at internalizing end-of-life costs into producers' prices, thereby creating an incentive for producers to take into account environmental aspects in the design of their products. They include waste prevention, their lifetime, repairability, recyclability, hazardous substances content that can be reused, repaired, rebuilt, refurbished, refinished, resold, recycled, or composted.

The interrelationship between the multidimensional challenges stemming from

The amount and type of an individuals's end of use and defective electronics equipment and devices can be overwhelming

stakeholders, e-waste management processes, and the local enabling environment seems to be closely linked in a vicious circle. A few ad-hoc initiatives to overcome them would not suffice to produce the desired change towards the goal of sustainable urban mining of e-waste. Thus, the possible strategies to overcome these challenges should include policy formulation, law enforcement, adoption of the extended producer responsibility principle, capacity building, awareness creation, and education, import controls, industry regulation, and public-private-partnership.

These strategies need to be initiated by governments, business organizations, consumers, and civil societies to address any environmental and social issues associated with urban mining of e-waste while harnessing its business potential.

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EVENTS

TCRA recently conducted a week-long training in Mwanza for its Quality Management System (QMS) champions. The training focused on the 10 evidence-based clauses involved in internal auditing for improved QMS processes execution. The special training was facilitated by two officers from the US International Organization for Standards (ACM). TCRA is ISO9001:2015 certified.

TCRA Director General Eng. James M. Kilaba at the Authority's broadcasting content monitoring station in DarEs Salaam. Content is monitored for compliance to the respective regulations. See related article on page 5.

TCRA recently held a virtual meeting of the Communications Regulators Association of Southern Africa (CRASA) from Mawasiliano Towers conference room in Dar es Salaam. See related story on page 3.

TCRA Lake Zone officer, Abdul Hussein instructs a mobile services consumer on how to verify the status of the registration of her SIM card. Subscribers are required to dial *106# for information on the status of SIM cards registered against their names. Any discrepancies including unfamiliar numbers registered using their national identity cards or national identity numbers should be reported to service providers for the immediate deactivation of the numbers.

TCRA Director General, Eng. James M. Kilaba (seated second left) with a Botswana Communications Regulatory Authority (BOCRA) delegation on a recent visit to Tanzania to benchmark best practices. TCRA's Telecommunications Traffic Monitoring System (TTMS), the national addresses and postcode system and the 2018 auction of frequencies recovered following the successful migration from analogue to digital terrestrial television have raised Tanzania's communications profile.

TZ-CERT

TANZANIA COMPUTER EMERGENCY RESPONSE TEAM

Coordinating Online Safety

The Tanzania Computer Emergency Response Team (TZ-CERT) is a team responsible for coordinating responses to cyber security incidents at the national level. It cooperates with regional and international bodies involved in the management of cyber security incidents. TZ-CERT was established under section 123 of the Electronic and Postal Communications Act (EPOCA) of 2010 and within the TCRA structure.

Our Vision: To be a globalle trusted hub for handling cyber security incidents.

Our Mission: To improve and support the nation's cyber security posture, coordinate information sharing, and proactively manage cyber risk, while enhancing the commitments of constituencies.

Our Objective: To ensure a high and effective level of network and information security within Tanzania and to develop a culture of network and information security for the benefit of the community, government, citizens, consumers, enterprises, and public sector organisations, thus contributing to a smooth and safer functioning of online activities.

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The Digital Economy Agenda

Tanzania is witnessing a renewed enthusiasm for the leveraging of information and communications technologies as she enters the final five-year lap towards the goal of transforming its economy by 2025.

The new wave of ICT-based and enabled strategies has seen the most populist development stakeholders – political parties – crafting strategies touting the development of the digital economy in the country.

It is all in pursuit of the objectives of the National Development Vision 2025, a development blueprint that recognized the key role of ICT in transforming the country.

ICTs should be harnessed to meet people's basic needs, increase productivity, and promote competitiveness. A major prerequisite is the promotion of the appropriate skills and capabilities; a task which requires investments to improve the quality of science-based education and to create a knowledge society generally.

The manifestos of two parties participating in the 2020 elections have whole sections outlining measures to digitize Tanzania; by ensuring expanded coverage, access and affordability.

For example, Chama Cha Mapinduzi, whose ICT-related targets in its 2015-2020 elections manifesto have been surpassed now wants to see 80 percent of Tanzanians accessing the internet by 2025. It has also set a target of deploying public broadband networks in 40 percent of public areas

and to enhance electronic governance in the next five years.

Chadema proposes the introduction of a legal and regulatory framework for the digital economy and smart cards for digital financial transactions. There are plans to launch Tanzania's first communications satellite.

(A detailed write up of the two parties' strategies is presented in the Kiswahili section).

Students accessing the internet at the Chato telecentre, Geita region

Revisiting the Digital Economy

There are multiple definitions of the digital economy. Wikipedia defines it as an economy that is based on digital computing technologies, or one that enables businesses to be conducted through markets based on the internet. It is also referred to as the *Internet Economy*, *New Economy*, or *Web Economy*. (1).

Rumana Bukht and Richard Heeks define the digital economy as "that part of economic output derived solely or primarily from digital technologies with a business model based on digital goods or services".

"Generally, the digital economy is understood to comprise a broad range of economic activities; it is not a separate sector but represents the value added by the use of digital technologies in all sectors", they say. (2).

According to the Asian Pacific Economic Community (APEC), the digital economy comprises those activities facilitated by online platforms, such as online purchasing and online movie streaming; all the sectors that incorporate data and the internet into their production processes. (3).

It has three components – a digital-enabling infrastructure that enables the existence and operation of a computer network; digital transactions using that system and the content created and accessed by digital economy users.

The International Telecommunication Union (ITU) uses More than 30 key indicators and methodologies, grouped in four sets, to describe the digital economy. These are infrastructure, and empowered society, innovation, and technology adoption, and jobs and growth. (4).

Infrastructure includes access to mobile and fixed networks, the development of next-generation access networks, the dynamics of household and business uptake, secure servers infra-structure, and infrastructure for the internet of things –technology that enables connected devices to communicate among themselves.

Empowerment considers indicators that show how consumers use the internet, mobile services, and digital opportunities. Innovation and technology adoption refers to indicators that address innovation in digital technologies, new digitally-enabled business models, the key role of ICTs, and its adoption by businesses.

Jobs and growth refer to the digital technologies that contribute to economic growth, employment creation, investments in ICTs, e-commerce, and other value-added services tied to new technologies.

According to the United Nations Conference on Trade and Development (UNCTAD), technologies and economic aspects of the digital economy can be broken down into three broad components – Core aspects or foundational aspects of the digital economy; *Digital and information technology* (IT) sectors, and a wider set of digitalizing sectors. (5).

The core aspects comprise fundamental innovations, core technologies such as computers and telecommunication devices, and enabling infrastructures like internet and telecommunications networks.

Digital and information technology (IT) sectors are those which produce key products or services that rely on core digital technologies, including digital platforms, mobile applications, and payment services. Innovative services in these sectors have a crucial bearing on the digital economy.

The set of digitalizing sectors includes those where digital products and services are increasingly used; for example for e-commerce, finance, tourism, and transportation.

The Organization for Economic Cooperation and Development (OECD) uses more than 15 indicators to Measure the Digital Economy. These are investments in broadband communications networks and the services provided over them to support economic and social development goals, such as health, financial inclusion and education, and higher internet speeds. (6).

Others are the costs of access and use, the diffusion of data-driven applications and services such as machine to machine (M2M) communication.

TCRA has assigned numbers to be used in M2M communications and the ongoing registration of SIM cards has a category and procedures for registering SIM cards embedded in machines that facilitate communication between these devices.

The list includes network and services security, including the protection of sensitive data for building users' confidence and trust.

Internet penetration in households is another indicator of people's access to information and services. Some service providers in Tanzania have introduced special internet packages for households.

Successful uptake of digital services is accelerated by the number of youths and younger users who can influence their peers and adults.

Removing the differences in the availability, access, use, affordability leads to wider network coverage and services; the latter both in terms of variety, the number of users, and their convenience. These include mobile financial services, the delivery of e-government, and other online administrative services.

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TCRA Communication officer, Judith Shao briefing students in one of TCRA's public education programmes. Successful uptake of digital services is accelerated by the number of youths and younger users who can influence their peers and adults.

Tanzania Set to Integrate into Global Digital Economy

Tanzania is well-positioned to integrate into the global digital economy but needs to enhance the development of ICT, skills in digital entrepreneurship, and formulate an e-commerce policy, according to a recent study.

An assessment by the United Nations Conference on Trade and Development (UNCTAD) on the country's readiness to engage in e-commerce has shown that Tanzania has the potential to become a leading force in East Africa in mobile finance and digital payments, key components of online business.

The assessment, which involved Stakeholder engagement and literature review, online survey customization and dissemination, semi-structured in-country interviews, and local validation was carried out in 2019 and the final report was finalized early this year. (1).

It observes that the lack of a stand-alone national e-commerce policy or strategy was a major drawback. The absence of an e-commerce policy and strategy hinders Tanzania's ability to become a frontrunner in e-commerce.

"The current legal and regulatory environment for e-commerce was inadequate for the modern digital economy, particularly in terms of creating trust among users of digital technologies. Stakeholders lamented the absence of specific e-commerce legislation that would provide the foundation for building this trust" the report says.

The report cites what it calls 'promising signals in key areas' of the country's economy and lauds Tanzania's ICT and Postal policies and programmes to transform the communications sector. Existing legislation such as the Electronic Transactions Act (2015), the Cyber Security Act (2015), and the postcode system were vital ingredients for digitizing Tanzania's economy, it says.

It acknowledges that Tanzania has taken key steps towards developing the country into a regional e-commerce hub. It cites the advanced digitalization of government services and measures to enhance the overall business environment.

The report mentions the streamlining of the government services delivery modes following the introduction of e-government including the one-stop centre portal for public services and a single payment platform for Government entities (Central, Local, and Agencies through the Government electronic Payment Gateway (GePG) as some of the push factors.

A competitive mobile network market and increasing mobile services delivery including mobile money, growth in internet use, and the National ICT Broadband Backbone (NICTBB), connected to the region's main submarine cables are potential digital economy growth factors.

Mobile money has emerged as the main tool used by Tanzanians to access financial services. There were 28,619,827 mobile money accounts which made 257,452,897 transactions valued at 9,464,555,652,223 Shillings in May 2020.

The report recommends action on ICT infrastructure and services, payment solutions and access to financing, legal and regulatory framework, and e-commerce skills development as presented below:

There should be an inclusive national e-commerce policy and strategy development process in the country. E-commerce should be mainstreamed into national or sectoral trade development strategies. Issues related to e-commerce and the digital economy should be included on the agenda of existing inter-ministerial committees. Public-private coordination on e-commerce issues and Government – Private Sector coordination on the digital economy should be enhanced.

Specific strategies should be adopted to reduce the

cost of smartphones, e.g., by adding competition in the sector, manufacturing simpler low-cost models, or reducing or removing the excise duty placed on smartphones in order to promote mobile internet access. The assessment noted that lower smartphone prices would push internet access.

The lack of awareness pertaining to formal financial services, in general, should be addressed. Awareness should be raised on secure payment solutions such as mobile money. Tanzania is one of ten economies,

The development of ICT and digital skills of the general population to accompany the improved access to ICT services is vital. Key skills related to application development, search engine optimization, data analytics, inventory management, platform integration, and web-based marketing should be imparted.

A regulatory gap analysis on e-commerce should be carried out. The country should adopt laws necessary to create a reliable and improved e-commerce

Winners of the 2019 Innovation challenge awards organized by the Dar Technohama Business Incubator programme managed by the Commission for Science and Technology (COSTECH).

all in Sub-Saharan Africa, where the number of adults who have mobile money accounts is higher than the number of adults who have an account with a financial institution. This has promising implications for e-commerce development because payment through mobile money can often be less cumbersome than through traditional banking systems. If mobile money is mainstreamed into the daily lives of Tanzanians, then it will be easier to develop integrated payment solutions as well.

Limited awareness and understanding of e-commerce across society contribute to the lack of trust between private sector enterprises and their customers. Those who do purchase online, or are at least interested in e-commerce, fear that they might be scammed or hacked if they engage in online transactions. More effort is needed in this area.

business environment, including Personal Data Protection and Consumer Protection laws, beyond what is covered by the Electronic Transactions Act.

The Tanzanian legal and regulatory environment needs to be upgraded to meet the needs of the evolving digital economy. As a starting point, legislation on Electronic Commerce should be adopted. The revision of provisions in the existing legislation that may be considered restrictive for developing e-commerce businesses and, by extension, revising the space for e-commerce growth within the broader innovation ecosystem should be considered. Such an analysis would provide the evidence-base for updating the existing legal and regulatory framework to meet the needs of the evolving digital economy, including increased e-commerce activity.

Formal training on digital entrepreneurship and e-commerce skills should be enhanced; including equipping schools with computers and the internet and assigning more skilled teachers. Innovation hubs as key actors in Tanzania's evolving innovation ecosystem should be promoted to make them key providers of e-commerce skills training.

The other gaps that need to be bridged are those between the skills gained by graduates and the expectations of their future employers. Courses aimed at building skills in digital entrepreneurship or e-commerce are limited but some offers exist in the context of some degrees, such as international business.

Innovation hubs, already key actors in Tanzania's evolving innovation ecosystem, may become the default providers of skills development in e-commerce. (*The Dar es Salaam Institute of Technology (DIT) has reviewed its delivery model and has introduced a 'teaching factory approach' that links training to the needs of modern business practice. This is part of contributing to the development of an industrial economy in Tanzania by 2025) – Editor. (2)*

The digital divide and ICT skills gaps that could hinder the development of e-commerce in Tanzania should be closed. Examples are the gaps in the level of digital skills between the youth and the adult population, between men and women, and between rural and urban areas.
It is also important to build the confidence of ICT consumers on digital transactions.

A recent survey of ICT stakeholders (mainly consumers) found that for the majority of those who have not shopped online, the main reasons were concerns related to the safety of making online payments or their low level of trust in the online stores. Investment in both training and awareness-building programmes is vital for attitudinal changes among the public.

A seamless and efficient e-commerce environment requires effective postal services to meet the needs of e-shoppers and e-retailers. E-commerce would benefit from efforts being made to improve the postal sector.

The National Addressing and Postcode System (NAPS) should be expanded to cover more regions. It currently covers Dar es Salaam, Arusha, Kilimanjaro, and Dodoma regions and Zanzibar, although TCRA has mapped and assigned codes to all wards (local administrative units) in the county.

Several courier operators who were interviewed highlighted the lack of postal codes as the main challenge facing their operations. This slows down the delivery process, which as a result depends on manual telephone calls to customers and increases the cost of delivery, which is eventually shifted to the customer.

Moreover, weak physical addressing is a problem for local start-ups and e-commerce vendors, in particular delivery businesses. The national postal policy which is being reviewed is expected to address issues on the physical delivery of parcels.

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Harnessing the Digital Economy Potential

Tanzania should harness the rapid growth in ICT infrastructure roll-out and usage to meet the targets of its Development Vision 2025, recommends a recent World Bank report.

The digital economy is a key driver of Tanzania's future growth and prosperity and the country should take full advantage of the national ICT broadband backbone, three international submarine cables, and mobile financial services to transform all sectors of

its economy, it says.

The report, published in June 2020, is based on an assessment of the impact of the Covid-19 pandemic, on Tanzania's economy. The digital economy is discussed in a separate section on the role of ICT.

The report commends Tanzania for progress in strengthening the foundations of the digital economy; namely infrastructure that supports and promotes entrepreneurship, digital financial services, usage, and the introduction of enabling legal and regulatory instruments.

It recommends several interventions to expand the digital economy in Tanzania; including enacting a strong data protection act and supportive regulations. A regulatory strategy to grow digital trade should therefore be considered.

Mobile money and low-value data packages should also be made affordable for the poor and the Government could incentivize operators to charge low or zero transaction fees by tying government payments (such as social welfare payments) to a low-fee transaction regime", it says.

The report also states that:

- Globally, the digital economy is growing quickly, driven by demand for data. Data traffic

has been rising in Tanzania, but not fast enough to reduce the divide.

- Tanzania's high-volume data products (10GB and greater) are among the cheapest in East Africa.

- Expanding the digital economy depends both on the interaction of digital platforms and on legislation. Digital platforms allow interaction online, with elements of payment, identification, and connectivity.

- A framework that encourages trust is also necessary: if the digital economy is to grow, consumers need to be assured that they are protected online. This requires that the laws keep up with technological developments and that regulators are competent and effective.

- Firms need certainty and consistency in all the jurisdictions where they operate. Both governments and firms contribute to driving trust and transparency online. Governments need to use online platforms and to take the lead in making payments, by using mobile money and showing that the online environment is secure and easy to use.

- Mobile banking could also give companies in the informal economy quicker access to government benefits without formally registering, while commercial banks could partner with mobile banking providers to accelerate the borrowing process to small and medium-sized enterprises (SMEs).

- Investment in enhanced coverage of mobile broadband in rural areas is particularly necessary. Introducing fast Internet increases employment.

UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001: 2015 CERTIFIED

ISO 9001:2015 CERTIFIED

LICENSING PROCEDURES AND PROCESSES

Applications for licences for the provision of Net-work Facility Services, Network Services, Applications Services, and Content Services nation-ally, will require stringent and rigorous scrutiny by the Authority as follows:-

1. The Authority shall periodically announce in the media a deadline for submission of applications.

2. Applications received shall be categorized into respective licence categories; network facility services, network services, application services, and content services and corresponding market segments; International, National, Regional, District, and Community.

3. Received applications shall be scrutinized to establish whether they have all required attachments viz: receipt of application fee, duly filled application form, business plan, rollout plan, company registration, information on the technical proposal of the service to be provided, information on the previous experience, company profile.

4. Applicants who do not comply shall be notified to submit the appropriate required documents. Complied applicants shall be notified accordingly.

5. The Authority shall conduct detailed evaluations of the applications basing on pre-deter-mine criteria for each category of license.

6. The list of applicants shall be published in widely circulated newspapers and posted on the Authority's website to invite public comments.

7. The Evaluation team shall convene to assess public comments against the applications including interviewing the applicant if deemed necessary.

8. Recommendations of the Evaluation team shall be forwarded to the Management for decision making.

9. Recommendations of the Management shall be submitted to the Board for approval.

10. Recommendations of the Board shall be submitted to the Minister for consultation.

11. Licenses shall be granted to successful applicants upon payment of the appropriate fee (initial fee, frequency user fee, numbering fee, etc.).

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Yaliyomo

Bodi ya Uhariri

Habari kuu kwenye toleo hili inahusu mikakati ya kuendeleza TEHAMA na kujenga uchumi wa kidijitali Tanzania, ambayo imetawala ilani za vyama vinavyoshiriki uchaguzi mkuu Oktoba 2020.

Chama Cha Mapinduzi, ambacho kilifanikiwa kwa kiasi kikubwa kufikia malengo iliyojiwekea kwa sekta hii kwenye Ilani yake ya uchaguzi wa 2015, kinataka asilimia 80 ya Watanzania wawe wanatumia intaneti ifikapo 2025. Aidha, CCM inataka asilimia 40 ya maeneo ya umma yawe na mawasiliano ya masafa ya kasi katika kipndi cha miaka mitano ijayo.

Chama hicho kimeainisha maeneo 12 ya kimkakati kuimarisha mawasiliano na kuelekea uchumi wa kidijitali ifikapo 2025. Hayo ni pamoja na kubuni na kutekeleza mikakati ya kuweka mazingira bora ya ushindani na udhibiti katika sekta ya mawasiliano na kuongeza watumiaji wa intaneti kutoka asilimia 48 mwaka 2020 hadi asilimia 80 mwaka 2025.

Maeneo mengine ni kupanua huduma za mawasiliano za intaneti ya kasi katika maeneo ya umma hadi kufikia asilimia 40 mwaka 2025 na kuendeleza serikali mtandao inayozingatia usalama wa mifumo na taarifa za serikali. Kuna makala kuhusu namna ya kupunguza athari hasi za uandishi dhidi ya makundi rahisi kudhurika, kama vile watoto, wanawake, wazee wa umri mkubwa wasio na msaada, watu wenye changamoto za ulemavu; wakiwemo wasioona, viziwi, walemavu wa viungo, albino, wenye utashi mdogo na changamoto za kiakili.

Hatua hizi ni pamoja na kufuata masharti ya leseni za wanaotoa huduma, kanuni na sheria. Aidha elimu kwa umma inachangia katika kuthibiti uandishi hasi. TCRA inasimamia vyombo vya habari vinavyotangaza kutumia masafa – mfano redio na televisheni na maudhui yanayopitishiwa mitandaoni. Mpango wa TCRA kuendesha kozi fupi kwa watengenezaji wa simu za mkononi ili kurasimisha shughuli za mafundi wa vifaa vya mawasiliano na kuinua viwango vyao vya elimu na uelewa umeandikwa ukurasa wa 32.

Upande wa Kiingereza umetoa kwa urefu Kanuni za Maudhui Mtandaoni, ambazo zimerekebishwa na kutolewa upya mwaka huu. Kanuni hizi zinalenga kuleta ufanisi katika utoaji wa huduma za maudhui mtandaoni na pia kuweka mizania miongoni mwa wenye leseni. Vile vile zina orodha mpya ya maudhui yaliyokatazwa. Tumetoa tafsiri ya sehemu hii kwa Kiswahili kuanzia ukurasa 38.

TCRA na Ajenda ya SADC ya Kidijitali 2027

KUMEKUWA na mabadiliko makubwa ya kidijitali katika Jamhuri ya Muungano wa Tanzania ndani ya mwaka mmoja ambapo nchi yetu imekuwa mwenyekiti wa Jumuiya ya Ushirikiano Kusini mwa Afrika (SADC). Katika kipindi hicho, TCRA ilikuwa mwenyekiti wa Chama cha Wadhibiti wa Mawasiliano Kusini mwa Afrika (CRASA).

Ikiwa nchi mwenyekiti, Tanzania imehuisha Mipango na shughuli mbalimbali kuboresha sekta za TEHAMA na Posta katika ukanda huu. Aidha mipango ya ndani imeendana vyema na mipango ya nchi wanachama kwa ujumla wao kutumia TEHAMA kama nyenzo ya kufikia malengo yao ya kuwa na ushirikiano imara zaidi, kuondoa umaskini, kuendeleza viwanda na kunufaisha jamii katika ngazo zote.

Ajenda ya SADC ya Kidijitali 2027, ambayo ilikubaliwa na kupitishwa mwaka 2012 kama sehemu ya mpango kabambe wa kuendeleza miundombinu ya ukanda huu, inalenga kuendeleza matumizi na huduma za TEHAMA kwa lengo la kubadili eneo hili kuwa na jamii ambayo inategemea TEHAMA katika shughuli zake.

Mkazo uko kwenye kuendeleza miundombinu ya mawasiliano ili kuiwezesha kupitisha mawasiliano yanayotumia masafa ya kasi, teknolojia mpya, huduma za posta na maudhui ya utangazaji ya ndani. TCRA imetekeleza mipango kadhaa iliyolenga kufanikisha kufikiwa kwa malengo ya maendeleo ya Tanzania na yale ya Ajenda ya SADC ya Kidijitali 2027. Kumekuwa na matokeo mazuri sana upande wa uhamaji kutoka mfumo wa utangazaji wa televisheni kwa mifumo ya ardhini kutoka analojia kwenda dijitali na matumizi mazuri ya masafa ya kasi ambayo yamepatikana baada ya uhamaji huo.

Aidha matumizi ya mawasiliano yanayotumia masafa ya kasi yameongezeka, kumeanzishwa vituo vya mawasiliano ya intaneti humu nchini na uchangiaji wa miundombinu umeongezeka. Vilevile, TCRA imeendelea kuratibu utekelezaji wa mfumo wa kitaifa wa anwani na postikodi, kuhimiza upatikanaji wa huduma za mawasiliano kwa wote na kuweka misingi ya matumizi ya teknolojia mpya.

TCRA inahimiza watoa huduma kufikisha huduma zao nchini kote na kuhakikisha kwamba zinapatikana wakati wote, zinatolewa kwa ufanisi na zina ubora wa hali ya juu. Aidha, watoa huduma wanahimizwa kuwa na mifumo mizuri ya huduma kwa wateja wao.

Mitandao ya simu za mkononi imefika asilimia 94 na eneo la nchi na zaidi ya asilimia 86 wa Watanzania wanapata huduma za simu za mkononi; ambamo miongoni mwao asilimia 46 wana akaunti za pesa kupitia simu za mkononi. Watumiaji wa intaneti wamefikia asilimia 48 ya Watanzania.

Mfuko wa Mawasiliano kwa Wote, unaojulikana kwa kifupi kama UCSAF, na ambao ulianzishwa mwaka 2006 na kuanza shughuli zake 2009 kusimamia ruzuku kwa watoa huduma ili wajenge miundombinu ya mawasiliano na kutoa huduma maeneo ya mbali na magumu kufikikika, umeshafikia vijiji 2,501 vyenye wakazi milioni tano na unatarajia kuongeza vijiji vingine 555 vyenye watu milioni tatu itikapo Oktoba 2020; hivyo kufanya jumla ya vijiji vilivyofikiwa kuwa zaidi ya 3,000 vyenye watu milioni nane (8,000,000).

Ingawaje Shirika la Posta Tanzania limeshuhudia kupungua kwa idadi ya barua na vitu vingine ambavyo vinasafirishwa kupitia Posta, hali ambayo imeathiriwa zaidi na kuibuka kwa janga la ugonjwa unaosababishwa na virusi vya Korona (COVID-19); linatekeleza mpango kabambe wa kubuni huduma mpya zinazotumia au zinazotokana na TEHAMA.

Lakini pengine mpango ambao utachangia kwa kiasi kikubwa katika kuleta ufanisi kwenye sekta ya afya na tiba Tanzania, na faida zake kufikia nchi nyingine za SADC, ni kuanzishwa kwa kituo cha tiba mtandao kwenye hospitali ya Taifa ya Rufaa Muhimbili, Dar es Salaam mwezi Juni 2020. Kituo hiki chenye teknolojia ya hali ya juu kinawezesha madaktari na mabingwa kutoa tiba kwa hospitali za mikoa, wilaya na halmashauri wakiwa mbali; hivyo kuondoa au kupunguza gharama za kusafirisha madaktari na mabingwa kutoka sehemu moja kwenda nyingine.

Mpango huu unawezesha madaktari na wataalamu wa afya walioko mikoani au wilayani kutuma matokeo ya vipimo vya kidaktari kwa njia ya mtandao ambamo baada ya kupokelewa vinachambuliwa na madaktari na mabingwa wa tiba Hospitali ya Taifa Muhimbili.

Mkongo wa Taifa wa Mawasiliano ya Masafa ya Kasi, ambao unaunganisha wilaya karibu zote nchini utatumika kutuma data kwa kasi ya juu. Mkongo huo unaunganisha Tanzania na nchi jirani za SADC ambazo hazipakani na bahari; zikiwemo Zambia na DRC.

TCRA Yanoa Mafundi Simu, Yawapa Leseni

TCRA imeanzisha mafunzo ya muda mfupi kwa watengenezaji wa simu za mkononi ili kurasimisha shughuli za mafundi wa vifaa vya mawasiliano na kuinua viwango vyao vya elimu na uelewa. Mtaala wa mafunzo hayo umekubaliwa na taasisi hizi tatu. TCRA inawakusanya mafundi

Katika mpango huo, ulioanza tarehe 15 Novemba 2016 TCRA inashirikiana na Taasisi ya Tekinolojia Dar es Salaam (DIT) na Mamlaka ya Vyuo vya Ufundi (VETA).

Hatua hii ni sehemu ya kutekeleza wajibu wa taasisi

Mkuu wa Ofisi ya TCRA Zanzibar, Esuvatie-Aisa Massinga akiongoza mkutano wa TCRA na mafundi simu wa Unguja tarehe Julai, 2020 katika ukumbi wa Idris Abdulwakil, Zanzibar mjini

kutoka mikoa mbalimbali kwenye kituo kimoja hiyo kuhusiana na kuleta ufanisi wa wenye leseni cha mafunzo kwenye kanda husika. Washiriki zinazotolewa. Mojawapo ya leseni zinazotolewa na wanapatiwa vyeti baada ya kuhitimu. TCRA ni ile ya kutengeneza vifaa vya mawasiliano;

ambayo inawahusu mafundi wengi ambao Hatua hiyo imechangia katika kurasimisha shughuli wameongezeka kutokana na kuenea kwa huduma za ya kutengeneza simu an vifaa vya mawasiliano, mawasiliano na vifaa vinavyotumika. ambapo hadi Agosti 2020 TCRA iishatoa leseni ndogondogo 1,710 za ufungaji na utengenezaji, uingizaji na usambazaji wa vifaa vya simu na madishi ya mawasiliano (VSAT).

Mfumo wa TCRA wa utoaji leseni una makundi makubwa manne ya leseni, ambayo ni leseni za: Kujenga na kuendesha

Miundombinu, kuendesha mitandao ya mawasiliano kupitia miundombinu hiyo, kutoa huduma za mawasiliano na maudhui ya utangazaji. Kila leseni ina vipengele vinne vya masoko, yaani kimataifa, taifa, mkoa na wilaya.

Aina nyingine ya leseni ni: ya Posta ya Taifa, kusafirisha vifurushi na vipeto, kutumia masafa na kutumia namba za mawasiliano ya simu na intaneti pamoja na kikoa cha Taifa cha dot tz. Aidha kuna leseni za kuingiza kutoka nje ya nchi, kuuza na kusambaza bidhaa za mawasiliano na hiyo ya kufunga na kutengeneza vifaa vya mawasiliano. Vilevile kuna leseni ya kuthibitisha ubora wa vifaa vya mawasiliano kwa matumizi nchini.

Mikakati Kuendeleza TEHAMA, Kujenga Uchumi wa Kidijitali Tanzania

Mkakati ya kuendeleza matumizi ya TEHAMA na kujenga uchumi wa kidijitali Tanzania imetawala ilani za vyama viwili vinavyoshiriki uchaguzi tarehe 28 Oktoba 2020.

Chama Cha Mapinduzi, ambacho kilifanikiwa kwa kiasi kikubwa kufikia malengo iliyojiwekea kwa sekta hii kwenye Ilani yake ya uchaguzi wa 2015, inataka asilimia 80 ya Watanzania wawe wanatumia intaneti ifikapo 2025. Aidha, CCM inataka asilimia 40 ya maeneo ya umma yawe na mawasiliano ya masafa ya kasi katika kipndi cha miaka mitano ijayo.

Chama hicho kimeainisha maeneo 12 ya kimkakati kuimarisha mawasiliano na kuelekea uchumi wa kidijitali ifikapo 2025; ambayo ni kuongeza mchango wa sekta ya mawasiliano kwenye pato la taifa kwa kuongeza matumizi ya TEHAMA; kubuni na kutekeleza mikakati ya kuweka mazingira bora ya ushindani na udhibiti katika sekta ya mawasiliano ili wananchi wengi zaidi wamudu gharama za mawasiliano na kuongeza wigo na matumizi ya mawasiliano ya kasi (broadband) kutoka asilimia 45 mwaka 2020 hadi asilimia 80 mwaka 2025.

Mengine ni kuongeza watumiaji wa intaneti kutoka asilimia 48 mwaka 2020 hadi kufikia asilimia 80 mwaka 2025; kuanzisha huduma za mawasiliano za intaneti ya kasi katika maeneo ya umma yakiwemo maeneo ya hospitali, taasisi za elimu na vituo vya usafiri hadi kufikia asilimia 40 mwaka 2025 na kuendeleza serikali mtandao inayozingatia usalama wa mifumo na taarifa za serikali pia ni baadhi ya mikakati.

Mipango mingine ni kurahisisha utoaji wa huduma mbalimbali za serikali kwa umma kwa kuanzisha vituo vya huduma ili kuongeza ufanisi na kurahisisha upatikanaji wa huduma za serikali. Lengo ni kuwarahisishia watumishi wa umma utendaji kazi na kuwapatia wananchi huduma kwa urahisi na ufanisi.

Aidha malengo mengine ni kuunganisha taasisi za Serikali na miundombinu ya mtandao wa kasi (broadband infrastructure) kufikia asilimia 70; kuboresha huduma za mawasiliano ya simu za mkononi ili kupatikana maeneo yote na kuweka mazingira wezeshi ya kuanzisha viwanda vya uzalishaji wa vifaa vya TEHAMA vyenye uwezo wa kutoa ajira kwa wananchi walio wengi na kuzalisha vifaa vinavyotumika ndani na nje ya nchi. Ujenzi wa viwanda vya kuchakata taka za kielektoniki ili kudhibiti uharibifu wa mazingira pia uko kwenye ilani ya CCM.

CCM pia itazielekeza serikali zake – ya Muungano na ya Mapinduzi Zanzibar – kuhamasisha matumizi ya mifumo ya TEHAMA katika kutoa huduma, biashara na uzalishaji ili kuongeza uwazi, ufanisi, na kuboresha maisha ya wananchi kiuchumi na kijamii na kuendeleza mpango wa anuani za makazi kwa lengo la kurahisisha upatikanaji, utoaji na ufikishishaji wa huduma mbalimbali.

Kwa upande wake Chama Cha Demokrasia na Maendeleo (CHADEMA) kinakusudia kuendeleza teknolojia ya mawasiliano ya kasi na kuwezesha upatikanaji wa taarifa za mitaji, masoko, na uwekezaji kupitia jukwaa la biashara mtandaoni ili kuwawezesha wakulima, wafugaji, wavuvi na wafanyabiashara wadogo wa ngazi zote kuuza na kununua bidhaa zao ndani na nje ya nchi kupitia mifumo ya kidijitali.

Vilevile kuna mpango wa kushirikiana na sekta binafsi kuanzisha mfumo wa kidijitali wa malipo kwa kila huduma inayotolewa na sekta zitoazo huduma hapa nchini. Kutaanzishwa mfumo wa malipo mtandaoni utakaotumia kadi janja au application maalum kulipia huduma kama vile usafiri wa anga, majini, na nchi kavu, huduma za maji, umeme, pango la ardhi, hati mbali mbali, ada za masomo, faini za barabarani na faini za mahakamani. Mafunzo rasmi yataanzishwa kuwajengea watanzania uwezo wa kufanya biashara kupitia mitandao ya simu na kompyuta, msisitizo ukiwa kwenye utoaji huduma, uuzaji wa bidhaa na ununuzi wa bidhaa kupitia mifumo ya intaneti na simu za mkononi.

Chama hicho kinakusudia kuwasilisha muswada rasmi wa uchumi wa kidijitali ili kutunga sheria, kanuni na taratibu za kuratibu uchumi huo. mpango wa kuwekeza kwenye teknolojia ya satelaiti ili kuwezesha shughuli za kimtandao za Serikali pamoja na kutumia teknolojia hiyo kwenye kilimo, biashara, uwekezaji, kufuatilia hali ya hewa na mabadiliko ya tabia nchi, matumizi ya ardhi pamoja na kukabiliana na majanga mbalimbali.

Kupunguza Athari Hasi za Uandishi Dhidi ya Makundi Rahisi Kudhurika

Na Semu Mwakyanjala

Utangulizi

Uandishi usiozingatia maadili unachangia kuleta athari hasi kwa makundi yaliyo rahisi kudhurika. Uandishi unawezeshwa na vyombo vya habari, ambavyo kwa Tanzania vinasimamiwa na taasisi mbili – Idara ya Habari, kwa magazeti na machapisho, na Mamlaka ya Mawasiliano Tanzania kwa vyombo vya habari vinavyotumia mitandao ya mawasiliano na masafa. Usimamizi huu unafanyika kwa kuweka na kufuatilia masharti katika leseni za redio, televisheni na huduma za maudhui mtandaoni na kanuni.

TCRA inasimamia Kanuni zinazohusu maudhui ya vyombo vya habari vya kielektroniki na kuchukua hatua pale zinapokiukwa.TCRA pia inatoa elimu kwa watumiaji, wakiwemo wale katika makundi rahisi kudhurika, kuhusu haki na wajibu wao, namna ya kutambua kasoro katika utoaji wa huduma na jinsi ya kuwasilisha malalamiko kuhusu huduma zitolewazo.

Dhana ya makundi rahisi kudhurika

Makundi yenye kuweza kudhurika yanajumuisha watu ambao kwa namna moja au nyingine hawawezi kutamani, kumudu, kuepuka au kupona kutokana na athari za matendo, kauli au shughuli ya watu wengine au kutokana na watu wengine kutokuchukua hatua za kuwalinda.

Makundi yenye kuweza kudhurika yanaweza kuelezwa kuwa ni makundi yaliyo hatika hatari za kupata athari za matendo yanayotokana na shughuli za wengine. Makundi haya yanaweza kukosa uwezo wa kufanya maamuzi kwa utashi wao wenyewe.

Aina ya makundi rahisi kudhurika

Makundi haya yanajumuisha watoto, wanawake, wazee wa umri mkubwa wasio na msaada,watu wenye changamoto za ulemavu; wakiwemo wasiiona, viziwi, walemavu wa viungo, albino, wenye utashi mdogo na changamoto za kiakili.

Hali ya kuwa katika hali ya kuweza kupata athari kirahisi inaweza kutokana na udhaifu wa viungo vya mwili wa mhusika, jinsia, umri na hali ya udhaifu, ikiwa ni pamoja na ugonjwa au hali ya afya ambayo inamfanya mhusika kuwa katika kundi la kuweza kunyanyapaliwa.

Uandishi na Vyombo vya habari Tanzania

Kuna makundi manne ya vyombo vya habari. Kuna vyombo vya habari vinavyosambaza habari zilizochapishwa – mfano magazeti ya majarida, vyombo vinavyotangaza kutumia masafa – mfano redio na televisheni; televisheni zinazorusha maudhui kupitia waya (cable television) na vyombo vinavyotangaza kwa kutumia mtandao wa intaneti – Mfano redio na televisheni mtandaoni, blogu, majukwaa ya majadiliano mtandaoni. TCRA inasimamia kundi la pili, tatu na nne. Inaweza kuhusika na kundi la kwanza tu iwapo maudhui ya gazeti au jarida yatawekwa mtandaoni.

Leseni za redio, televisheni na watoa huduma za maudhui mtandaoni

Hadi Juni 2020 TCRA ilishatoa leseni kwa redio na televisheni za kawaida na mtandaoni kama ifuatavyo: redio 188, televisheni zinazotangaza bila malipo 43, redio mtandaoni 31 na televisheni mtandaoni.

Uandishi unavyoweza kuathiri makundi rahisi kudhurika

Makundi yaliyo katika hayo ya kudhurika kwa urahisi yanaathirika kutokana na kutokufikiwa na huduma za habari mtandaoni, kutokuwa na uwezo wa kupata huduma, kutokuweza kumudu huduma hata pale ambapo zinapatikana na kutokufahamu namna ya kutumia huduma au bidhaa.

Athari kutokana na vyombo vya habari

Kutokufikiwa na huduma: hapa ni pale ambapo hakuna huduma husika kwa jamii hiyo. Mfano mwanamke au mlemavu anayeishi sehemu ambazo hakuna huduma za vyombo vya habari; kuanzia magazeti hadi mawasiliano.

Kutokuwa na uwezo wa kupata huduma: pale ambapo vyombo vya habari vipo, na huduma za habari kama vile redio na televisheni zipo, lakini wahusika hawawezi kufaidi kutokana na hali yao ya kimaumbile, jinsia, uelewa na umri au hali ya afya.

Mifano ni mtu asiyeona kutokupata huduma za televisheni; mtazamaji wa televisheni ambaye ni kiziwi kuona tu picha bila kusikia sauti au albino kutokuona vizuri maandishi kwenye televisheni kutokana na kuwa madogo kiasi cha kutoonekana vizuri.

Lugha inayotumika kwenye kutoa habari pia inaweza kuwa athari. Matumizi ya kiingereza, au mchanganyiko wa kiiingereza na Kiswahili kunawafanya wasikilizaji na watazamaji kushindwa kufuatilia kinachoelezwa au kutangazwa.

Athari chanya

Vyombo vya habari vinatelekeza majukumu yao ya msingi ya kuelimisha, kuhabarisha na kuburudisha na jukumu la nne ambalo ni kushawishi. Hata hivyo hayo matatu ndiyo majukumu makuu. Makundi ya watu walio katika hali ya kudhurika kirahisi yanapasa kuelimishwa, kupatiwa habari na kuburusishwa. Kwa kufanya hivi, wataelimika, watapata habari na wataburudishwa; lakini kwa namna ambayo haiwaletei athari hasi. Aidha wanawezeshwa kushiriki mijadala katika jamii.

Vyombo vya habari vikiibua masuala ya kimaendeleo ikiwa ni pamoja na yale yanayowahusu walio rahisi kudhurika vifatekeleza wajibu wake kwa jamii.

Athari hasi

Athari hasi za uandishi ni pamoja na kunyima makundi haya haki yao ya kupata habari na baadhi ya vyombo kutumia maneno na lugha ya kasumba (stereotype) yanayotoa picha ya jumla kwa makundi kuelezea masuala yanayohusu makundi haya.

Baadhi ya vyombo vya habari haviibui masuala ya makundi haya kabisa; sauti za watu hawa hazisikiki. Vingine vinapotosha hoja ama kwa makusudi au kwa kutokujua wanachoandika au kutangaza na vinanyanyapaa au kuruhusu habari zenye unyanyapaaji – kutokuweka mizania katika utoaji wa habari.

Uandishi hasi dhidi ya makundi yaliyo rahisi kudhurika una athari kwa wahanga; ikiwa ni pamoja na wao kujiona wameshushiwa heshima na utu wao kwenye jamii. Wahanga wa uandishi wa aina hii wanaweza kusakamwa kama mtu mmoja au kundi.

Hali hii imefanya baadhi ya wahanga kuamua kuacha kutumia mitandao ya kijamii; na hii ina athari katika ushiriki wao katika mitandao ya mawasiliano. Inawanyima haki yao ya kibinadamu ya kuwasiliana; wakati ambapo dunia inapigania kuondoa tofauti ya kiwango cha matumizi ya TEHAMA kati na miongoni mwa makundi katika jamii.

Hatua za kuchukua dhidi ya uandishi hasi dhidi ya makundi yaliyo rahisi kudhuriwa

Hatua zinazopendekezwa kupambana na uandishi wa aina hii ni pamoja na kuendeleza elimu na ufahamu kuhusu uandishi hasi. Wadau wote wanahitajika kuinua uelewa na elimu yao kuhusu suala hili. TCRA imechapisha na inasambaza bure, Mwongozo wa Watumiaji wa Huduma za Mawasiliano, ambao una kipengele kuhusu haki za watumiaji; wakiwemo wenye katika kundi hili na utaratibu wa kutoa taarifa za kasoro za utoaji wa huduma na pia kuwasilisha malalamiko.

Hatua nyingine ni kuhamasisha wahanga na watu walio karibu na wahanga kutoa taarifa za uandishi hasi. Ushahidi wa uandishi wowote unaotumia teknolojia au mifumo ya kidijitali haupotei; hata kama mwandishi au mtangazaji atafuta maudhui aliyotumia kama silaha ya mashambulizi.

Aidha, TCRA ina mitambo ya kufuatilia maudhui ya redio na televisheni wakati wote; hivyo ni rahisi kipindi, taarifa au tukio husika kufanyiwa rejea.

Njia nyingine ni kueneza uelewa wa sheria na kanuni kuhusu uandishi unaotumia mitandao na utangazaji wa redio na televisheni. TCRA inatoa elimu kwa umma kuhusu masuala mengine, yakiwemo yanayowahusu watu wenye mahitaji maalum. Aidha ina Kamati ya Maudhui ambayo ni mahsusi kushughulikia masuala ya ukiukwaji wa kanuni za utangazaji.

Hatua za kisheria

Kuna Sheria na Kanuni ambazo zinakemea uandishi hasi dhidi ya watu walio katika makundi ya kudhurika kwa urahisi. Kwa mfano kifungu cha 118(a) cha sheria ya Mawasiliano ya Kielekttroniki na Posta (EPOCA) kinakataza mtu kutumia mitandao kutunga, kutuma na kusambaza ujumbe mchafu, wa aibu, wa kutisha, wenye maudhi na chuki kwa lengo la kuudhi, kutusi, kupotosha, kutishia au kunyanyapaa mtu au kundi la watu.

Adhabu ni faini isiyopungua shilingi milioni tano (5,000,000) au kifungo kisichopungua miezi 12 au vyote. Lakini kifungu hicho kinaongeza kwamba mhalifu atawajibika kulipa shilingi 750,000 kwa kila siku ambayo ujumbe alioutuma utakuwa bado mtandaoni baada ya kupatikana na hatia. Sehemu (b) ya kifungu hicho inamhusu mwenye mtandao ambao unatumiwa kupitisha ujumbe huo; na adhabu zinafanana.

Kifungu 23 (1) cha Sheria ya Makosa Mtandaoni kinakataza mtu kuanzisha au kutuma ujumbe wa mawasiliano ya kielektroniki kutumia mfumo wa kompyuta kwa mtu mwingine kwa lengo la kunyanyasa, kunyanyapaa au kusababisha hali ya kukata tamaa kihisia.

Aidha, kanuni za Maudhui ya Utangazaji wa Redio na Televisheni na za Maudhui Mtandaoni zimeainisha maeneo ambayo waandishi na watangazaji wanatakiwa kuzingatia wanapotoa taarifa au habari zao. Kanuni hizi ni nyongeza ya kanuni za kawaida za uandishi wa habari ambazo zinasisitiza weledi katika uandishi na utangazaji.

Vifungu vya Kanuni za EPOCA za Radio na Televisheni, kama zilivyopitiwa upya mwaka huu, 2020; ni Kanuni ya 11, 12,13, 14, 20, 22, 27, 32,41 na 42. Kanuni ya 11 ina vipengele vinavyohusu kuepuka maudhui ambayo yanabagua, kushusha heshima au kuendelea mitazamo hasi dhidi ya watu wa jinsia fulani, wenye ulemavu au wagonjwa.

Kanuni ya 12 inahusu uandishi kuhakikisha unalinda watoto na kwamba wanapohoji watoto lazima kuwe na ruhusa kutoka kwa wazazi au walezi kuhusu mahojiano hayo. Kanuni ya 13 inawataka watangazaji kulinda watoto dhidi ya maudhui yanayoonyesha ukatili na matumizi ya nguvu. Pia inawataka kuheshimu utu wa mwanamke.

Kanuni ya 14 inawataka watangazaji kutoa habari na matukio yenye maudhui yanayofaa watu wazima katika muda maalum, ambao ni kati ya saa nne usiku na saa kumi na moja na nusu alfajiri. Vipindi vilivyorushwa muda huo havitakiwi kurudiwa muda mwingine ila tu ndani ya huu uliowekwa. Lengo ni kulinda watoto na kuendeleza maadili. Kanuni ya 32 inavitaka vyombo vya habari kuwa na ratiba au mpangilio wa vipindi kuonyesha muda wa kila kipindi.

Kanuni ya 20 inahusu maudhui ya matangazo ambayo hayatakiwi kuonekana nje ya muda uliotajwa kwenye kanuni ya 14. Kanuni ya 22

inawataka waandishi na watangazaji kuheshimu haki na utu wa watu wenye ulemavu wa aina yoyote ile. Inawataka watangazaji kuweka utaratibu ambao utawezesha watu wasioona na viziwi kufuatilia matangazo ya redio na televisheni. Wanatakiwa kuweka utaratibu wa wakalimani wa lugha ya alama, kuweka maaandishi ya maudhui yanayozungumzwa, kutamka maudhui yanayotokea kwenye televisheni. Mfano, wanapozungumzia suala fulani na kusema "kama inavyoonekana pichani' waeleze au wasome kilichoandikwana kinachoonekana kwenye televisheni. Aidha, maandishi yawe na ukubwa ambao wenye udhaifu wa kuona kutokana na ulemavu, mfano albino, watayaona vizuri kutoka umbali wa wastani.

Kanuni ya 27 inazungumzia uandishi wa matukio ya uhalifu wanaofanyiwa watu walio katika kundi ya kudhurika kwa urahisi. Kwa mfano kwenye matukio ya ubakaji wahanga wasitolewe picha zao au majina yao, ila tu kama wenyewe watapenda, ila wafanye hivyo kwa maandishi. Majina, picha na utambulisho wa watoto waliobakwa zisionyeshwe.

Aidha wahanga wanaohojiwa wakiwa na watoto, hata kama wenyewe watapenda sura zao zionekane, sura za watoto walio nao zizionyeshwe.

Kanuni ya 41 inakemea ubaguzi katika utoaji wa maudhui; na kwamba vipindi visibague walengwa au washiriki wa maudhui kwa misingi la jinsia, umri na mahitaji maalum. Hii ni pamoja na maudhui yanayomwonyesha mwanamke kama walengwa wa ngono.

Watoa huduma za maudhui wanatakiwa pia kuonyesha wanawake kama washiriki sawa katika shughuli za kijamii.

Kanuni ya 42 inakemea unyanyapaa dhidi ya watu wenye ulemavu, wenye changamoto za kiakili na utashi. Inataka watoa huduma wahakikishe kwamba watu wenye ulemavu wanaweza kufika kwenye vituo vya utangazaji.

Kanuni za Maudhui Mtandaoni za 2020 zinaainisha mambo ambayo hayatakiwi kutangazwa na vyombo vya habari vinavyotumia mitandao. Nyongeza ya kanuni hizi imeainisha maudhui yaliyokatazwa; ambayo ni pamoja na maneno, picha au michoro ambavyo vinaweza kuudhi makundi ya watu wanaoweza kutambulika kwa urahisi au kujenga chuki dhidi ya makundi haya.

Hitimisho

Uandishi hasi dhidi ya makundi yaliyo kwenye hali ya kudhurika kirahisi unatakiwa kushughulikiwa kwa mujibu wa sheria.

Changamoto kubwa ni baadhi ya matukio hayo kutokujulikana mapema kutokana na vikwazo walivyo navyo wahanga na pia kutokana na walio karibu nao kutokujitokeza ili sheria zichukue mkondo wake.

Elimu zaidi na uhamasishaji vinahitajika ili kupanua uelewa wa watumiaji wa huduma za mawasiliano na mitandao ya mawasiliano juu ya uandishi hasi dhidi ya makundi yaliyo kwenye hali ya kudhurika.

TCRA itaendelea na juhudi zake za kuhakikisha kwamba waandishi wanaotumia mitandao na watangazaji wa redio na televisheni wanazingatia sheria, kanuni na miongozo ya taaluma yao.

Rejea

1.	https://www.tcra.go.tz/document/The Electronic and Postal Communications (Radio and Television) Regulations, 2018.

2.	https://www.tcra.go.tz/document/The Electronic and Postal Communications (Online Content) Regulations, 2020.

Mtumiaji wa huduma za mawasiliano kiziwi akijieleza kwa lugha ya alama kwenye semina iliyoandaliwa kwa watu wenye mahitaji maalum na Baraza la Ushauri la Watumiaji wa Huduma na Bidhaa za Mawasiliano Tanzania

TAKWIMU

Sekta ya mawasiliano nchini inahusisha miundombinu ya mawasiliano, utoaji na matumizi ya huduma za simu, intaneti, utangazaji wa redio na televisheni pamoja na posta na usafirishaji wa vifurushi.

Kumekuwa na ongezeko la idadi ya watoa huduma, idadi ya watumiaji na aina ya huduma. Ongezeko hili limesababishwa na kuwepo kwa biashara na ujasiriamali unaotumia fursa zinazotokana na kukua kwa mitandao ya mawasiliano.

Watoa huduma wenye leseni ya mitandao (Miundombinu) wamefikia 21; wenye leseni za kutumia mitandao kutoa huduma ni 12, leseni za huduma zimetolewa kwa makampuni 87. Watoa huduma za utangazaji wameongezeka hadi kufikia redio 183 na televisheni 44.

Kati ya Machi 2018 na Juni 2020, wamiliki na watoa huduma za maudhui mtandaoni 466 walisajiliwa na wanatoa huduma. Kati yao ni blog 106, majukwaa ya majadiliano (online forums) nane (8), redio mtandao 19 na televisheni mtandao 333. Utaratibu wa kutoa Leseni kwa maudhui mtandaoni umechangia katika kuthibiti matumizi mabaya ya mitandao.

AINA YA LESENI	IDADI	AINA YA LESENI	IDADI
Miundombinu	21	Online radio	19
Utumiaji wa miundombinu	12	Blogs	106
Huduma za Mawasiliano	87	Online Forums	8
Televisheni	44	Posta	1
Televisheni mtandaoni	333	Mabasi yenye leseni za kusafrisha vifurushi na vipeto	53
Redio	183	Kampuni binafsi zenye leseni za kusafrisha vifurushi na vipeto	42
Leseni ndogondogo za Ufungaji na utengenezaji, uingizaji na usambazaji wa vifaa vya simu na VSAT	1,710		

Thamani Miamala Yapanda kwa Zaidi ya Trilioni Moja

Thamani ya miamala ya pesa kwa simu za mkononi imeongezeka kwa zaidi ya shilingi trilioni moja kati ya Januari na Juni 2020; kutoka shilingi trilioni 9.4 hadi 10.7. Hii inatokana na kuongezeka kwa mifumo ya malipo mtandaoni kwa huduma mbalimbali.

Takwimu zinaonyesha pia kulikuwa na watumiaji wa intaneti 27,100,146 Juni mwaka huu.

Laini za simu, akaunti za pesa kwa simu, idadi na thamani ya miamala		
	Januari 2020	**Juni 2020**
Laini za simu	48,640,209	48,056,689
Akaunti pesa kwa simu	26,503,777	29,659,961
Miamala pesa kwa simu	270,509,343	272,339,270
Thamani miamala pesa kwa simu (shilingi)	9,335,656,546,643	10,651,723,215,486
Watumiaji intaneti	**Desemba 2019**	**Juni 2020**
	25,794,560	27,100,146
Chanzo: https://tcra.go.tz/statistic/2020%20Quarterly%20Statistics%20Reports/june		

MAUDHUI YALIYOKATAZWA MTANDAONI

Kanuni za Maudhui Mtandaoni, ambazo zimeboreshwa mwaka huu ili kuongza ufanisi wa watoa huduma na kulinda watumiaji na wananchi kwa ujumla zina nyongeza yenye aina 10 ya maudhui yaliyokatazwa, ambayo yanahusu: -

1. Ngono na Heshima

(a) Maudhui yanayohamasisha, kukuza au kuwezesha kuchapishwa au kubadilishana ponografia inayoshirikisha watoto, ponografia halisi, vitendo vya waziwazi vya ngono, utupu na uovu, isipokuwa tu kwa sehemu zilizoidhishwa na bodi yenye mamlaka ya kuweka viwango vya filamu na kuzipitisha;

(b) Maudhui yanayoonyesha, kukuza au kuwezesha kuchapishwa au kubadilishana mambo yanayohusiana na ushoga, zinaa, ukahaba, makosa yanayohusiana na ngono, ubakaji au kusudio la kubaka, ngono isio na ridhaa au ngono inayohusisha binadamu na wanyama;

(c) Maudhui yanayohamasisha, yanayotetea au kukuza vitendo au biashara ya mambo maovu kama vile filamu, picha, michoro, vitabu, hadithi, michezo inayohusu ngono, vitu vya kuchezea na na vitu vinavyohusina navyo.

2. Faragha ya mtu na Heshima kwa Utu

(a) Maudhui ambamo wahusika wanajifanya watu wengine au kujipa hadhi ya watu wengine kwa malengo ya kilaghai;

(b) Maudhui yanayotukana na kukashifu watu wengine, au kuonyesha picha na maoni yanayojihusisha na faragha ya mtu, au machapisho ya taarifa binafsi bila kujali iwapo taarifa hizo ni za kweli wakati uchapishaji wa taarifa hizo unaweza kuleta madhara kwa mhusika;

(c) Maudhui yanayohamasisha kudukua simu, ya ukachero, wizi wa data, kufuatilia nyendo za mtu, kurikodi na kudaka mawasiliano au mazungumzo bila idhini;

(d) Maudhui yanayoendeleza, yanayo-hamasisha an kuhimiza vitendo vya uchawi, ghilba au kupiga ramli.

3. Usalama wa Umma, Matumizi ya Nguvu na Usalama wa Taifa

(a) Maudhui dhidi ya Dola na usalama wa umma ikiwa ni pamoja na maudhui yanayolenga, au yanayohusu kuchapishwa taarifa, habari, kauli au uzushi kwa lengo la kukebehi, kutusi au kudhuru sifa, heshima au hadhi ya Janmhuri ya Muungano wa Tanzania, bendera ya Jamhuri ya Muungano, wimbo wa taifa, alama au tunu za Jamhuri Muungano

(b) Maudhui yanayotaka, yanayochochea au yanayohamasisha kukaidi sheria au kanuni;

(c) Maudhui yanayojihusisha na kupanga, kuandaa, na kutangaza au kuitisha maandamano, matembezi au matendo kama hayo ambayo yanaweza kuleta uvunjifu wa amani;

(d) Maudhui yanayoweza kuhatarisha usalama wa Jamhuri ya Muungano wa Tanzania au yanayoweza kuathiri amani;

(e) Maudhui yenye habari za mawasiliano ya siri ya kiofisi au masuala ya kijeshi;

(f) Maudhui yanayoweza kuidhuru sarafu ya taifa au yanayoweza kuleta mtafaruku kuhusu hali ya uchumi nchini;

(g) Maudhui yanayochochea, kuhamasisha au kuwezesha kufanyika kwa uhalifu dhidi ya Jamhuri ya Muungano wa Tanzania au raia wake.

(h) Maudhui yanayoweza kutishia uimara wa Jamhuri ya Muungano au usalama wake, umoja au usalama, au kudhuru umoja na kitaifa na amani katika jamiii;

(i) Maudhui yanayoonyesha matumizi ya nguvu, ama kwa vitendo, kwa maneno au kisaikolojia na ambayo yanakatisha tamaa, yanayoleta hofu na kuudhi watazamaji na kusababisha woga miongoni mwa watazamaji au ambayo yanahimiza watu kuiga vitendo vinavyooneshwa;

(j) Maudhui ambayo yanaonesha vitendo vya kikatili na mateso, picha za watu wakiumia au uvamizi, umwagaji damu au sehemu zinazoonesha watu wakiadhibiwa kwa kuuawa au watu wakiuawa waziwazi;

(k) Maudhui ambayo yanakera, yanayotishia kudhuru au uovu, yanayochochea au kuhimiza jinai au ambayo yanaweza kusababisha uvunjivu wa amani au kutishia usalama wa taifa au afya na ustawi wa jamii;

(l) Maudhui yanayohimiza propaganda ya chuki au yanayoendeleza mauaji ya kimbari au chuki inayolengwa kwa makundi yanayotambulika;

(m) Maudhui yanayoendeleza au yanayokuza vitu ambavyo vinaweza kusababisha maasi, chuki au ubaguzi wa rangi au wa makundi ya imani au yanayodhuru umoja wa kitaifa au amani miongoni mwa jamii au ambayo yanavuruga amani kwa umma na maadili mema.

4. Matendo ya Kijinai na ya Biashara Haramu

(a) Maudhui yanayohamasisha, kukuza au kuwezesha madawa haramu, vitendo vya kijinai na stadi za kijinai ikiwa ni pamoja na maudhui ambayo yanataka, yanaendeleza na kutoa taarifa kuhusu namna ya kufanya vitendo vya kijinai au kuunga mkono vitendo hivyo; kama vile wizi, ulaghai, ujambazi, kujifanya watu wengine, kuhonga, kuua, kujiua, kudai kikombozi, kutishia, kubaka, udanganyifu katika biashara na kuingilia mali za wengine, kuteka nyara, kukwepa sheria, utakatishaji fedha, kuingiza nchini kimagendo maudhui

yaliyokatazwa kinyume cha sheria na makosa mengine yanayoadhibiwa kisheria.

(b) Maudhui ambayo yanaendeleza au kuchangia biashara za madawa ya kulevya na vitu vinavyoathiri mfumo wa kufikiri na namna ya kutumia aukutengeneza vitu hivyo au kupata madawa ya kulevya au kuwezesha usambazaji wake;

(c) Maudhui yanayohamasisha, kutangaza au kuwezesha biashara ya vitu vilivyokatazwa au kuzuiliwa, bidhaa au huduma katika Jamhuri ya Muungano wa Tanzania, ikiwa ni pamoja na madawa haramu, ukahaba au bidhaa ambazo zinahitaji leseni kutoka kwa vyombo vilivyoidhinishwa na ambazo zinaendelezwa au kusambazwa bila idhini ya vyombo husika;

(d) Maudhui yanayoendeleza kamari na shughuli nyingine kama hizo kama vile kubeti na bahati nasibu na zile zinaohusiana na kamari mitandaoni;

(e) Maudhui yanayohamasisha, kukuza au kuwezesha makundi, vyama, shirikisho au vyombo haramu;

(f) Maudhui yanayochapisha njia za kutengeneza milipuko au vifaa vingine vinavyotumika katika vitendo vya kigaidi.

5. Afya na Usalama wa Umma

(a) Maudhui kuhusu mambo ya afya, tiba au madawa ambayo yanakiuka sheria;

(b) Maudhui ambayo yana matangazo ya masuala ya afya yanayokiuka mazimio ya Serikali kuhusu matangazo ya aina hiyo;

(c) Maudhui yanayotumika kutangaza au kuendesha biashara na yanayotolewa kinyume na maagizo ya daktari, na kutoa madawa hayo bila ya kudai maagizo ya daktari;

(d) Maudhui yanayotangaza madawa na bidhaa za madawa vilivyokatazwa au viyavyotolewa bila leseni, ikiwa ni pamoja na madawa ya kuongeza nguvu ya lishe, kupunguza uzito, kuongeza uzito na vidonge na vipodozi vya krimu.

6. Kulinda Haki za Wabunifu

(a) Maudhui yanayokiuka haki za ubunifu kama vile kutoa na kuchapisha filamu, picha, michoro, vitabu, programu na michezo ya kielektroniki, matangazo ya televisheni na redio yaliyolindwa kwa mfumo wa mficho na haki nyingine za ubunifu bila ruhusa ya wamiliki halali;

(b) Maudhui yanayotoa taarifa, njia na namna ya kukiuka haki za ubunifu na kuwezesha kuingilia haki kwa mfumo wa mficho kama vile kusimbua filamu na chaneli za televisheni na kuwezesha kutumika kwa diski za sumaku na programu na michezo ya kielektroniki iliyonakiliwa na kuwezesha kutumika kwa mifumo iliyowekewa mficho kwa lengo mahsusi la kuzuia kunakiliwa na kusambazwa kwa njia za wizi.

7. Heshima kwa Dini na Imani Binafsi

(a) Maudhui yenye vitu ya kuudhi, kukashifu, kutusi, kudhalilisha au kukiuka dini yoyote au imani, utaratibu wake wa ibada, na vitabu vitukufu na ambayo yanakuza mambo haya; au kuingilia uhuru wa mtu kuabudu kwa mujibu wa dini yake kwa kutumia nguvu au kutoa vitisho;

(b) Maudhui yanayohamasisha, kukuza au kuwezesha kuchochea au kudhihaki chuki dhidi ya imani ya dini fulani au kauli ambazo zinahamasisha, kukuza au kuwezesha kufifisha hadhi ya dini moja au kuikana;

(c) Maudhui ambayo yanaweza kuleta aina yoyote ile ya ubaguzi na kuchochea kauli za chuki au kuhamasisha kasumba za kikabila au dini kwa lengo la kuchochea chuki dhidi watu binafsi an makundi ya watu;

Maudhui ambayo yanatumia imani za kidini za watu binafsi au kundi la watu kwa kutumia kauli au njia yoyote ile kwa lengo la kufikia maslahi au malengo haramu.

8. Taarifa kwa umma zinazoweza kuleta taharuki na vurugu kwa jamii

(a) Maudhui yanayokuza, kupigania, kuhamasisha au kutoa maelezo na maelekezo ya kufanya vitu haramu kama vile kutengeneza mabomu, kuzalisha madawa haramu au bidhaa feki;

(b) Maudhui yanayosambaza au kuwezesha kupatikana kwa taarifa kuhusu uwezekano wa mashambulizi ya kigaidi, ukame, utabiri wa hali ya hewa au kutokea kwa maafa bila idhini ya mamlaka husika;

(c) Maudhui yenye taarifa kuhusu kuzuka kwa magonjwa hatari au ya kuambukiza nchini au popote bila idhini ya mamlaka husika;

(d) Kusambaza au kuwezesha kupatikana taaarifa kuhusu ukuzaji wa madawa ya tiba na vifaa vya jumla vya tiba ambavyo havikuidhinishwa na mamlaka husika.

9. Matumizi ya lugha mbaya au maneno yanayoshusha hadhi

Maudhui ambayo yaatumia lugha mbaya, kama vile matumizi ya matusi au maneno yanayoshushia mtu au kundi la watu hadhi kwa lengo la kuudhi wahusika; au matumizi ya maneno yenye maana mbaya yanayotolewa kwa lugha yoyote inayotumiwa kawaida katika Jamhuri ya Muungano wa Tanzania na ambayo yanachukuliwa kuwa ni machafu au kashfa kwa dini au imani; ikiwa ni pamoja na yanayotaja tendo la kujamiiana au sehemu za siri au kauli za chuki.

10. Maudhui yasiyo halisi, ya uwongo na yanayoweza kupotosha umma

Maudhui yasiyo halisi, ya uwongo na yanayoweza kupotosha au kudanganya umma isipokuwa tu kama imeelezwa waziwazi mapema kwamba maudhui hayo ni kejeli na maigizo ya kuchekesha au ni ya kutunga na yanapowasilishwa yanatanguliwa na tamko kwamba maudhui hayo sio ya kweli.

TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

ISO 9001:2015 CERTIFIED

Mobile Number Assignments

Each operator in the mobile telephone network is allocated a network access code 07B Y XXXXXX or 06B Y XXXXXX (where digit 'B' identifies the operator network, Y may take any digit except 0 & 1 which can used after getting approval from TCRA and XXX XXX are other six digits of Subscriber Number), as below:

S/N	OPERATOR	7-digit Assignments
1	MIC Tanzania PLC (Tigo)	071 + Y XXXXXX
		065 + Y XXXXXX
		067 + Y XXXXX
2	Tanzania Telecommunications Corporation (TTCL)	073 + Y XXXXXX
3	Vodacom Tanzania PLC (Vodacom)	074 + Y XXXXXX
		075 + Y XXXXXX
		076 + Y XXXXXX
4	Zanzibar Telecom PLC (Zantel)	077 + Y XXXXXX
5	Airtel Tanzania PLC (Airtel)	078 + Y XXXXXX
		068 + Y XXXXXX
		069 + Y XXXXXX
6	Smile Communications Tanzania Limited (Smile)	066 + Y XXXXXX
7	Viettel Tanzania PLC (Halotel)	061 + Y XXXXXX
		062 + Y XXXXXX
8	Mkulima African Telecommunication Company Limited	063 + Y XXXXXX
9	Wiafrica Tanzania Limited	064 + Y XXXXXX
10	MO Mobile Holding Limited	072 + Y XXXXXX

MAMLAKA YA MAWASILIANO TANZANIA

ISO 9001:2015 CERTIFIED

Mamlaka ya Mawasiliano Tanzania(TCRA) ni taasisi ya Serikali inayosimamia sekta ya mawasiliano. TCRA ilianzishwa chini ya Sheria ya Mamlaka ya Mawasiliano Tanzania Na. 12 ya 2003. TCRA ina viwango vya ISO 9001:2015.

MAENEO YANAYOSIMAMIWA

Mitandao ya simu na intaneti, masafa ya mawasiliano, huduma za Posta na usafirishaji wa vipeto katika Jamhuri ya Muungano wa Tanzania na huduma za utangazaji (kama vile redio na televisheni) kwa Tanzania Bara tu. Zanzibar ina Tume inayosimamia utangazaji.

KAZI ZA TCRA

- Kutoa leseni, kuongeza muda wa leseni na kufuta leseni.

- Kuweka viwango kwa bidhaa na huduma zinazosimamiwa.

- Kuweka viwango vya kanuni na masharti ya kusambaza bidhaa na huduma zinazosimamiwa.

- Kufuatilia utendaji wa sekta ya mawasiliano kuhusiana na viwangovya uwekezaji; upatikanaji wa huduma, ubora na viwango vya huduma; gharama za huduma;

- Ufanisi wa bidhaa na usambazaji wa huduma.

- Kufanikisha utatuzi wa malalamiko na migogoro baina ya watoa huduma na kati ya mtoa huduma na mtumiaji wa huduma.

- Kufanya kazi na kutekeleza majukumu mengine kwa mujibu wa sheria husika.

- Kusambaza taarifa kuhusu mambo ambayo ni muhimu kwa ajili ya shughuli za Mamlaka.

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