Awamu mpya kidijitali

Ministry hits the ground running
Digital transformation roadmap unveiled

Regulating for a level playing field

The Tanzania Communications Regulatory Authority has the duty of enhancing the welfare of Tanzanians by promoting effective competition and economic efficiency; protecting the interests of consumers and protecting the financial viability of efficient suppliers. TCRA is also responsible for promoting the availability of regulated services to all consumers, including low income, rural and disadvantaged consumers; enhancing public knowledge, awareness and understanding of the regulated sectors and protecting and preserving the environment.

Strategic goal

"To enhance the welfare of Tanzanians through effective and efficient regulation that promote innovation and ensure universal access to secure, quality and affordable communication services".

Strategic Objectives

1. To modernize TCRA operations by enhancing staff competences, quality research on regulated services and utilizing state of the art technologies;

2. To promote efficient, reliable and secure communications infrastructure and applications;

3. To promote efficient and affordable communications services and increase access to Postal and ICTs in under-served and un-served areas;

4. To protect interests of stakeholders and enhance awareness of their rights and obligations;

5. To monitor performance of regulated services and enforce compliance to legislation, regulations and standards;

6. To coordinate implementation of National, Regional and International Sector commitments.

Quality Policy

Tanzania Communications Regulatory Authority is committed to achieve its strategic goal and ensure customer satisfaction through Quality Management System.

Quality Objectives

1. Improved quality processes and procedures in the regulation of the communication sector.

2. Achieved high level of customer satisfaction in accordance with TCRA's Client Service Charter.

3. Maintained compliance with relevant statutory and regulatory requirements.

Regulator

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.

Editorial office and mailing address:
Mawasiliano Towers, 20 Sam Nujoma Road, P. O. Box 474, Postcode 14414 Dar es Salaam.
Tel: +255 784558270, +255 784558271.
Email: regulator.magazine@tcra.go.tz.

COVER PHOTOGRAPHS

ABOVE: Finalists of the 2021 competition organized by TCRA to promote innovations in cybersecurity.

LEFT: Inside a data centre

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Tax waiver to promote smart device usage

The Government has waived value-added tax (VAT) on smartphones, tablets, and modems as part of strategies to promote internet use in Tanzania.

The Minister for Finance and Planning, Hon. Dr. Mwigulu Lameck Nchemba told Parliament on 10 June 2021 while tabling the 2021/22 budget estimates that the move would promote data service usage. It is part of actions to attain the internet users target of 80 percent by 2025. (See related article on page 15).

Dr. Nchemba also announced the introduction of graded levies on SIM cards and mobile money transactions respectively to raise funds for rural development programmes and social services.

Active SIM cards will be levied between 10 and 200 shillings daily depending on the amount recharged, and mobile money transactions between 10 and 10,000 shillings, based on the value of a transaction.

He said the Electronic and Postal Communications Act and respective regulations would be updated to accommodate the move. There were 53,063,085 registered SIM cards in April 2021.

Regulator

Letter from the Editor

Practical Coincidences

The last three months have seen local and international events which have enriched the content of this issue. The International Girls in ICT Day was marked on 22 April, the World Communications and Information Society Day on 17th May and tabling of the estimates of the Ministry of Communications and Information Technology on 19th May.

We have write ups around the themes of the two international events – creating a future for connected girls and accelerating digital transformation during the COVID-19 pandemic.

We cover the Ministry's comprehensive digital transformation roadmap for Tanzania which includes developing a broadband blueprint and extending ICT to 20,269 government schools and 5,578 health centres and public places within the next 10 years.

There is an article on how African countries are addressing the gender digital divide and how more women can be motivated to embrace ICT.

The digital agenda in the 2020 Elections Manifesto of the ruling Chama Cha Mapinduzi is revisited in the Kiswahili section in the context of the key-note speech in Parliament by the President of the United Republic of Tanzania, Hon. President Samia Suluhu Hassan.

Call for articles

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:

The Editor,

Regulator Magazine,

Tanzania Communications

In Memoriam

FREDERICK NDAJI NTOBI

We mourn our dear colleague, Frederick Ndaji Ntobi, who passed away on 25 March 2021 in Dar es Salaam. Chief Ntobi, as he was fondly known, was a dedicated member of the editorial board, and his contributions were always invaluable. His commitment lives on.

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Regulatory Authority,
Mawasiliano Towers, 20 Sam Nujoma Road,
P.O.Box 474, Postcode 14414
Dar es Salaam.

Email:
regulator.magazine@tcra.go.tz
For more information please contact the Editor on:
regulator.magazine@tcra.go.tz

The Regulator is distributed to the Authority's stakeholders and subscribers.
Electronic versions and past copies can be accessed on the TCRA website - *www. tcra.go.tz.*
Navigate to 'Publications and Statistics', - scroll down to *The Regulator.*

TCRA gets new CEO

Dr. Jabiri Kuwe Bakari has taken over the helms of the Tanzania Communications Regulatory Authority. Previously, he was the CEO of the Tanzania Electronic Governance Authority (eGA) and TCRA board member. He succeeds Eng. James M. Kilaba who has retired.

Jabiri Kuwe Bakari (Ph.D.) is a Tanzanian pracademic: his experience spans both the academic and practical realms. He is a researcher, trainer, analyst, and advisor of repute with over twenty years of experience in ICT Planning, Management, and Security Management.

Dr. Bakari holds a Ph.D. in Computer and Systems Sciences from Stockholm University in Sweden (2007), an MSc. (Eng.) Data Communication Degree from Sheffield University in the UK (1999), and a BSc in Computer Science Degree from the University of Dar-es-Salaam Tanzania (1996).

He is currently the Director-General of the Tanzania Communications Regulatory Authority (TCRA) and the recently established e-Government Authority, following the enactment of the e-Government Act, 2019. He has been the CEO of the former e-Government Agency, from its establishment in April 2012 to January 2020, where he spearheaded the Agency's growth from infancy to its maturity.

Dr. Jabiri has also been working as a Senior Lecturer and Director of Institute of Educational Technology, the Open University of Tanzania (OUT) since 2007, the post he took after ten (10) years of holding various technical, management, and leadership posts at the University of Dar es Salaam (UDSM) including that of Associate Director of the University Computing Centre in 1999.

While at the University Computing Centre, he played a key role in the transformation of the Centre into a Limited Liability Company in 2000 where he became the Deputy Managing Director, the post he held until he left for his Ph.D. studies in 2003. On his return, in 2007, he was appointed as Deputy Managing Director, in charge of Finance, Administration, and ICT services at the University Computing Centre (UCC).

Working as a Director and Lecturer at the Institute of Educational Technology at the OUT, he has been the force behind the transformation of the Institute that witnessed the establishment of ICT Training Centres countrywide and in the region. As a Cisco Regional Academy Coordinator and a Certified Cisco Academy Instructor, he played a key role in introducing Cisco Academies in Tanzania between 2000 and 2003.

Dr. Bakari is also a founding member of the Tanzania Education and Research Network (TERNET) - http://www.ternet.or.tz/, who spearheaded its establishment in 2008 and became the first Executive Secretary until 2012. His main research is in the field of ICT Security Management in which he has published and presented several Articles and Papers at the ISSA, IFIP, and IEEE International Conferences.

In addition, he is an active member of the Information Systems Audit and Control Association (ISACA), Tanzania Chapter, where he once served as a Vice President. He is also a Certified Director as well as a part-time facilitator of Directorship Programs focusing on Strategies for Integrating ICT in organizational Governance at the Institute of Directors in Tanzania (IoDT).

Dr. Jabiri Kuwe Bakari at the TCRA broadcasting content monitoring station, Mwasiliano Towers, Dar es Salaam

Targeting consumer satisfaction, a level playing field

Dr. Jabiri Kuwe Bakari
Director General
Tanzania Communications Regulatory Authority

Customer satisfaction is invariably the core of all service providers' strategies. We all aim at meeting the expectations of those who positively influence our existence and relevance; in our respective places in the communications services value chain.

In discharging its mandate the Tanzania Communications Regulatory Authority (TCRA) deals with the interests of consumers and service providers; two of its key stakeholders. TCRA's duties include the promotion of effective competition and economic efficiency and the protection of the interests of consumers and the financial viability of efficient suppliers.

The recently introduced Tanzania Communications Regulatory Authority (Bundle Tariffs, Promotions, and Special Offers) Rules, 2021 ensure consumers' value for money and sustainability of the industry. They are designed to promote transparency in the billing and charging for bundled services.

The Rules were developed after a widely participatory process that included public consultations and focussed meetings within the industry on an appropriate, effective and efficient framework for bundling and bundled tariffs. This was in keeping with TCRA's approach of regulating by consultation.

It may be recalled that even before the public consultations, individual service providers had been aware of consumer complaints on the structure and provision of telecommunication bundled services, which had been introduced as a strategy is used by all service providers to generate more revenue, retaining or increasing market shares, enhance customer experience and increase usage of particular service.

Sincerely, as sector players, we cannot pretend to have been oblivious of consumer complaints on the duration of the promotion, offers and bundled services, issues related to billing and the abrupt depletion of bundle time and units, subscription to services without consent, unsolicited marketing messages, and unclear terms and conditions of promotion and special offers.

While the new rules have streamlined many issues around these areas, some of the complaints were the result of non-adherence to existing regulations on tariffs and services marketing – more specifically the Electronic and Postal Communications Tariffs Regulations and Value Added Services Regulations of 2018, respectively.

Now that service providers have jointly and individually dealt with the initial hiccups of the new regulations and reworked their tariffs and terms and conditions, they must recommit themselves to the enhanced provision of services based on their licence conditions, Electronic and Postal Communications Regulations, related rules and guidelines and other regulatory and administrative directives.

TCRA reiterates its resolve to promote efficiency and fair play and to protect the interests of consumers.

TCRA delivers in key strategic areas

The Tanzania Communications Regulatory Authority is implementing its fourth Strategic Plan for the period 2021/22 to 2025/26 against a background of an ambitious national drive to transform Tanzania into a digital society.

An assessment of the implementation of the preceding blueprint covering from 2016/17 to 2020/21 shows that most of the targets have been met by far.

The plan had six strategic objectives, the achievements of which are presented below:

Objective: To modernize TCRA operations by utilizing state-of-the-art technologies, enhancing high-quality research on regulated services and staff competencies.

Achievement/performance:

(a) Acquisition of state-of-the-art regulatory tools (quality of services measurement tools and frequency monitoring stations. (b) Establishing the Central Equipment Identity Register (CEIR), and biometric SIM Card Registration Database.

(c) Putting in place systems for: (i) telecommunication revenue assurance, (ii) numbering management, (iii) statistical information, (iv) spectrum planning,(v) online type approval, (vi) online licence application. (d) Developing software using in-house capacity (Broadcasting Content Monitoring System) and Automation of Internal Operations.

(e) Establishing the TCRA Client's Service Charter, (f) Introducing a new organizational structure, (g) Commencing construction of the Pan African Postal Union (PAPU) office in Arusha in partnership with the Union, (h) Reviewing the Electronic and Postal Communications Regulations in 2018 and 2020, (i) Implementing staff capacity-building programmes for staff, (j) Maintaining and upgrading the Quality Management System to International Organization for Standardization – ISO 9001:2015 Standard.

Objective: To promote efficient, reliable, and secure communications infrastructure and applications.

Achievement/performance:

(a) Early assignment of the 700MHz band for mobile broadband services through an auction conducted in June 2018.

(b) Implementation of Mobile Number Portability (MNP) services;

(c) Increased use of country code top-level domains (ccTLDs).

(d) Implementation of four internet exchange points (IXPs) in four zones and Zanzibar to localize internet traffic. Currently, five percent of total internet traffic is locally exchanged.

(e) Strengthened cybersecurity technical capabilities through the Tanzania Computer Emergency Response Tea, (TZ-CERT).

Objective: To promote efficient and affordable communications services and increase access to Postal and ICTs in under-served and un-served areas.

Achievement/performance:

i. Decrease in tariff for mobile services for both voice and data, ii. Reduction of interconnection rates per minute from TZS 30.58 in 2015 to TZS5.20 in 2020, iii. Increase of mobile subscriptions from 34 million in 2015 to 49 million in September 2020, iv. Increase of number of Internet Users from 15 million in 2015 to 27 million in September 2020

v. Increase of Mobile Money Subscriptions from 14 million in 2015 to 30 million in September 2020 .

vi. Increase of competition in the Communications Sector, vii. Population coverage of communication services increased from 79% in December 2015 to 94% in June 2020, viii. Increased Revenue collection from TZS 114.6 billion in the financial year 2016/17 to TZS 188.9 billion in the financial year 2019/2020 which is an increase of 64.8%

ix. Establishment of eight (8) telecenters and distributed ICT packs to twenty-four (24) secondary schools.

Objective: Protect the interests of stakeholders and enhance awareness of their rights and obligations.

Achievement/performance:

(a) Successfully coordinated implementation of Biometric SIM card registration in the country, (b) Introduction of TCRA Client Service Charter.

Objective: Monitor performance of regulated services and enforce compliance to legislation, regulations, and standards.

Achievement/performance:

(a) Strengthened compliance to license conditions and the law which has led to increased service rollout, widened coverage, and improved quality of service delivery to the society; (b) Type approved electronic communication equipment to ensure safety to consumers and compliance to network standards.

Objective: Coordinate implementation of national, regional, and international sector commitments.

Achievement/performance:

(a)Maintained membership in regional and international institutions, (b) Hosted regional and international conferences.

Surge in mobile money accounts, transactions

An average of 23,016 new mobile money accounts are opened and 17,212 SIM cards are registered throughout Tanzania daily, according to recent statistics.

Mobile money accounts increased by 5,592,882 – from 27,127,298 in July 2020 to 32,720,180 in April 2021; a 20.6 percent increase, the Minister for Communications and Information Technology, Hon. Dr. Faustine Engelbert Ndugulile (MP) told Parliament on 19th May, 2021.

Tabling his ministry's estimates for the 2021/22 financial year, the minister added that there were 53,063,085 active SIM cards in the market in April 2021 compared to 48,939,530 in July 2020, an increase of 4,183,604; or 10.8 percent.

He said the number of internet service users had gone up by 2,239,728 over the period – from 26,832,089 to 29,071,817; an 8.3 percent increase.

The number of radio and television stations had increased from 193 to 200 and 43 to 50, respectively, he added.

Some 170,513,110,859,867 shillings was transacted through mobile service networks between 1 July 2020 and 30 April 2021; according to TCRA's Tele-Traffic Monitoring System (TTMS).

The vibrant increase in Tanzania's critical communication infrastructures is a clear testimony of improved delivery of services that contribute to higher income and better living standards for the people.

Tanzania liberalized the communications sector in the 1990s and put in place economic reforms that involved the formulation of a communications policy that created a conducive environment for the vibrant growth of the telecommunications sector.

The county's telecommunications sector has been a catalyst of social and economic growth.

At independence in 1961, the then Tanganyika, now Mainland Tanzania, had only one radio station, one fixed telecommunications service provider, and no television station. The telecommunications sector's contribution to the economy was negligible. The sector is now one of the largest employers and contributes immensely to the enhancement of people's living standards. . *(see related story on page 15 and in the Kiswahili section on page 34 – Editor.)*

INTERNATIONAL GIRLS IN ICT DAY, 2021
Girls for ICT

The International Girls in ICT Day is marked every fourth Thursday of April. The International Telecommunication Union (ITU) sets each year's theme, and for 2021 it was: "Connected Girls, Creating Brighter Futures". We present the statements of the Minister for Communications and Information Technology, Hon. Dr. Faustine Ndugulile and TCRA Director-General, Dr. Jabiri Kuwe Bakari.

The International Telecommunications Union (ITU) encourages stakeholders from ITU member states to organise various activities to inspire girls and young women to become technology champions and actively participate in the digital world. ICT is an enabler and accelerator of efforts towards this year's theme.

ICT infrastructure is central in achieving the goal of bridging the gender digital divide, enabling universal, sustainable and affordable access to ICTs. The Government will create a conducive environment and formulate strategies to foster sustainable connectivity and access in remote and marginalised areas/groups and promote the development of technologies, applications, and contents to suit their needs.

The Government will strive to ensure sustainable connectivity for the smooth provision of ICT for the public services such as schools, universities, health facilities, agriculture, libraries, and community centres. It will empower local communities, including girls, especially those in rural and underserved areas to use ICT, promote the production of useful and socially meaningful content for the benefit of all and bridge the gender digital divide.

I urge the communication sector players, and stakeholders from other sectors such as education, research and development to create conducive environment for Tanzanian girls to take science subjects, participate in the development of ICT projects and confidently be able to explore them in their future life.

The Government, through the Ministry of Communication and Information Technology will ensure a conducive environment by formulating and reviewing relevant policies, legislation and regulations when and where necessary.

TCRA Head of Central Zone, Mr. Boniface L. Shoo with girls and young ladies who participated in the final of the 2021 cyberstars competition, organized by the Authority to promote cybersecurity innovations.
Full story in the Kiswahili section on page 35.

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INTERNATIONAL GIRLS IN ICT DAY, 2021

Inspiring future generations

Jabiri Kuwe Bakari, TCRA Director General

We are all responsible for inspiring future generations to become technology leaders and active participants of the digital world regardless of gender, race background, or preference. The Girls in ICT event has a positive impact: it creates a meaningful shift in the gender gap.

To close the gender digital access gap TCRA provides support to academic institutions and communities in the provision of ICT equipment to schools, in particular girls' and community ICT centers (telecentres). This year's theme calls for the communications sector players to focus more on the provision of ICT-based services, including training and empowerment programmes to ensure that more girls have access to ICT.

This facilitates socio-economic development and prepares them for a brighter future. Furthermore, TCRA has been organizing different competitions such as the cyber star competition to encourage girls to pursue careers in ICTs.

TCRA has licensed Service Providers including Mobile Network Operators and Internet Service Providers to ensure wider coverage of ICT networks including rural areas. The licensing framework in Tanzania allows for service and technological neutrality, hence, enabling licensed entities to focus on ensuring innovation and penetration of services.

Through the use of ICTs and various applications and services, we have been able to improve people's lives. ICTs have the potential to support rural development, increase the resilience of rural families, improve access of farmers to markets and other services that, at the end, will empower women and youths.

I take this opportunity to encourage girls and young women to consider studying Science, Technology, Engineering, and Mathematics; to practice and utilize the power of ICTs and participate in socioeconomic activities that will lead them to a brighter future.

Secondary school girls in a chemistry laboratory. Girls and young women are encouraged to study Science, Technology, Engineering, and Mathematics; to practice and utilize the power of ICTs.

STEMMING the digital gender gap

Lokila Mosso

When information and communications technology sector stakeholders celebrated the International Girls in ICT Day on 22 April 2021 a vital component of the digital divide resurfaced – differences in access, usage, and affordability between men and women. We highlight the contents of three recent reports on this.

A report by the Paris-based Organization for Economic Cooperation and Development (OECD), an international organization of 37 mainly European countries, cites hurdles to access, affordability, lack of education and skills and technological literacy, and inherent gender biases and socio-cultural norms, as the cause of gender-based digital exclusion.

According to the report – BRIDGING THE DIGITAL GENDER DIVIDE: INCLUDE, UPSKILL, INNOVATE – women in Africa are on average 34% less likely than men to have a smartphone.

The gender divide in Internet use is widening in Africa, where the usage gap widened by four percentage points. Action is needed on this front to ensure gender parity.

Women in developing parts of the world need to be connected. Enhanced, safer and more affordable access to digital tools is critical, as are policy interventions addressing long-term structural biases, it recommends.

The 2021 World Economic Forum Global Gender Gap Report says although the digital gender gap persists in most Sub-Sahara African countries, most have closed gaps in economic participation and opportunities between men and women and this can be leveraged to remove disparities.

WEF recommends in a related 2020 report that instilling gender parity across education, health, politics, and across all forms of economic participation will be critical to building fairer and more inclusive economies and this must be the goal of global, national, and industry leaders.

These countries should use the opportunities brought by digital technologies – the internet, digital platforms, mobile phones, and digital financial services to empower womento get more value from them.

" This can help bridge the divide by giving women the possibility to earn (additional) income, increase employment opportunities, and access knowledge and general information. This benefits women and their families, thus enhancing the lives and well-being of people and society as a whole", the report says.

Women's competences should be nurtured. The report states that women display greater literacy and collaborative problem-solving skills than men at the age of 15. More girls should be encouraged to become ICT professionals. Raising awareness about education opportunities is key for women and girls.

"Encouraging greater female enrolment in studies related to STEM - Science, Technology, Engineering and Mathematics, and apprenticeships and changing gender-specific expectations about professions is key", it says.

Existing gender biases in curricula and parental preferences to boys over girls should be discouraged, it recommends.

The report calls for the systematic collection of data, aimed at identifying priorities, and defining and monitoring key lines of actions in formulating evidence-based policy making. Fostering the addition of gender-related dimensions in official statistics is important in this respect, it adds.

"Addressing the digital gender divide requires sufficient awareness and strong co-operation across stakeholders and tackling gender stereotypes is critical", it concludes.

A report on the Gender gap in STEM careers in sub-Sahara Africa, by the Borgen Group, recommends action to address factors contributing to the widening of the digital gender gap in Africa. They include unreliable power supply, poor school enrolment rates, biases against women, and disparities in leadership and political representation.

The gender gap in STEM careers must be closed by ensuring that every member of the future workforce is equipped with the skills needed to occupy future careers.

STEMMING
the digital gender gap

> **"** *Women in Africa are on average 34% less likely than men to have a smartphone.* **"**

Africa should also harness the potential of its youth, who constitute over 60% of the continent's population, it says. Despite this opportunity, there is still a worrisome gender gap in STEM careers in Sub-Saharan Africa.

" Countries in Africa have a wonderful opportunity to tap into their youth and produce a workforce of highly skilled STEM professionals and take full advantage of advances in technology to elevate their economies", it states.

Unreliable electricity makes it difficult for teachers and students to utilize technology to facilitate learning. "This is a missed opportunity to expose children, including young girls, to technology and to spark a potential interest in STEM careers", the report notes.

More women should be empowered to take up leadership positions, particularly in universities and research facilities where men dominate.

" Men employed in these positions of power influence the decision-making process. .. Women

in science typically work primarily in academic and government institutions as lecturers and research assistants. Very few women become professors or can contribute to major studies' it observes.

The report mentions women's household burdens and commitments to their families as another hurdle for women who are interested in STEM. In many African societies, women shoulder the majority of the household burdens.

No sufficient frameworks or policies are in place to encourage and protect women in science, it adds.

" Women are less likely to enter and more likely to leave STEM fields than their male counterparts. They don't receive the support they need to simultaneously juggle their academic ambitions and care for their families. Many women find it difficult to find adequate childcare.

Additionally, if a woman decides to take a break to start a family, she may find it difficult to resume her career because of a lack of re-entry programs.

The African Union's Continental Education Strategy for Africa (CESA 20-25), to be implemented between 2016 and 2025 urges countries to build ICT capabilities of learners and teachers and provide appropriate and sufficient equipment, facilities, and services to take full advantage of the potentials of technologies.

Tanzania has unveiled plans to build girls' science secondary schools in all 27 regions in the Mainland by 2025 as part of efforts to close the gender digital divide.

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INTERNATIONAL GIRLS IN ICT DAY, 2021

Accelerating digital transformation in challenging times

May 17 every year is important in the ICT sector worldwide. It marks the founding of the International Telecommunications Union (ITU) and the signing of the first International Telegraph Convention in 1865. The day has been celebrated annually since 1969. The 2021 theme is Accelerating Digital Transformation in challenging times. We present statements by the Minister for Communications and Information Technology, Hon. Dr. Faustine Ndugulile and TCRA Director General, Jabiri Kuwe Bakari respectively.

Information Telecommunication and Technology (ICT) has provided means by which people and nations communicate irrespective of the distance separating them, from simple telephone communication to advanced Next-Generation Networks. The field of ICT has grown, providing better communication services among people and societies. Indeed, ICT has made the world a global village where its people are always in touch.

This year's theme –"Accelerating Digital Transformation in challenging times"– demonstrates the power of ICT in the provision of services in challenging times, like the COVID-19 outbreak, climate change, and natural disasters. Despite the lockdown in some countries during the pandemic,

Government institutions and private companies continued to provide services to their customers and the communities in general through online platforms.

Many countries were able to quickly migrate from their traditional ways of service delivery to digital platforms due to the available ICT infrastructure, legal and regulatory frameworks. Hence such challenges proved the critical role of ICT in the provision of services, and an avenue for innovators to provide appropriate quick solutions for a normal life.

The public and Private sectors in the country were not left behind. This challenge was converted into an opportunity; various digital platforms like in education, health, and meetings were developed to

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deliver services to the community; a practice that has transformed people's lifestyles, working methods, and culture. It has improved their efficiency and effectiveness in their daily life and businesses.

To address the growing digital innovation divide, the actions of all stakeholders in the ICT innovation ecosystem in supporting innovation and entrepreneurship need to be understood – from research to start-ups and the formation and creation of jobs by small and medium enterprises (SMEs), culminating in robust firms and the economy.

In addressing this year's theme, stakeholders need to explore and understand digital transformation capabilities. When ICT technology is applied to solve community problems, there are immense benefits to the country. Productivity, economic growth, and greater employment opportunities are significantly increased. The degree to which these benefits are realized depends on the ICT-centric ecosystem, plan, and strategies.

The Government, through the Ministry of Communication and Information Technology, will continue to create a conducive environment for the promotion of ICT entrepreneurship, facilitation of digital innovation ecosystems, and accelerating digital transformation.

Thus, the ICT sector stakeholders sector are urged to embrace emerging technologies and encourage and support research and innovation projects that will accelerate digital transformation in Tanzania.

Resiliency key for digital leap forward

Dr. Jabiri Kuwe Bakari

The Internationl Telecommunication Union (ITU) was founded to facilitate international connectivity in communications networks, to allocate global radio spectrum and satellite orbits, develop the technical standards that ensure networks and technologies are seamlessly interconnected, and strive to improve access to ICTs for the benefit of underserved communities worldwide.

This year's theme – "Accelerating Digital Transformation in Challenging Times" –, emphasizes the key role of telecommunication and ICTs in building social resilience, with ITU's membership stepping up to help save lives and sustain economies.

Tanzania has been able to harness the power of ICT during the COVID-19 pandemic, including organizing virtual events including business meetings, and business transactions. ICT has the potential to transform the economy of a country, especially in improving people's livelihoods and supporting rural development. It increases the resilience of rural families, improves farmers' access to markets and other services that eventually empower women and youths.

This year's theme calls for the communication sector players to focus more on using the power of ICT for digital transformation and to move closer to the attainment of the goals of the "Connect 2030" Agenda where telecommunications enables and accelerates universal social, economic, and environmentally sustainable growth and development.

Tanzania's licensing framework is technology and service neutral and enables licensed entities to focus on ensuring innovation and penetration of services. The COVID-19 pandemic has taught us that people who are networked and connected can work and communicate from any location in the globe and can obtain information and learning tools that enhance their businesses.

TCRA will continue to work with stakeholders to consider the opportunities and challenges of digital transformation to ensure that all citizens benefit from the internet connectivity and digital revolution. The Authority calls on all Service Providers to continue to invest in ICT infrastructure and in the provision of related services to enable the country to have a resilient infrastructure, which is a key requirement of digital transformation.

On Digital transformation

Lokila Mosso

The theme of the 2021 World Communication and Information Society Day, marked on 17 May, was: Accelerating Digital Transformation in Challenging Times.

The COVID-19 pandemic has negatively impacted many businesses. However, it has also accelerated the uptake of ICT services and increased online transactions. The International Telecommunication Union (ITU) says in a recent report that these could advance the goals and targets of ITU's Connect 2030 Agenda and will leave no one behind.

It is difficult to have a universal definition of digital transformation; since it depends on many factors, including the level of ICT development and policies.

The International Telecommunication Union (ITU) defines digital transformation as a continuous process of multi-modal adoption of digital technologies that fundamentally change the way government and private sector services are ideated, planned, designed, deployed, and operated such that they are personalized, paperless, cashless, presence-less, frictionless, and consent-based.

McKinsey – a leading global consultancy firm – defines digital transformation as "an effort to enable existing business models by integrating advanced technologies – integrating digital technologies into already existing business models, changing the way organizations operate and deliver their products or services.

According to The Enterprisers Project, digital transformation is the integration of digital technology into all areas of a business, fundamentally changing how you operate and deliver value to customers. It is also a cultural change that requires organizations to continually challenge the status quo, experiment, and get comfortable with failure.

The Financier Worldwide Magazine defines it as Business transformation through the application of digital technologies – whether it be social media, mobile, advanced analytics, or cloud computing. Digitalization can bring considerable benefits to companies, such as new revenue and value-producing opportunities.

working. Organizations need to change their culture so it becomes adaptive and innovative. Specific capacity-building initiatives are needed to equip employees with the requisite digital skills vital for the digital transformation.

Employees need to be more disciplined and organized. The personal touch at workplaces is an integral input to efficiency. Remote working, with minimum physical interactions among peers and workmates, affect the traditional interpersonal relationships that are essential for team building.

It may also be difficult to internalize synergies when employees rarely meet.

Organizations that promote remote working should secure and protect their networks. They must address the risks of exchanging information over networks.

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The pros and cons of digitalizing work

There are tremendous benefits for companies in digitalizing – both internally and also for the end client.

Conducting businesses across digital channels decreases costs associated with previous methods of doing business and leads to efficiency. Communicating online reduces travel time and costs. It ensures the speed of information flow and decision-making.

Studies have shown that employees who work remotely are more productive. They are readily available and need less time for commuting to work. Additionally, there are possibilities of spending more time with family.

Working from home has increased the demand for data and connectivity services, and greater adoption and use of mobile money services in Africa, concludes a report on mobile money trends in 2021

From a communication skills point of view, remote interactions with clients have decreased some of the barriers to connect.

However, organizations need to review their human resources and management guidelines to accommodate the challenges brought by remote

New Ministry Hits The Ground Running

Digital transformation roadmap outlined

A digital library at a Tanzanian higher learning institution.

The six-month-old Ministry of Communications and Information Technology has unveiled a comprehensive digital transformation roadmap for Tanzania, including developing a broadband blueprint and extending ICT to 20,269 government schools and 5,578 health centres and public places within the next 10 years.

The Minister for Communications and Information Technology, Hon. Dr. FaustineNdugulile, whose portfolio was created in December 2020, told Parliament in May 2021 that the capacity of the national ICT broadband backbone (NICTBB) would be doubled from 200 to 400 gigabits.

A submarine cable would be laid in Lake Tanganyika to link DRC to the backbone and existing Indian Ocean international cables via Kigoma. The NICTBB management, currently under the Tanzania Telecommunication Corporation (TTCL), would be under an independent agency, the minister added.

He said electronic commerce would be enhanced through existing Postal networks, a Personal Data Protection Act would be enacted and implementation of the National Cybersecurity strategy closed managed. Measures to protect subscribers' information are an integral component of effective electronic commerce. Tanzania has a functioning computer emergency response team (CERT) under TCRA.

The national addressing and postcode system would be enhanced by introducing a special mobile app, identifying urban locations through street signs, and promoting its usage.

The Minister's speech covered most of the targets in the 12 communications sector areas outlined in the 2020 Election Manifesto of the ruling party – Chama Cha Mapinduzi.

Excerpts from Hon. Minister Ndugulile's speech are presented below:

Digital Tanzania

Groundwork for the Digital Tanzania programme has been completed and implementation will start in the 2021/22 financial year. It is premised on sound local, regional and international connectivity to deliver major changes in the country's digital landscape and the economy.

The Tanzania Government Communications Network (GovNet), through which online transactions with the government are carried out,

will be improved to ensure quality in the delivery of electronic government services. The network utilizes the national ICT broadband backbone (NICTBB) which is also set for improvement.

A National Public Key Infrastructure will be developed, a one-stop centre launched and electronic commerce implemented through the Tanzania Posts Corporation (TPC) network; a major opportunity for the latter to re-bounce following its recent dismal performance.

The National Broadband Strategy has been crafted, for implementation from 2021 to 2026. It targets high-speed internet, high-quality and affordable network services and content, computer programmes, and consumer safety.

TCRA auctioned 2x20 broadband in the 700 MHz frequency range in June 2018 with conditions to winning bidders to ensure broadband coverage to 60 percent of the population by 2021 and 90 percent by the end of 2024.

The auction was intended to:
- Advance Tanzania's mobile broadband infrastructure and capability which will catalyze the nation's economic development.
- Facilitate social-economic benefits. Mobile broadband is key for promoting the efficient provision of services such as education, health, agriculture, commerce and financial services through ICTs.
- Lower mobile communications costs by cost savings through the deployment of fewer base stations for wider coverage and therefore potentially lower consumer prices.
- Extend the provision of mobile broadband services to a wider Tanzanian population especially those in rural areas.
- Promote, enhance and facilitate innovation for new ICT services and technologies to be deployed in the band.
- Bring in additional revenue by obtaining optimal return for the spectrum band as a scarce resource.

Promoting ICT in public institutions
Guidelines have been prepared on deploying infrastructure to support the provision of ICT

services to 20,269 Government schools and institutions and 5,578 health centres and public places.

According to the Ministry of Regional Administration and Local Government, there were 3,863 government secondary schools; 18,152 primary schools, and 5,833 health centres and dispensaries in May 2021.

Universal access
Deployment of communications infrastructure to remote and underserved areas will continue under the Universal Communications Services Access Fund (USCAF). Some 3,292 villages in 1,057 wards; with a total population of more than 12 million, will have been covered by October 2021.

More public schools will be equipped with internet-enabled equipment and teachers trained.

Expanding the NICTBB reach
The national ICT broadband backbone (NICTBB) is being extended to more points along Tanzania's borders. Seventy-two kilometres will be laid from Mangaka in Mtwara to Mtambaswala on the border with Mozambique.

A feasibility study will be carried out on a submarine cable in Lake Tanganyika that will link Kigoma with a point in DRC. Additionally, the 105 kilometre subterranean stretch from Arusha to Namanga on the Kenyan border will be replaced with a terrestrial cable on Tanzania Electric Supply Company (TANESCO) pylons.

The National Addressing and Postcode System
Street naming will be carried out in 11 city, municipal and district councils. Public education on the system will be enhanced.

A review of major legal, policy, and regulatory instruments will be carried out. They include the National Postal Policy of 2003, the ICT Policy of 2016, Tanzania Posts Corporation Act of 1993, UCSAF Act of 2006, Electronic and Postal Communications Act (EPOCA) of 2010 and related regulations.

GUIDELINES

Private Automatic Branch Exchange (PABX) use

PABX stands for Private Automatic Branch exchange which is an automatic telephone switching system used by organizations or private companies that enables communication within and outside the organization through extension numbers and connection to mobile/fixed networks respectively. It is a switch that is managed by the organization or private company that will need fixed voice services from mobile/fixed service providers' networks to facilitate internal calls to their staff, calls from their customer's service centres including interactive voice response, as well as incoming and outgoing calls to other external users.

From the mobile/fixed service provider point of view, the provision of voice services to PABX involves the installation of physical links through either voice over IP trunking, E1 connections, or physical SIM cards. Also, it involves configuring electronic communication numbers (virtual numbers) to establish connectivity between the PABX and the mobile/fixed service provider network.

This document describes the procedures and guidelines governing the management of PABX and the provision of fixed services to PABX through E1 and Session Initiation Protocol (SIP) connections. The guidelines refer to both TDM and SIP-based PABX as being used by private companies, government/non-government organizations, and international organizations. The guidelines intend to provide information to mobile service providers, internet service providers, and the general public on the key issues to take into consideration when managing and providing fixed voice service to PABX.

2.0 Interpretations
"Authority" means Tanzania Communications Regulatory Authority.

"E1" means a standardized digital interface in communication networks used on integrated services digital networks to carry multiple voice channels (32 voice channels) to an organization PABX. E1 connection is used for TDM-PABX.

"IP" means Internet Protocol used for identifying and interconnecting devices in the private and public communications networks including the Internet.

"PABX" means Private Automatic Branch Exchange.

"SIP" means Session Initiation Protocol which is a voice over internet protocol technology used in establishing and control of voice communications. It is a type of technology used for providing voice connectivity for IP-PABX.

"TDM" means time division multiplexing which is a transmission method of transmitting and receiving multiple communication signals over a common path.

"Virtual private network (VPN)" means a virtual private network that allows an organization to create a secure private connection to another network over the public Internet.

3.0 PABX USE GUIDELINES
3.1 PABX in use by corporate organizations, institutions, and individual customers must be type-approved by the Authority; a process that is performed online through: https://otas.tcra.go.tz/.

3.2 Internet service providers (ISP), mobile and fixed service providers that provide E1 connections and/or SIP trunking or its alternatives to PABX customers must make sure that they keep registers of all PABX owners and services subscribed and submit the same to the Authority on a bi-annual basis.

3.3 Mobile and fixed service providers shall make sure that they properly vet their customers' PABX system architecture and assure themselves that it is not prone to fraud.

3.4 Mobile/fixed service providers and PABX owners shall make sure that they regularly enhance their telecommunication traffic fraud detection

systems and ensure that the provisioned PABXs are not used for the intention to terminate fraudulent international voice traffic.

3.5 Mobile/fixed service providers and PABX owners shall make sure that international voice traffic is terminated through licensed international gateway and PABX shall be used to exchange local voice traffic only.

3.6 Mobile service providers, fixed service providers, and PABX owners shall make sure that they adhere and comply to the requirements of the Electronic and Postal Communications Act, Cap 306, The Electronic and Postal Communications (Electronic Communications Equipment Standards) Regulations, 2018, The Electronic and Postal Communications (SIM Card Registration) Regulations, 2020 and the Electronic and Postal Communications (Tele-Traffic) Regulations, 2018.

3.7 Mobile and fixed service providers that assign virtual numbers to the PABX customers shall notify the Authority in writing on the same including the name of the organization/company, the virtual numbers assigned, and purpose of use. And as such service providers shall make sure that they comply with the requirements of Electronic and Postal Communications (Electronic Communication Numbering and Addressing) Regulations, 2018.

3.8 Mobile/fixed service providers and their PABX customers shall have signed service level agreements (SLA) which among other things address issues of security enhancement and fraud protection.

3.9 Mobile/fixed service providers and their PABX customers shall make sure that there is no established VPN tunnel to foreign countries for termination of international voice traffic.

3.10 PABX used by the organizations and private companies such as hotels, assisted living facilities or hospitals shall be able to allow an end-user to call the emergency services numbers such as 112.

4.0 Amendment of the Guidelines

These guidelines may be reviewed from time to time to accommodate changes in technology on the use of PABX.

Using a fixed-line telephone in an office.
The guidelines provide information to mobile service providers, internet service providers, and the general public on the key issues to consider in managing and providing fixed voice service to Private Automatic Branch Exchanges.

Bodi ya Uhariri

Mwenyekiti/ Mhariri
Dkt. Emmanuel Manasseh

Mhariri/ Mratibu
Bw. Semu Mwakyanjala

Wajumbe
Dkt.. Philip Filikunjombe
Mhandisi Gabriel Mruma
Ms. Thuwayba Hussein
Bw. Rolf Kibaja
Bw. Erasmo Mbilinyi
Bw. Thadayo Ringo

Mhariri wa Uzalishaji
Bw. Isaac Mruma

Hii ni sehemu ya Kiswahili ya jarida la The Regulator, linalotolewa mara nne kwa mwaka na Mamlaka ya Mawasiliano Tanzania (TCRA), taasisi ya serikali inayosimamia mawasiliano ya kielektroniki na posta nchini. Jarida hili ni sehemu ya utekelezaji wa majukumu ya Mamlaka.

Anwani ya ofisi za uhariri:
Jengo la Mawasiliano,
Na. 20 Barabara ya Sam Nujoma,
S.L.P 474, Postikodi 14414 Dar es Salaam.
Simu: +255 784558270, +255 784558271.
Barua pepe: regulator.magazine@tcra.go.tz.

Nakala za nyuma zinapatikana kwenye tovuti ya TCRA: www.tcra.go.tz. Nenda *'Publications'*; shuka hadi 'The Regulator', kisha chagua toleo unalotaka.
Mhariri anakaribisha makala na picha kuhusu masuala mbalimbali ya sekta ya mawasiliano. Makala zisizidi kurasa nne (4) za ukubwa wa A4, zikiwa kwenye maandishi ya Times New Roman, fonti 12 na ziwe na uasili. Picha ziwasilishwe kwa mfumo wa JPEG.

Barua ya Mhariri

Toleo hili lina Makala kuhusu kukua kwa kasi kwa sekta ya mawasiliano ncbini na mipango ya Serikali kuweka mazingira ya kujenga Tanzania ya kidijitali ndani ya miaka 10 ijayo. Mipango kabambe imeandaliwa kuboresha mtandao wa mawasiliano ya kasi, kujenga Mfumo wa Biashara Mtandao na miundombinu ya TEHAMA kwenye shule za Serikali 20,269 na vituo vya afya na maeneo ya jamii 5,578.

Tuna Makala kuhusu namna Wizara ya Mawasiliano na Teknolojia ya Habari ilivyoitikia wito wa Rais Samia Suluhu Hassan wa kuimarisha mkongo wa taifa wa mawasiliano ya kasi na kufikisha huduma za TEHAMA maeneo mengi zaidi.

Tumepitia upya Ilani ya Uchaguzi ya Chama Cha Mapinduzi ya mwaka 2020 –2025 ambayo imeorodhesha maeneo 19 ambayo Chama hicho kimeagiza serikali kutekeleza ndani ya miaka mitano.

Yaliyomo

JUU:
Wanafunzi wasichana wa mojawapo ya shule za sekondari mkoani Dar es Salaam walioshiriki kwenye maadhimisho ya Siku ya Wasichana na Tehama tarehe 22 Aprili 2021. KULIA: Wananchi katika banda la TCRA kwenye mojawapo ya maonyesho ambako Mamlaka ilitoa elimu wa umma kuhusu masuala mbalimbali.

CHINI:
Wadau wa sekta ya utangazaji walioshiriki mkutano wa mashauriano kuhusu uboreshaji wa huduma. Maoni yalikusanywa kuhusu tozo za leseni za redio na televisheni, maudhui mtandaoni na masafa ya utangazaji.

Dhana ya Usimamizi/uthibiti

Kiini cha mjadala kuhusu matumizi ya maneno "udhibiti" au "usimamizi" kuelezea majukumu ya vyombo au taasisi zilizoanzishwa kutoa na kusimamia miongozo ya kiutawala na kisheria kwenye sekta mbalimbali ni mazingira yaliyokuwepo wakati wa kuanzishwa vyombo hivyo na yanayojitokeza wakati wa utekelezaji wa majukumu.

Kuna wakati vyombo hivyo inabidi vifanye kazi ya "udhibiti", hasa inapotokea ukiukwaji wa kanuni ya masharti ya leseni ambao unahitaji hatua zinazohusu matumizi ya vifungu vya sheria na kanuni. Kuna wakati vinajikuta vikifanya kazi ya "usimamizi", hasa katika mazingira ambapo watoa huduma na wateja wanatambua wajibu na majukumu yao na wanajidhibiti wenyewe - 'bila shuruti'.

Pamoja na hayo, vyombo vya usimamizi au udhibiti wa sekta ya mawasiiano, vikiwemo TCRA, vinaanzishwa kwa sababu za msingi katika maisha ya wananchi kisiasa, kiuchumi na kijamii. Mawasiliano ni muwezeshaji/mhimili wa sekta nyingine – ni kama mfumo wa mishipa ya fahamu ya uchumi wa nchi. Hivi sasa, wakati nchi nyingi zinajenga uchumi wa kidijitali, mawasiliano yanakuwa ndiyo moyo wa uchumi wa jamii.

Mawasiliano yanatumia raslimali mbili adimu za kitaifa, ambazo ni namba na masafa yanayotumika kwenye mawasiliano ya simu, redio za mkononi, utangazaji na matumizi mengine madogo madogo.

Vilevile, sekta ya mawasiliano inashughulika na tekinolojia, ambayo inabadilika kila wakati na inahusisha pande nyingi – zikiwemo nchi mbalimbali – katika kuamua masuala ya kiteknolojia; hivyo ni muhimu kuisimamia.

Isitoshe, soko la huduma na bidhaa za mawasiliano linachanga moto nyingi – za kiufundi, kiuchumi, kifedha, kisheria na matumizi; na wakati mwingi sintofahamu katika maeneo haya zinamuathiri mtumiaji. Hivyo msimamizi au mdhibiti ana majukumu ya kumlinda mtumiaji. Ulinzi huu unatolewa kwa njia ya kusimamia masharti ya leseni za watoa huduma, kanuni za sheria za sekta husikana sheria zilizoanzisha taasisi, miongozo na kanuni ndogo.

Elimu kwa watumiaji pia ni njia mojawapo ya kuwalinda kwa kuwapa uelewa wa masuala mbalimbali ili kuwawezesha kufanya uamuzi sahihi kuhusu huduma au bidhaa za mawasiliano. TCRA ina mwongozo wa watumiaji ambao umetumika tangu Januari 2018.

Tanzania kuna kanuni 26 za Mawasiliano, ambazo ni Kanuni za Maudhui ya Utangazaji wa Redio na Televisheni (zilizorekebishwa), 2020, Kanuni za Namba na Anwani za Kielektroniki (zilizorekebishwa), 2020, Kanuni za Usimamizi wa Majina ya Vikoa, 2020, na, Kanuni za Viwango Vya Vifaa vya Mawasiliano na Usimamizi wa Taka za Kielektroniki, 2020.

Nyingine ni Kanuni za Usajili wa Laini za Simu, 2020, Kanuni za Redio na Televisheni, 2018, Kanuni za Maudhui Mtandaoni, 2018, Kanuni za Mitandao ya Utangazaji ya Kidijitali na Mingineyo, 2018, Kanuni za Mfumo wa Kusimamia na Kuratibu Mawasiliano ya Simu (TTMS), 2018 na Kanuni za Tozo, 2018.

Vilevile kuna Kanuni za Kuweka Hesabu Tofauti, 2018, Kanuni za Maunganisho ya Mitandao, 2018, Kanuni za Matumizi ya Masafa ya Redio za Mawasiliano, 2018, Kanuni za Viwango vya Vifaa vya Mawasiliano ya Kielektroniki, 2018, Kanuni za Huduma za Ziada, 2018, Kanuni za Ushindani wa Haki, 2018 na Kanuni Mfumo wa Kitaifa wa Kushughulikia Masuala ya Usalama Mtandaoni (CERT) , 2018.

Nyingine ni Kanuni za Kulinda Watumiaji, 2018, Kanuni za Namba na Anwani za Kielektroniki, 2018, Kanuni za Posta, 2018, Kanuni za Rajisi Kuu ya Namba Tambulishi ya Vifaa vya Mawasiliano, 2018, Kanuni za Utoaji Leseni, 2018, Kanuni za Uwekaji na Uchangiaji wa Miundombinu, 2018, Kanuni za Huduma ya Kuhamia Mtandao Mwingine bila Kubadili Namba ya Simu ya Kiganjani (MNP), 2018 na Kanuni za Ubora wa Huduma, 2018.

Kanuni zote zinapatikana kwenye tovutiya TCRA: www.tcra.go.tz.

Mamlaka ya Mawasiliano Tanzania

Mamlaka ya Mawasiliano Tanzania (TCRA) ni taasisi ya kiserikali yenye majukumu ya kusimamia sekta za Mawasiliano na Utangazaji Tanzania. Ilianzishwa kwa Sheria ya Mamlaka ya Mawasiliano Tanzania Na. 12 ya mwaka 2003 kusimamia huduma za kielektroniki na posta na masafa ya mawasiliano katika Jamhuri ya Muungano wa Tanzania.

Mamlaka ilianza kazi tarehe 1 Novemba 2003 na inafanya shughuli za zilizokuwa Tume ya Mawasiliano Tanzania (TCC) na Tume ya Utangazaji Tanzania (TBC).

DIRA YETU

Kuwa Mdhibiti wa Mawasiliano ya Posta na Kielektroniki mwenye hadhi ya kimataifa

DHAMIRA YETU

Kusimamia huduma za Mawasiliano ya Kielektroniki na Posta kwa ufanisi; kuboresha utendaji wa watoa huduma na kulinda maslahi ya watumiaji wa huduma za mawasiliano kwa lengo la kutoa mchango wetu kwa maendeleo ya Jamhuri ya Muungano wa Tanzania.

LENGO KUU

Kuboresha maisha ya Watanzania kupitia udhibiti wenye ufanisi, unaochochea na kukuza ubunifu na ambao unahakikisha kupatikana kwa huduma bora na imara za mawasiliano kwa wote na ambazo zinatolewa kwa gharama nafuu.

MALENGO MAKUU YA KIMKAKATI

1. Kuzifanya shughuli za TCRA kuwa za kisasa kwa kutumia teknolojia sahihi; kuimarisha tafiti zenye ubora katika huduma zinazodhibitiwa, uwezo na umahiri wa watumishi.

2. Kukuza ufanisi; kuaminika na kuhakikisha usalama wa miundombinu ya mawasiliano na matumizi yake.

3. Kukuza ufanisi na unafuu wa huduma za Mawasiliano na kuongeza upatikanaji wa huduma za Posta na TEHAMA katika maeneo yasiyohudumiwa ipasavyo na yale yasiyo na huduma kabisa.

4. Kulinda maslahi ya wadau na kukuza uelewa wa haki na wajibu wao.

5. Kufuatilia utendaji wa huduma zinazosimamiwa na kuhakikisha utekelezaji wa Sheria na Kanuni kwa viwango vinavyostahili.

6. Kuratibu utekelezaji wa ahadi za kisekta kitaifa, kikanda na kimataifa.

SERA YETU YA UBORA

Mamlaka ya Mawasiliano Tanzania imejikita katika kuhakikisha inafikia malengo yake ya kimkakati na kuhakikisha kwamba wateja wake wanaridhika na huduma zak ezitakazotolewa kwa Mfumo wa Usimamizi wa Ubora.

MALENGO YA UBORA

1. Kuboresha utaratibu na hatua za usimamizi wa sekta ya mawasiliano.

2. Kufikia kiwango cha juu cha kuridhisha wateja kama ilivyoainishwa kwenye Mkataba wa Huduma kwa Mteja wa TCRA.

3. Kuendelea kuzingatia matakwa ya kisheria na kiusimamizi.

Watumishi wa TCRA wakiwa na Mkuu wa Wilaya ya Temeke, Mhe. Godwin Gondwe (wa pili kulia) kwenye mojawapo ya shughuli za elimu kwa umma mkoani Dar es Salaam. KUTOKA KULIA: Robson Shabani na Abdulrahman Millas. Kushoto ni Ramadhan Shariff

Regulator

Dkt. Jabiri Kuwe Bakari Mtendaji Mkuu TCRA

RAIS Samia Suluhu Hassan amemteua Dkt. Jabiri Kuwe Bakari kuwa Mkurugenzi Mkuu wa TCRA. Anachukua nafasi ya Mhandisi James M. Kilaba ambaye amestaafu.

Dkt. Jabiri Kuwe sio mgeni TCRA, kwani alikuwa mjumbe wa Bodi ya Wakurugenzi kuanzia mwaka 2017. Kabla ya uteuzi kwenye wadhifa huu mpya alikuwa Mkurugenzi Mkuu wa Mamlaka ya Serikali mtanao (e-GA).

Ana Shahada ya Uzamivu (Ph.D) ya mifumo ya kompyuta na sayansi ya mifumo (Computer and Systems Sciences) kutoka Chuo Kikuu cha Stockholm,Sweden (2007); Shahada ya Uzamili ya Sayansi – Uhandisi (MSc. Eng. Data Communication) kutoka Chuo Kikuu cha Sheffield, Uingereza (1999) na Shahada ya Sayansi ya Kompyuta kutoka Chuo Kikuu cha Dar Es Salaam (1996).

Dkt. Bakari alifanya kazi Chuo Kikuu cha Dar Es Salaam ambapo alishika nyadhifa mbalimbali za uendeshaji na uongozi ikiwa ni pamoja na kuwa Naibu Mkurugenzi wa Kituo cha Kompyuta cha UDSM. Alijiunga na Chuo Kikuu Huria Tanzania baada ya miaka 10 ya kufanya kazi UDSM. Amewahi kuwa mhadhiri na mkurugenzi wa Taasisi ya

Dkt. Bakari ni mjumbe mwandamizi wa chama cha ukaguzi na uthibiti wa mifumo ya kompyuta na mawasiliano (Information Systems Audit and Control Association – ISACA) na mwanzilishi na Katibu Mtendaji wa kwanza wa Mtandao wa Utafiti wa Elimu Tanzania (Tanzania Education and Research Network -TERNET).

Dr. Jabiri Kuwe Bakari akizungumza na wadau wa utangazaji kwenye mkutano ulioitishwa na TCRA

Lengo kuridhisha watumiaji, kuweka mazingira sawa ya utoaji na matumizi ya huduma

Dkt. Jabiri Kuwe Bakari
Mkurugenzi Mkuu
Mamlaka ya Mawasiliano Tanzania

Kuridhisha watumiaji mara nyingi ni mojawapo ya mikakati ya msingi ya watoa huduma. Sote tunalenga kukidhi mtarajio ya wale wanaotuwezesha kuwepo na kutufanya wa maana kwenye maeneo yetu mbalimbali katika mfumo wa utoaji huduma za mawasiliano.

Katika kutekeleza majukumu yake, Mamlaka ya Mawasiliano Tanzania (TCRA) inashughulikia maslahi ya watumiaji na ya watoa huduma; ambao kwa pamoja ni wadau wake wakuu wawili muhimu. Kazi za TCRA ni pamoja na kuendeleza ushindani wenye ufanisi na uendeshaji unaofaa wa shughuli za kiuchumi, kulinda maslahi ya watumiaji na kulinda maslahi ya uwekezaji ya watoa huduma makini.

Kanuni ndogo za Mamlaka ya Mawasiliano Tanzania za Gharama na Tozo za Vifurushi, Utangazaji wa Huduma na Ofa Maalum za mwaka 2021 zilizoanza kutumika hivi karibuni, zinahakikisha kwamba watumiaji wanafaidika na kile wanachokilipia na pia zinaendeleza sekta. Zinalenga kuendeleza uwazi katika upangaji na utoaji wa gharama na tozo za huduma za vifurushi.

Kanuni hizi zilitungwa baada ya mchakato uliojumuisha wadau wengi ikiwa ni pamoja na mashauriano ya umma na mikutano iliyohusisha watoa huduma ndani ya sekta kuhusu mfumo stahiki, unaofaa na wenye ufanisi wa vifurushi vya mawasiliano na gharama ake. Hili lifanyika kwa kuzingatia mwelekeo wa TCRA wa kusimamia sekta kupitia mashuriano.

Inafaa ikumbukwe kwamba hata kabla ya mashauriano ya umma, watoa huduma wamekuwa wakipokea na kutambua malalamiko kuhusu muundo na utoaji wa huduma za vifurushi vya mawasiliano ya simu, kitu ambacho kinafanyika kwenye mitandao yote kama mkakati wa kuongeza mapato, kuendelea kuwa na wateja na kuvutia wapya, kuongeza mwitikio wa wateja na kuongeza matumizi ya aina fulani ya huduma.

Kiukweli, tukiwa washiriki kwenye sekta, hatuwezi kusema kwamba hatukuwa na kumbukumbu ya malalamiko ya watumiaji kuhusu muda wa kutangaza huduma za vifurushi na ofa na masuala yanayohusu utozaji wa gharama na kumalizika kwa ghafla kwa muda au uniti za kifurushi. Aidha, tulishasikia malalamiko kuhusu watumiaji kuunganishwa kwenye huduma bila ridhaa yao, kutumiwa kwa simu ujumbe wa matangazo ya huduma bila ridhaa yao na kuwepo kwa masharti ya vigezo visivyoeleweka kuhusiana na matangazo ya vifurushi na ofa.

Wakati Kanuni ndogo za za Gharama na Tozo za Vifurushi, Utangazaji wa Huduma na Ofa Maalum za mwaka 2021 zimehuisha masuala mengi kuhusiana na vifurushi, baadhi ya malalamiko yalitokana na baadhi ya watoa buduma kutozingatia na kutotekeleza kikamilifu vipengele vya Kanuni Kuu zilizokuwepo za mwaka 2018 kuhusu masuala ya gharama, tozo na utumaji wa matangazo kwa simu bila ya ridhaa ya mtumiaji.

Kwa kuwa sasa watoa huduma mmoja mmoja na kwa ujumla wao wameshughulikia na wanaendelea kushughulikia sintofahamu zilizojitokeza baada ya kila mmoja kutangaza gharama na masharti ya vifurushi vipya kufuatia kuanza kutumika kwa kanuni ndogo, na wamerekebisha na wanaendelea kurekebisha gharama na vigezo na masharti, ni wakati muafaka sasa kwa watoa huduma wote kujipambanua upya na kujipanga kuendelea kutoa huduma kwa kuzingatia masharti ya leseni, kanuni kuu za Mawasiliano ya kielektroniki na Posta, kanuni ndogo, miongozo na maelekezo mengine ya kiusimamizi na kiutendaji.

TCRA inarudia tena azma yake ya kuendeleza ufanisi na usawa katika utendaji na kulinda maslahi ya watumiaji.

Sayansi, hisabati kufungulia njia wasichana

Na Mhe. Dkt. Faustine Ndugulile

Miundombinu ya TEHAMA ni nguzo muhimu katika kuhakikisha kuwa mawasiliano yanawafikia wengi bila kujali jinsia, eneo la kijografia au kipato. Serikali kupitia Wizara ya Mawasiliano na Teknolojia ya Habari imeweka mazingira rafiki kwa kuwa na Sera, Sheria, Kanuni na Miongozo mahususi ya kuwezesha kufikisha mawasiliano kwa wote bila kujali eneo la kijografia au hali ya shughuli za kiuchumi.

Wizara inasimamia suala hili na kuhakikisha kuwa maeneo yote nchini yanaunganishwa na miundombinu ili kuwezesha wananchi kupata mawasiliano na kufanikisha ufikishwaji wa huduma mbalimbali za kijamii na kiuchumi kama vile elimu, afya, kilimo, huduma za maktaba na huduma zingine mbalimbali za kijamii.

Wasichana, hasa wale walioko nje ya miji ambako hakuna mawasiliano, wakiwezeshwa kitekinolojia wataweza kwa kiasi kikubwa kuondoa tabaka kwenye utumiaji wa TEHAMA na kuwapa uwezo wa kujitegemea katika maisha yao ya baadae kama kauli mbiu inavyosema.

Natoa wito kwa wadau mbalimbali wa Mawasiliano pamoja na sekta zingine muhimu kama vile sekta za elimu, sayansi na utafiti, ziweke kipaumbele katika kumuwezesha Msichana wa Kitanzania kupata na kutumia vema mawasiliano ili aweze kuwa na maisha bora ya baadae.

Serikali, kupitia Wizara ya Mawasiliano na Teknolojia ya Habari itaendelea kuboresha mazingira na kuwezesha ukuaji wa TEHAMA nchini kwa kuandaa na kuboresha Sera, Sheria na Kanuni kutokana na mahitaji.

Mawasiliano kwa wote kuziba mapengo

Dkt. Jabiri Kuwe Bakari. Mkurugenzi Mkuu TCRA

ITU ni Shirika la Umoja wa Mataifa linalosimamia mawasiliano kwa ujumla pamoja na mgawanyo wa masafa na kusimamia viwango vya vifaa vya mawasiliano ili kuhakikisha kuwa yanawafikia wananchi wote duniani bila kujali eneo la kijografia, jinsia au hali ya kiuchumi.

Tunapoadhimisha siku hii, Mamlaka ya Mawasiliano Tanzania (TCRA) huwa inaandaa shughuli mbalimbali zinazoshirikisha wadau kutoka kwenye sekta mbalimbali, hasa wale wanaotumia mifumo ya Teknolojia ya Habari na Mawasiliano (TEHAMA) kwa lengo la kuwapa elimu na uelewa wasichana, na kuwahamasisha katika kupenda na kusoma masomo ya Sayansi, Teknolojia, Uhandisi na Hesabu.

Sambamba na kauli mbiu ya mwaka huu, TCRA inawajibika kuweka mazingira rafiki ya kuwawezesha wasichana kutumia TEHAMA vema katika shughuli mbalimbali za masomo, kiuchumi na kijamii na hivyo kuwawekea msingi mzuri kwa maisha bora ya baadae.

Katika kutekeleza majukumu yake ya kimkakati, TCRA inafadhili miradi mbalimbali inayochochea ufikishaji wa huduma za mawasiliano, ikiwa ni pamoja na utoaji wa vifaa vya TEHAMA mashuleni, zikiwemo shule mchanganyiko na zile za wasichana na utoaji wa vifaa vya TEHAMA kwenye vituo vya TEHAMA vya jamii (telecentres). TCRA pia inaendesha programu za ushindani ambapo wasichana hupewa kipaumbele kushiriki.

TCRA imetoa leseni kwa watoa huduma mbalimbali kwenye sekta ya mawasiliano ili kuwezesha kufikishwa mawasiliano sehemu mbalimbali nchini. Hii huwezesha vijana, wakiwemo wasichana, kutumia mawasiliano ili kupunguza au kuondoa kabisa tabaka la upatikanaji wa huduma za TEHAMA na mawasiliano kwa ujumla.

Natoa wito kwa wasichana, hasa walioko shuleni kuongeza bidii katika masomo ya Sayansi, Teknolojia, Uhandisi na Hesabu; na kutumia vema TEHAMA kwenye shughuli mbalimbali za kijamii na kiuchumi ili kujijengea msingi wa maisha bora ya baadae.

SIKU YA TEHAMA ULIMWENGUNI - 2021

Mawasiliano ya kidijitali vipindi vya changamoto

TEHAMA imeleta njia nzuri ya Mawasiliano kwa nchi pamoja na watu wake bila kujali umbali unaowatenganisha; hii ni kuanzia mawasiliano ya simu ya teknolojia ya awali hadi kufikia mawasiliano ya simu ya teknolojia ya kisasa.

Sekta ya mawasiliano na TEHAMA imekuwa na imewezesha utoaji wa huduma bora za mawasiliano kwa wananchi na jamii kwa ujumla. Mawasiliano ya TEHAMA yamewezesha watu kuwasiliana kwa urahisi na kufanya dunia kuwa kama kijiji.

Kaulimbiu ya mwaka huu inaonesha umuhimu wa TEHAMA katika kutoa huduma mbalimbali,hasa wakati wa changamoto za majanga kama vile UVIKO-19, mabadiliko ya tabianchi pamoja na majanga mengine.

Pamoja na changamoto za janga la UVIKO-19, Taasisi za Serikali pamoja na makampuni binafsi ya nchi nyingi duniani yaliendelea kutoa huduma mbalimbali kwawateja na wananchi kwa ujumla kupitia mitandao.

Watoa huduma wengi duniani wameweza kubadili kwa haraka mifumo ya kutoa huduma zao kutoka njia ya kawaida kwenda mitandaoni; na hii ni kutokana na kuwepo miundo mbinu ya TEHAMA na mifumo ya kisheria katika nchi hizo.

Janga la UVIKO-19 limethibitisha umuhimu na uwezo mkubwa wa TEHAMA katika kutoa huduma mbadala kwa njia ya mtandao, na kuwawezesha wabunifu kufikiria kwa haraka namna bora za kutoa huduma mtandaoni na maisha kuendelea.

Sekta za umma na binafsi nchini zimepokea changamoto hii na kuifanyia kazi kwa kutengeneza na kutumia mifumo mbalimbali ya kidijitali katika kutoa huduma kwa wateja na wanachi kwa ujumla. Mifano ni katika sekta za elimu na afya. Vilevile TEHAMA imewezesha kuendesha mikutano kwa njia ya mtandao. Njia hizi za kufanya kazi mtandaoni zimewezesha kubadilisha utendaji kazi na utekelezaji wa majukumu mbalimbali; hivyo kuleta ufanisi zaidi katika kazi na biashara kwa ujumla.

Katika kuelekea mabadiliko ya kidijitali, muitikio na uelewa wa pamoja kwa wadau wa TEHAMA katika kutekeleza na kuwezesha mfumo mzima wa ubunifu na ujasiriamali unahitajika. Hii itasaidia na kuwezesha kazi za utafiti, kutoa msaada wa kiufundi kwa kuanzisha makampuni madogo na ya kati ambayo yatatengeneza ajira kwa wananchi na kuwezesha kuchochea ukuaji wa uchumi.

Sambamba na kaulimbiu ya mwaka huu *"Kuharakisha mabadiliko ya Kidigitali katika vipindi vya changamoto"*wadau wa TEHAMA wanatakiwa kuangalia na kuelewa mahitaji muhimu katika kuelekea kwenye mabadiliko ya kidijitali.

Wakati Mifumo ya TEHAMA inatumika katika kutoa huduma zinazotatua matatizo mbalimbali ya jamii, manufaa yanayotarajiwa katika nchi ni makubwa sana hasa katika kuongeza uzalishaji, ukuaji wa uchumi na kuongeza ajira. Kupatikana haya yote kunategemea kwa kiasi kikubwa uelewa wa pamoja wa mfumo mzima wa TEHAMA, mipango ya pamoja na mikakatiyake.

Katika kutekeleza hayo Serikali kwa kupitia Wizara ya Mawasiliano na Teknolojia ya Habari watahakikisha kuwa kunakuwa na mazingira rafiki ya kuchochea na kuhamasisha ujasiriamali na ubunifu wa sekta ya TEHAMA na kuharakisha safari yakuelekea mabadiliko ya kidijitali.

Hivyo, wadau wa sekta ya mawasiliano na TEHAMA wanahimizwa kuendelelea kutumia teknolojia za kisasa, kuwasaidia na kuwawezesha wajasiriamali kwenye utafiti na ubunifu wa miradi ya TEHAMA itakayowezesha kuchochea na kuharakisha mabadiliko ya kidijitali Tanzania.

Miundombinu imara chachu mabadiliko kidijitali

Shirika la Umoja wa Mataifa linaloshughulikia Mawasiliano (ITU) liliundwa ili kusimamia mawasiliano ya kimataifa, kugawa masafa ya kimataifa ya radio na setilaiti pamoja na kuandaa viwango vya vifaa vya mawasiliano ili kuwezesha upatikanaji wa mawasiliano na kuweza kuunganisha mawasiliano kimataifa. Majukumu yake mengine ni kuhakikisha maboresho ya mifumo ya TEHAMA kwenye maeneo yasiyofikiwa na huduma za mawasiliano duniani.

Kauli mbiu ya mwaka huu, ambayo ni "Kuharakisha Mabadiliko ya Kidijitali Katika Vipindi vya Changamoto inafafanua jukumu halisi la mifumo ya mawasiliano na TEHAMA katika kujenga mifumo imara inayosaidia wakati wa maafa; pamoja na kuwezesha nchi wanachama wa ITU kuwasaidia katika kuokoa maisha na kuendelea na shughuli za kiuchumi.

Matumizi mazuri ya mifumo ya TEHAMA yamewezesha nchi mbalimbali kukabiliana na mabadiliko ya maisha wakati wa maafa kama vile ya UVIKO-19 na kuweza kuendelea kuendesha shughuli mbalimbali za biashara na uchumi kwa ujumla kwa njia ya mtandao.

TEHAMA ina nafasi kubwa katika kuleta mabadiliko ya kiuchumi na kuboresha maisha na kuleta maendeleo kwa wananchi hasa wale wa vijijini, kuwezesha wakulima kupata masoko ya bidhaa zao na huduma mbalimbali za jamii zinazowezesha kuinua uchumi kwa wanawake, vijana na wananchi kwa ujumla.

Kauli mbiu ya mwaka huu inahimiza wadau mbalimbali wa sekta ya mawasiliano kujikita zaidi katika kutumia mifumo ya TEHAMA katika kuleta mabadiliko ya kidijitali ili kuweza kulifikia lengo na ajenda ya *"Unganisha 2030",* ambapo mifumo ya mawasiliano pamoja na TEHAMA itawezesha na kuharakisha ukuaji wa maendeleo ya kiuchumi na

kijamii kwa kila mwananchi.

Mfumo wa utoaji leseni za huduma za mawasiliano Tanzania unaruhusu utoaji wa huduma za mawasiliano bila kujali aina ya teknolojia au aina ya huduma; hivyo imejikita zaidi katika kuchochea ubunifu katika utoaji wa huduma mbalimbali. Changamoto za UVIKO-19 zimetundisha kwamba watu waliowezeshwa kuwa na mawasiliano wanaweza kuwasiliana na kufanya kazi kupitia mtandao wakiwa mahali popote duniani. Wanaweza kupata taarifa na kujifunza nyenzo mbalimbali za kufanyia kazi na kuboresha biashara zao hata wakati wa majanga.

Mamlaka ya Mawasiliano Tanzania itaendelea kufanya kazi na wadau mbalimbali wa mawasiliano kukabiliana na mambo yote iwe ni changamoto au mafanikio katika kuleta mabadiliko ya kidijitali na kuhakikisha kuwa wananchi wote wanafaidi mafanikio yanayotokana na faida za mitandao katika kuelekea mapinduzi ya kidijitali.

Mamlaka ya Mawasiliano Tanzania inahimiza watoa huduma wote wa sekta ya mawasiliano kuendelea kuwekeza kwenye miundombinu ya TEHAMA na kutoa huduma mbalimbali za mifumo ili kuiwezesha nchi kuwa na miundombinu imara ya mawasilaino ambayo ndio kigezo muhimu cha kuiwezesha nchi kuwa na mabadiliko ya kidijitali.

Utaratibu wa leseni TCRA

Mojawapo ya kazi za Mamlaka ya Mawasiiano Tanzania ni kutoa leseni za huduma mbalimbali. Leseni zinazotolewa ni:

1. Leseni chini ya mfumo wa utoaji leseni unaozingatia muingiliano wa teknolojia na huduma (CLF). Hapa kuna aina nne za leseni, ambazo ni Leseni ya Vifaa vya Miundombinu; Leseni ya huduma za miundombinu, ikijumlisha Leseni ya Mtandao wa Simu; na Leseni ya Huduma za mawasiliano ambayo inamruhusu mmiliki kutoa huduma kama vile intaneti na huduma za data.

   Aina ya nne ni Leseni ya Huduma ya Maudhui ambayo inawezesha utangazaji wa redio na televisheni. Leseni chini ya CLF zina soko la Kimataifa, Kitaifa, Mkoa, Wilaya na Jamii.

2. Aina nyingine za leseni: Hizi ni pamoja na Leseni ya Posta ya Taifa, Kusafirisha vifurushi, Kutumia masafa, Kufunga mitambo ya mawasiliano, Kuagiza na Kuuza bidhaa za mawasiliano na Leseni ya kutumia namba fupi za mawasiliano na Leseni ya maudhui mtandaoni.

   (Utaratibu wa kuomba leseni za kusafirisha vifurushi umetolewa uk. 38 na 39 – Mhariri).

   Leseni zilizotolewa mwezi Mei 2021 ni:

Mmilki	Aina ya leseni
Simba Money Limited.	Huduma za mawasiliano kitaifa (National Application Services).
Cre8hub Limited.	Huduma za mawasiliano kimkoa (Regional Application Services).
Super Feo Enterprise Limited (Selous FM).	Huduma za maudhui kiwilaya – Utangazaji wa redio kibiashara) District Content Services (Commercial Broadcasting Services – Radio).
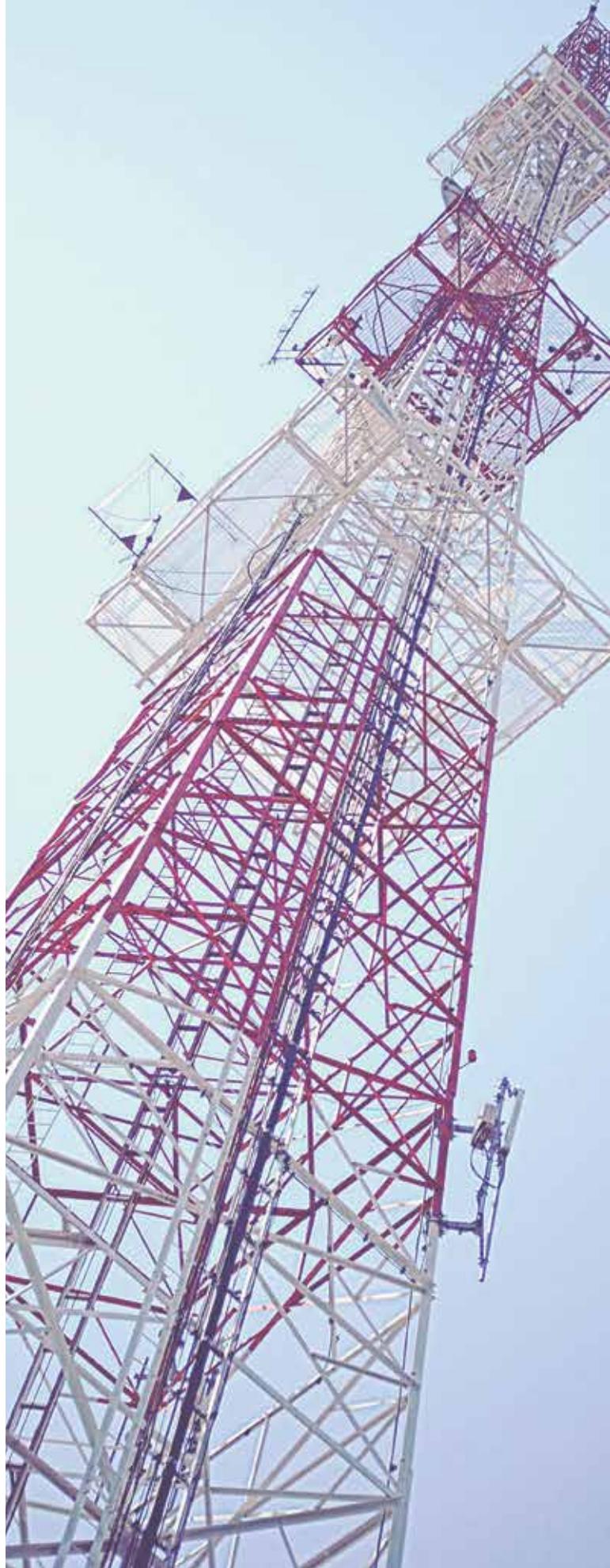
Mabadiliko makubwa yaja sekta ya mawasiliano Tanzania

Mipango kabambe imeandaliwa kuboresha mtandao wa mawasiliano ya kasi, kujenga Mfumo wa Biashara Mtandao na miundombinu ya TEHAMA kwenye shule za Serikali 20,269 na vituo vya afya na maeneo ya jamii 5,578.

Akitangaza hayo mjini Dodoma hivi karibuni, Waziri wa Mawasiliano na Teknolojia ya Habari, Mhe. Dkt. Faustine Ndugulile amesema pia kwamba uwezo wa Mkongo wa Taifa wa Mawasiliano utapanuliwa mara mbili – kutoka Gigabit 200 (200G) na kufikia ukubwa wa Gigabit 400 (400G).

Mhe. Dkt. Ndugulile, ambaye alikuwa akiwasilisha mpango na bajeti ya Wizara yake kwa 2021/22 Bungeni, ameongeza kwamba kutaanzishwa wakala wa kusimamia, kuendesha na kuendeleza Mkongo huo.

Aidha programu tumizi ya kutumia simu za mkononi imeandaliwa ili kuongeza ufanisi katika utekelezaji na matumizi ya Mfumo wa Anwani za Makazi na Postikodi ambao utazidi kuendelezwa.

Amedokeza kwamba maandalizi ya mradi wa Tanzania ya Kidijitali yamekamilika yenye lengo la kuleta mabadiliko ya kidijitali yatakayowezesha uunganishwaji wa kijiditali kikanda na kimataifa ili kukuza uchumi wa nchi.

Hotuba ya Mhe. Waziri wa Mawasiliano na Teknolojia ya Habari, ambayo iliainisha mipango katika maeneo yote yaliyoko kwenye Ilani ya Uchaguzi ya CCM ya mwaka 2020, ilikuwa na vidokezo vifuatavyo:

Tanzania ya kidijitali

Maandalizi ya mradi wa Tanzania ya Kidijitali yamekamilika na unatarajiwa kuanza kutekelezwa katika Mwaka wa Fedha 2021/22. Mradi huu unalenga kuleta mabadiliko ya kidijitali kwa kuwezesha maunganisho ya kidijitali ya kikanda na kimataifa.

Kazi nyingine zitakazofanyika kwenye mradi wa Tanzania ya kidijitali ni pamoja na ujenzi wa minara ya mawasiliano 150 kwenye kata 150 ili kuwezesha huduma za mtandao wa mawasiliano ya kasi nchini na kuhakikisha upanuzi na uboreshaji wa miundombinu iliyopo ya mtandao wa kasi unaomilikiwa na Serikali

(GovNET) unafanyika ili kuongeza ubora na umadhubuti wa huduma za Serikali mtandao.

Vilevile, mradi huu utafanya kazi ya ujenzi wa Miundombinu ya saini za kielektroniki (National Public Key Infrastructure - NPKI), kutekeleza Mradi wa Huduma Pamoja (One Stop Centers), kutekeleza ujenzi wa Mfumo wa Biashara Mtandao (e- Commerce) kupitia miundombinu ya Shirika la Posta na kujenga mfumo wa kijamii (social network) kwa ajili ya matumizi ya ndani ya nchi.

Kulinda taarifa binafsi, kuimarisha usalama mtandaoni

Kazi nyingine zitakazofanywa na Wizara katika Mwaka wa Fedha 2021/22 ni kuratibu utungaji wa Sheria ya kulinda taarifa binafsi (Personal Data Protection Act) na Sheria ya TEHAMA.

Nyingine ni kusimamia utekelezaji wa mkakati wa mtandao wa TEHAMA wenye kasi zaidi (National Broadband Strategy); na pia kusimamia utekelezaji wa mkakati wa kitaifa wa usalama wa mitandao (National Cyber security strategy).

Mtandao wa masafa ya kasi

Mkakati wa Taifa wa Mtandao wenye Kasi (National Broadband Strategy 2021-2026) umeandaliwa kwa lengo la kuweka utaratibu utakaowezesha uwepo wa intaneti yenye kasi kubwa, ubora wenye viwango vya juu na gharama nafuu za huduma za mitandao, maudhui, programu za kompyuta, usalama wa mitandao na watumiaji;

Kueneza matumizi ya TEHAMA

Mwongozo wa ufikishaji wa miundombinu ya TEHAMA kwenye shule za Serikali 20,269 na vituo vya afya na maeneo ya jamii 5,578 umeandaliwa. Mwongozo huu unalenga kufikisha huduma za mawasiliano kwenye taasisi hizo na utekelezaji wake utakuwa wa miaka kumi (10) kuanzia mwaka 2021;

Mawasiliano kwa wote

Serikali kupitia Mfuko wa Mawasiliano kwa Wote (UCSAF) imeendelea na zoezi la ufikishaji wa huduma ya mawasiliano vijijini ambapo mikataba ya kufikisha huduma za Mawasiliano katika kata 61 zenye jumla ya vijiji 173 imesainiwa.

Aidha, kukamilika kwa miradi katika kata hizo kunafanya huduma za mawasiliano kufika katika kata 1,057 zenye vijiji 3,292 na wakazi zaidi ya milioni 12 ifikapo Oktoba, 2021.

Pia kuunganisha mtandao wa intaneti na kutoa vifaa vya TEHAMA ikiwemo kompyuta 5 na printa 1 kwa kila shule kwa shule za umma 151, kutoa mafunzo ya TEHAMA kwa walimu 601, kati yao walimu 88 wanatoka Zanzibar na wengine 513 wanatoka Tanzania Bara.

Kulingana na uchambuzi uliofanywa na Mfuko wa Mawasiliano kwa Wote, asilimia 66 ya ardhi ya Tanzania (Geographical Coverage) inafikiwa na huduma ya mawasiliano ya simu za kiganjani.

Sekta hii huchangia katika uchumi moja kwa moja na kupitia sekta zingine zote kama nyenzo ya uwezeshaji katika kuongeza ufanisi wa utendaji kupitia teknolojia ya habari.

Kupanua Mkongo wa Taifa wa Mawasiliano

Ujenzi wa Mkongo wa Taifa wa Mawasiliano umeendelea kutekelezwa ambapo jumla ya Kilomita 409 zinajengwa. Kilomita 72 zinajengwa kutoka Mangaka hadi Mtambaswala ili kuunganisha nchi ya Msumbiji kupitia mpaka wa Mtambaswala.

Kilomita 265 zinajengwa kwenye mzunguko wa Kaskazini, Kusini na Magharibi ili kuunganisha Mkongo wa Taifa wa Mawasiliano kati ya Singida na Mbeya kupitia Itigi, Rungwa hadi Kambikatoto.

Aidha, Kilomita 72 za Mkongo zinajengwa ili kuunganisha watumiaji wa mwisho (Last mile connectivity) katika Ofisi za Serikali zilizopo Msalato, Mtumba na Kikombo mkoani Dodoma. Vilevile, Mkongo wa Taifa wenye urefu wa Kilomita 105 kati ya Arusha na Namanga uliofukiwa ardhini utahamishwa na kupitishwa kwenye nguzo za umeme wa TANESCO.

Ujenzi wa Mkongo wa Taifa wa Mawasiliano utajumuisha pia ujenzi wa vituo vya kutolea huduma za mawasiliano katika eneo la Mtambaswala pamoja na vituo vitatu vya kuongeza nguvu.

Vituo viwili viko maeneo ya Kiyombo na Rungwa (Singida) na kituo kimoja eneo la Lupa Tingatinga (Mbeya).

Kupaisha Uwezo wa Mkongo wa Taifa wa Mawasiliano

Uwezo wa Mkongo wa Taifa wa Mawasiliano utapanuliwa kutoka Gigabit 200 (200G) na kufikia ukubwa wa Gigabit 400 (400G). Vilevile, utafanyika ujenzi wa vituo vipya 17 vya kutolea huduma za Mkongo ili kuongeza wigo wa utoaji wa huduma hadi kufikia ngazi za wilaya nchini.

Mkongo kufikishwa DRC kupitia Ziwa Tanganyika

Hadi sasa tumeweza kuunganisha nchi saba kati ya nane zinazopakana na Tanzania kijiografia isipokuwa nchi moja ya Jamhuri ya Kidemokrasia ya Kongo (DRC). Taratibu za kufanya upembuzi yakinifu zinaendelea ili kuwezesha kupata mahitaji ya kuunganisha Mkongo wa Taifa wa Mawasiliano na nchi ya DRC kwa kupita chini ya maji ya Ziwa Tanganyika (submarine cable).

Vilevile zitajengwa jumla ya kilomita 1,880 za Mkongo katika maeneo ya Musoma-Simiyu-Shinyanga (Kilomita 304), Tabora-Uvinza (Kilomita 315), Manyoni-Mbeya (Kilomita 529), Babati-Dodoma (Kilomita 270), Chato-Bwanga (Kilomita 60), Isaka-Kahama (Kilomita 42) na Ifakara-Mlimba-Songea (Kilomita 360).

Wakala wa kusimamia Mkongo

Wizara itakamilisha uanzishwaji wa Wakala wa kusimamia, kuendesha na kuendeleza Mkongo wa Taifa wa Mawasiliano.

Mfumo wa Anwani za Makazi na Postikodi

Kazi ya kusimika nguzo zinazoonesha majina ya barabara, mitaa na njia na kubandika vibao vya namba za nyumba katika Jiji la Mwanza inaendelea. Aidha, kazi ya ubandikaji wa vibao vya namba za nyumba inaendelea katika Halmashauri 11 za Majiji ya Dodoma (kata 7) na Tanga (kata 5); Manispaa za Ilemela (kata 3), Shinyanga (kata 4), Morogoro (kata 7) na Moshi (kata 9); Wilaya za Chato (kata 2), Chamwino (kata 1) na Bahi (kata 1) pamoja na Miji ya Geita (kata 1) na Kibaha (kata 3);

Ramani (shape files) za Majiji ya Halmashauri tisa (9) zimeandaliwa. Halmashauri hizo ni Jiji la Dar es Salaam, Manispaa ya Kinondoni, Manispaa ya Kigamboni, Manispaa ya Temeke, Manispaa ya Ubungo, Jiji la Tanga, Jiji la Arusha, Jiji la Mwanza, Jiji la Dodoma na Jiji la Mbeya;

Programu tumizi (Mobile App) ya kutumia simu za mkononi imeandaliwa ambayo itaongeza ufanisi katika utekelezaji na matumizi ya Mfumo wa Anwani za Makazi na Postikodi. Programu tumizi husika itawezesha kukusanya taarifa za barabara na mitaa, makazi na wakazi sambamba na kuonesha maeneo husika;

Kazi ya kukusanya taarifa za makazi na wakazi kwa kutumia programu tumizi (Mobile App) inaendelea katika Jiji la Mwanza kwa kushirikiana na Halmashauri. Maandalizi ya kukusanya taarifa katika majiji ya Arusha na Tanga yanaendelea.

Ili mradi wa postikodi uwe na ufanisi, itatolewa elimu kwa umma kwa lengo la kuhabarisha na kuhamasisha kuhusu umuhimu, manufaa na matumizi ya mfumo wa Anwani za Makazi na Postikodi. Vilevile, kujenga uwezo kwa viongozi na wataalam nchini kwa kuwapatia mafunzo.

Kazi nyingine kwa ujumla

Kazi nyingine zitakazotekelezwa na Wizara katika Eneo la Mawasiliano ni:

Kukamilisha uhuishaji wa Sera ya Taifa ya Posta ya Mwaka 2003 na kufanya tathmini ya utekelezaji wa Sera ya Taifa ya TEHAMA 2016. Tathmini ya utekelezaji wa Sera ya Taifa ya Posta ya mwaka 2003 yamefanyika na kubainisha maeneo yatakayojumuishwa katika Sera mpya ya Posta.

Aidha, mapitio ya Sheria ya Shirika la Posta Tanzania ya mwaka 1993 na Sheria ya Mfuko wa Mawasiliano kwa Wote (UCSAF) ya mwaka 2006 yamefanyika na kubaini maeneo ya kufanyiwa marekebisho ili kuboresha utendaji wa taasisi husika.

Maboresho ya Sheria ya Shirika la Posta Tanzania ya mwaka 1993, Sheria ya Mawasiliano ya Kielektroniki na Posta ya mwaka 2010 na Sheria ya Mfuko wa Mawasiliano kwa Wote ya mwaka 2006 na Kanuni zake vitaboreshwa ili viendane na ukuaji wa teknolojia na uchumi.

Maandalizi ya ujenzi wa kiwanda cha vifaa vya TEHAMA yataendelea.

Ramani ya kidijitali kwa ajili ya usafirishaji na ufuatiliaji (digital delivery map) itaandaliwa.

Azma ya Awamu mpya Tanzania ya Kidijitali

Mhe. Samia Suluhu Hassan Rais wa Jamhuri ya Muungano wa Tanzania

Rais Samia ametangaza azma yake ya kuifanya Tanzania iwe ya kidijitali na kuinua nchi hii na kuiweka kwenye mipaka mipya ya TEHAMA. Anataka mkongo wa taifa wa mawasiliano uimarishwe na huduma za mawasiliano zifike maeneo mengi zaidi.

Ilani ya Uchaguzi ya CCM ya 2020-2025 ina malengo ya kuibadili Tanzania kidijitali. Kwa mfano, Ilani hiyo inataka asilimia 40 ya maeneo ya umma yawe na mawasiliano ya masafa ya kasi katika kipindi cha miaka mitano ijayo.

Chama hicho kimeainisha maeneo 19 ya kimkakati kuimarisha mawasiliano na kuelekea uchumi wa kidijitali Tanzania ifikapo 2025.

Maeneo hayo 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 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.

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 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 kielektroniki 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.

Mipango ya kuiwezesha Tanzania kuwa na uchumi wa kidijitali ni pamoja na kuandaa na kutekeleza mikakati ya kuendeleza na kuongeza uwezo wa kitaalam na

matumizi ya teknolojia mpya za kidijitali na kudhibiti athari hasi zinazoweza kutokea kutokana na matumizi ya teknolojia hizo.

Mingine ni kurahisisha utoaji wa huduma mbalimbali za Serikali kwa umma kwa kuanzisha vituo vya Huduma za pamoja *(One Stop Centres)* ili kuongeza ufanisi na kurahisisha upatikanaji wa huduma za Serikali.

Ilani pia inahimiza uimarishaji vituo vya utafiti, ubunifu na uendelezaji wa TEHAMA ikiwemo kujenga uwezo na kuongeza matumizi ya teknolojia mpya za kidijitali na artificial intelligence.

Aidha, inakusudiwa kuimarisha Serikali Mtandao inayozingatia usalama wa mifumo na taarifa za Serikali na kuwarahisishia watumishi wa umma utendaji kazi na wananchi kupata huduma kwa urahisi na ufanisi.

Akaunti 23,000 pesa simu za mkononi zasajiliwa kila siku

Wastani wa akaunti 23,016 za huduma za pesa kupitia simu za mkononi zinasajiliwa kila siku nchini, hali inayoashiria kuenea kwa kasi kwa matumizi ya miamala ya kielektroniki, takwimu za hivi karibuni zinaonyesha.

Akaunti mpya 5,592,882 zilisajiliwa kati ya Julai 2020 na Aprili 2021. Kulikuwa na jumla ya akaunti 32,720,180 Aprili kulinganisha na 27,127,298 Julai 2020.; ongezeko la asilimia 20.6.

Akiwasilisha makadirio ya matumizi ya wizara yake Bungeni 19 Mei 2021,Waziri wa Mawasiliano na Teknolojia ya Habari, Mhe. Dkt. Faustine E. Ndugulile amesema pamoja hali hiyo imechangiwa pia na kuongezeka kwa usajili wa laini za simu za mkononi 4,183,604 katika kipindi hicho.

Kulikuwa na laini zilizosajiliwa 53,063,085 Aprili 2021 kulinganisha na 48,939,530 Julai mwaka 2020; ongezeko la asilimia 10.8.

Kipindi hicho kimeshuhudia kuongezeka kwa watumiaji wa huduma za intaneti kutoka 26,832,089 mpaka 29,071,817; ongezeko la asilimia 8.3. Walitumia jumla ya MBs za data 90,523,635,570 Septemba, 92,714,048,815 Desemba na 116,616,249,339 Machi 2021.

Leseni za vituo vya redio zimeongezeka kutoka 193 mpaka 200 Aprili 2021 na televisheni kutoka 43 hadi 50 Aprili 2021; ongezeko la asilimia 3.6 na 16 mtawalia..

Jumla ya shilingi Shilingi 170,513,110,859,867 zilitumwa na kupokelewa kupitia huduma za pesa kwa njia ya simu za mkononi kati ya tarehe 1 Julai 2020 na 30 April 2021; kwa mujibu wa mfumo wa Mamlaka ya Mawasiliano Tanzania wa kusimamia na kuratibu mawasiliano ya simu (TTMS).

Kuongezeka kwa miundombinu muhimu ya mawasiliano nchini ni kielelezo tosha na ushahidi wa kuboreshwa kwa utoaji wa huduma; jambo ambalo linachangia kuongeza kipato na kuboresha hali ya maisha ya wananchi.

Jedwali: Watumiaji wa huduma za mawasiliano: Julai 2020 – Aprili 2021		
	Julai 2020	Aprili 2021
Laini za simu	48,939,530	53,063,085
Watumiaji intaneti	26,832,089	29,071,817.
Data zilizotumika		*116,616,249,339 MBS*
Akaunti za pesa kwa simu	27,127,298	32,720,180

Ilani ya CCM na Sekta ya mawasiliano

Ilani ya Uchaguzi ya Chama Cha Mapinduzi ya mwaka 2020 –2025 imeorodhesha maeneo 15 ambayo Chama hicho kimeagiza serikali kutekeleza ndani ya miaka mitano. Hii ni ibara ya 61 na sehemu ya ibara ya 103 ya Ilani hiyo.

Katika kipindi cha miaka mitano ijayo, sekta ya mawasiliano itajikita zaidi katika kuimarisha ubora wa mawasiliano nchini na kuhakikisha wigo wa mawasiliano unaongezeka na kuwafikia wananchi wote.Katika kufikia lengo hilo Chama Cha Mapinduzi kitahakikisha Serikali yake inatekeleza yafuatayo:-

1) Kuongeza faragha na usiri wa taarifa za wananchi katika mawasiliano kwa kukamilisha kutunga sheria ya kuimarisha ulinzi wa taarifa na takwimu.

2) Kuimarisha mfumo wa TEHAMA wa kudhibiti usalama na mapato katika mawasiliano.

3) Kuongeza mchango wa sekta ya mawasiliano kwenye Pato la Taifa kwa

Kuongeza matumizi ya TEHAMA.

4) Kubuni na kutekeleza mikakati ya kuweka mazingira bora ya ushindani na udhibiti katika sekta ya mawasiliano ili wananchi wengi zaidi wamudu gharama za mawasiliano.

5) Kuongeza wigo na matumizi ya mawasiliano ya kasi (broadband) kutoka asilimia 45 mwaka 2020 hadi asilimia 80 mwaka 2025.

6) Kuongeza watumiaji wa intaneti kutoka asilimia 43 mwaka 2020 hadi kufikia asilimia 80 mwaka 2025.

7) Kuanzisha huduma za mawasiliano za intaneti ya kasi (broadband) katika maeneo ya umma (public places) ikiwamo maeneo ya hospitali, taasisi za elimu na vituo vya usafiri hadi kufikia asilimia 40 mwaka 2025.

8) Kuunganisha taasisi za Serikali na miundombinu ya mtandao wa kasi (broadband infrastructure) kufikia asilimia 70.

9) Kuboresha huduma za mawasiliano ya simu za viganjani ili kupatikana maeneo yote.

10) 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, na kujenga kiwanda cha kuchakata taka za kielektoniki ili kudhibiti uharibifu wa mazingira.

11) Kuhamasisha matumizi ya mifumo ya TEHAMA katika kutoa huduma, biashara na uzalishaji ili kuongeza uwazi, ufanisi, na kuboresha maisha ya wananchi kichumii na kijamii.

12) Kuhakikisha anuani za makazi zinawekwa nchini ili kurahisisha u atikanaji, utoaji na ufikishishaji wa huduma mbalimbali.

13) Kuimarisha mtambo wa kusimamia mawasiliano wa TTMS ili kuhakikisha upatikanaji wa mapato stahiki kwa malipo ya kodi, kuboresha mawasiliano na udhibiti wa matumizi ya mawasiliano.

14) Kuimarisha mfumo wa upatikanaji wa maudhui stahiki kupitia mitandao yanayokidhi mahitaji ya wananchi kiutamaduni, kijamii na kuwezesha kujiendeleza kiuchumi.

Uchumi wa kidijitali unarandana na mapinduzi ya nne ya viwanda yanayokuja na ambayo hayaepukiki. Hivyo basi, CCM itaendelea kusimamia Serikali kuhakikisha kuwa teknolojia mpya za kidijitali zinatumika kuongeza ufanisi katika sekta za uzalishaji na kuepuka madhara yanayoweza kutokea. Katika kipindi cha miaka mitano ijayo, Chama kitaelekeza Serikali kufanya yafuatayo:-

(1) Kuandaa na kutekeleza mikakati ya kuendeleza na kuongeza uwezo wa kitaalam na matumizi ya teknolojia mpya za kidijitali.

(2) Kudhibiti athari hasi zinazoweza kutokea kutokana na matumizi ya teknolojia mpya za kidijitali.

(3) Kurahisisha utoaji wa huduma mbalimbali za Serikali kwa umma kwa kuanzisha Vituo vya Huduma Pamoja (One Stop Centre) ili kuongeza ufanisi na kurahisisha upatikanaji wa huduma za Serikali.

(4) Kuimarisha kituo cha utafiti, ubunifu na uendelezaji wa TEHAMA ikiwemo kujenga uwezo na kuongeza matumizi ya teknolojia mpya za kidijitali na artificial intelligence.

(5) Kuendeleza Serikali Mtandao inayozingatia usalama wa mifumo na taarifa za Serikali na kuwarahisishia watumishi wa umma utendaji kazi na wananchi kupata huduma kwa urahisi na ufanisi.

Mikakati kujenga uwezo kusimamia usalama mitandaoni

Mamlaka ya Mawasiliano Tanzania iliandaa mashindano ya pili ya masuala ya usalama mtandaoni 2021 (cyberstars 2021) ambayo yalivutia washiriki 586 kutoka vyuo 27. Kati yao, 113 walishiriki nusu fainali na 50 kutoka vyuo tisa waliingia fainali, ambapo watatu waliibuka kidedea. Mahafali yalifanyika Dodoma tarehe 21 Aprili 2021. Hii ni sehemu ya hotuba ya Mkurugenzi Mkuu wa TCRA akifunga mashindano kwenye kilele cha shughuli hiyo.

Miaka ya hivi karibuni kumekuwa na maendeleo makubwa katika sekta ya mawasiliano nchini. Jamii kubwa ya watanzania mijini na vijijini imefikiwa na huduma ya mawasiliano ya simu na mtandao wa intaneti.

Aidha, gharama za huduma ya mawasiliano zimepungua kwa kiasi kikubwa.

Katika nyakati hizi mtandao wa intaneti ni uti wa mgongo wa uchumi wa kidijiti (digital economy), unarahisisha utekelezaji wa shughuli nyingi za kijamii, na ni kichocheo kikubwa cha uvumbuzi na hivyo huchangia kukua kwa uchumi wa nchi na ustawi wa watu wake.

Pamoja na kuwa chanzo kikuu cha habari mbalimbali, elimu na burudani, mitandao ni nyenzo muhimu ya watu kuunganika, kuwasiliana na kubadilishana taarifa mbalimbali. Kwa kutumia mtandao tumeshuhudia dunia kugeuka na kuwa kama kijiji kwa watu kuweza kujua mambo yanayotokea kila kona ya dunia kwa wakati.

Tumeshuhudia pia watu wengi wakiinuka kiuchumi kwa kutumia mtandao, wengi wameweza kufanya biashara na kuinua maisha yao wenyewe na wale walio waajiri ikiwa ni pamoja na kuchangia kwenye pato la Taifa. Teknolojia hii ya intaneti pia imeweza kuboresha utoaji wa huduma kupitia mifumo mbalimbali ya kielektroniki. Kwa mfano manunuzi ya umeme, malipo ya ada na tozo za serikali na huduma kama ankara, maji, kupata huduma za kibenki, n.k.

Teknolojia ya intaneti imeleta mapinduzi katika sekta mbalimbali kwa kuboresha huduma na kubadili mifumo ya utendaji kuwa ya kieletroniki.

Mfano mmoja ni Serikali mtandao ambapo kwa sasa tunapata huduma za serikali mtandaoni; elimu mtandao ambapo mafunzo yanaweza kutolewa bila ya kuwa na mwalimu sehemu moja. Mapinduzi haya yote yameongeza tija katika utendaji kazi.

Hata hivyo, maendeleo haya ya teknolojia yamekuja na changamoto zake. Kwa mfano, pamoja mitandao ya kijamii kuwa na manufaa mengi kwa kijamii, zipo changamoto kadhaa za kiusalama zinazotokana na matumizi yasiyo sahihi; ikiwa ni pamoja na utapeli, uvujaji wa taarifa nyeti, wizi wa utambulisho, unyanyasaji wa kijinsia na kadhalika.

Matumizi ya mitandao, yamesababisha athari nyingi za kiusalama kwa watumiaji na miundombinu muhimu ya TEHAMA. Mitandao kwa asili yake ya muunganiko usio na mipaka; hivyo kufanya miundombinu ya TEHAMA kufikiwa kwa urahisi na wadukuzi na hivyo kutokea kwa matukio ya kiusalama kama vile udukuzi, kutopatikana kwa huduma na kuvuja kwa taarifa.

Imebainika kuwa watumiaji kwa kiasi kikubwa ndio wanaochangia kufanikisha matukio mengi ya kiusalama kwa kujua au kutokujua. Hii ni kutokana na, ama kuwa na uelewa mdogo wa watumizi sahihi ya TEHAMA au kutozingatia kanuni za kiusalama. Hivyo kuna umuhimu wa kutoa elimu ya matumizi bora na salama ya TEHAMA na mtandao ili kuepuka athari za kiusalama na kuongeza ujuzi na weledi wakukabiliana na matukio ya kiusalama mtandaoni.

Kwa kutambua umuhimu wa mtandao katika kuongeza tija na ufanisi na mchango kwa maendeleo ya kiuchumi na kijamii, Serikali ya Tanzania imefanya jitihada mbalimbali kuhakikisha usalama wa mtandao na watumiaji. Jitihada hizo ni pamoja na:-

1. Kuanzishwa kwa kituo cha kitaifa cha mwitikio wa kukabiliana na majanga ya kompyuta kijulikanacho kama Tanzania Computer Emergency Response Team kwa ufupi "TZ-CERT". Kituo hiki kiliundwa mwaka 2010 ndani ya muundo wa Mamlaka ya Mawasiliano Tanzania (TCRA). Baadhi ya majukumu yake ni:-

    i.   Kutoa elimu na kuhamasisha matumizi bora na salama ya mtandao na mifumo ya TEHAMA;

    ii. Kufanya tathmini ya mashambulizi ya kiusalama kwenye miundombinu muhimu ya TEHAMA nchini ili kubaini madhaifu yaliyoko na kuchukua hatua stahiki. Huduma hii hutolewa bila ya malipo yoyote;

    iii. Kuwajengea uwezo wataalamu wa TEHAMA kwenye eneo la usalama mtandao ili kuongeza ujuzi na weledi wa kukabiliana na matukio ya kiusalama;

    iv. Kutoa angalizo na ushauri kwa wadau wake na jamii kwa ujumla juu ya hatari za kiusalama na hatua stahiki za kuchukua kuepuka athari za kiusalama.

2. Kutunga Sheria ya Makosa Mtandaoni (Cybercrime Act, 2015) na Sheria ya Miamala ya Ki-elektroniki (Electronic Transcation Act 2015) ili kukabiliana na makosa ya mtandao;

3. Kutunga kanuni na miongozo mbalimbali ya kiusalama ili kuhamasisha matumizi sahihi na salama ya mtandao na TEHAMA kwa ujumla wake.

Mashindano haya yalianzishwa kama sehemu ya majukumu ya TCRA ya kuwajengea uwezo wataalamu wa TEHAMA. Kanuni ya 6 (k) ya Kanuni za Mawasiliano ya Kielektroniki na Posta (Tanzania Computer Emergency Response Team – TZ-CERT) 2018, inasema TZ-CERT itaongeza uelewa na kuongeza uwezo wa kiufundi katika eneo la usalama wa mtandao. Tarehe 12 Oktoba, 2018 TCRA ilisaini mkataba wa makubaliano na kampuni ya G & N Silensec Ltd kushirikiana kuandaa mashindano haya ya kitaifa.

Mashindano ya usalama mtandaoni yamethibitishwa kuwa ni njia bora ya kupata vipaji chipukizi, kulea na kukuza uwezo unaletatija katika masuala ya usalama mtandaoni. Mashindano haya yanatoa nafasi kwa wanafunzi wa vyuo vikuu wenye miaka kati ya 18-24 kujifunza zaidi juu ya usalama mtandaoni na kukuza ujuzi wao katika nyanja hio.

Malengo makubwa ya mashindano haya ni kuongeza tija na kuboresha ujuzi wa kiufundi katika masuala ya usalama mtandaoni kati ya vijana; kutambua vijana wenye uwezo katika nidhamu tofauti za usalama mitandaoni na kuchochea utamaduni wa utaalamu na ufahamu wa masuala ya usalama mtandaoni ndani ya kundi linalolengwa.

Mwaka huu usajili wa mashindano ya pili - 2020-2021 ulifanyika tarehe 1 Desemba 2020 mpaka 20 Januari 2021. Mashindano haya yalivutia washiriki 586 waliojisajili kutoka jumla ya vyuo 27. Hao walishiriki kwenye programu ya mafunzo na ushauri wa kitaalam mtandaoni (Online mentorship) kupitia majukwaa mbalimbali ya kidijitali kama discord, webinarjam na cyberrangers, yaliotumika kuwapa washiriki ujuzi na mazoezi mbalimbali katika nidhamu muhimu za usalama mtandaoni. Washiriki walijifunza jinsi ya kufuatilia na kutambua (cyber attacker), kijilinda (cyber defender) na kupambana (Cyber Responder) na matukio ya mtandaoni.

Mazoezi hayo yalifanyika kuanzia tarehe 7 hadi 21 Januari 2021. Nusu fainali ilifanyika tarehe 22 Januari 2021 kwa masaa matatu. Washiriki 113 walifanya mtihani huo na hamsini 50 bora walipatikana. Hawa 50 kutoka vyuo tisa (9) wameshiriki kwenye fainali tarehe 21 April 2021. Fainali hii imetoa washindi watatu walioibuka na alama nyingi zaidi kuliko wenzao.

Utaratibu leseni kusafirisha vifurushi, vipeto

1. Utangulizi

Utoaji wa leseni ni utaratibu wa usimamizi wenye lengo la kueneza ushindani wenye tija katika kutoa huduma; hivyo kuwanufaisha watumiaji kwa njia za tozo na gharama, na ubora wa huduma.

Kwa ujumla huduma za kusafirisha vifurushi na vipeto zinajumuisha, kupokea, kusafirisha na kusambaza kwa haraka nyaraka, pakiti na mizigo; isipokuwa tu barua; ambazo huduma zake zinafanywa na Shirika la Posta Tanzania.

2. MCHAKATO WA UTOAJI LESENI

TCRA inatoa leseni za Posta ya Umma na usafirishaji vifurushi na vipeto. Leseni hizi zinatolewa kwa kampuni zinazoendesha shughuli hizi, watoa huduma za uwakala wa usafirishaji na kampuni za usafirishaji.

Utaratibu unaotumika kwenye utoaji wa leseni hizi ni huu:

2.1 MAOMBI

Mtu yeyote akitaka au taasisi yoyote ikitaka kuanzisha biashara ya usafirishai wa vifurushi na vipeto anatakiwa kuomba leseni kutoka Mamlaka. Mwombaji atatakiwa kulipa ada ya maombi iliyowekwa ambayo hairejeshwi na atatakiwa kujaza fomu ya maombi ambayo inaweza kupakuliwa kutoka tovuti ya TCRA - www.tcra.go.tz na kuiwasilisha kwa Mamlaka, ama makau makuu au kwenye ofisi ya Zanzibar na kanda.

2.2 MASHARTI MUHIMU KWA WAOMBAJI WOTE

Baada ya kupokea maombi, Mamlaka itapima usahihi wa maombi kwa kuangalia vitu vifuatavyo:

a) Nyaraka zinazotakiwa kuwasilishwa

i. Nakala iliyothibitishwa ya leseni ya biashara kutoka Ofisi za Biashara za Wilaya/Manispaa au Wizara ya Biashara.

ii. Mwombaji sharti awe amesajiliwa na Mamlaka ya Mapato Tanzania kwa ajili ya kupata namba ya mlipakodi (TIN).

iii. Cheti cha Usajili au Jina la Biashara. Lazima mwombaji awe amesajiliwa Tanzania kama kampuni au biashara.

iv. Katiba ya Kampuni.

v. Mfumo wa umilki wa hisa za kampuni; kwa mujibu wa Kanuni za Sheria ya Mawasiliano ya Kielektroniki na Posta (EPOCA).

vi. Mpango wa biashara kwa huduma zinazokusudiwa kufanywa, ikiwa ni pamoja na mpango wa utoaji wa huduma – makisio ya malengo ya ubora wa huduma na mpango wa kuendeleza shughuli zilizopangwa.

vii. Vyombo vya usafiri vitakavyotumika kutoa huduma zinazokusudiwa, ikiwa ni pamoja na uthibitisho wa umilki wa gari, pikipiki au baiskeli kwa ajili ya kusambaza vitu vitakavyotumwa na kupokelewa.

viii. Orodha ya watendaji wa kampuni.

ix. Tozo na gharama za huduma.

x. Mpangilio wa viwango vya kutoa huduma.

b) Sehemu ya shughuli

Sehemu iliyopangwa kwa ajili ya shughuli zinazoombewa leseni sharti iwe ya kudumu na iwe na huduma zifuatazo:-

i. Kaunta madhubuti za kupokelea na kutolea vitu vinavyosafirishwa au kupokelewa.

ii. Huduma thabiti na safi za kuhifadhi vitu vinavyopokelewa au kusafirishwa.

iii. Sehemu ya kufikia wateja yenye mzunguko mzuri wa hewa au kiyoyozi.

iv. Mfumo, hasa kompyuta utakaowezesha kufuatilia vitu vinavyopokelewa au kusafirishwa.

c) **Raslimali watu**

Raslimali watu ni muhimu kwa mtoa huduma za kusafirisha vifurishi na vipeto ili kuiwezesha taasisi au kampuni kuzingatia masuala ya usiri, faragha na uadilifu. Ni muhimu sana kwa mwenye leseni yeyote kuzingatia kanuni za faragha na usiri wa mawasiliano yoyote. Kwa kuzingatia hili, mwombaji atatakiwa kuonyesha angalau uongozi atakaoanza nao katika kuendesha taasisi au kampuni.

d) **Fidia kwa wateja**

Mteja ana haki ya kulipwa fidia pale ambapo kitu alichokabidhi kwa kusafirishwa kimepotea au kimewekwa mahali pasipo pake kwenye mfumo au mtandao wa mtoa

huduma. Mamlaka inamtaka mwombaji kuwasilisha sera ya fidia ikiwa ni pamoja na utaratibu wa bima kwa ajili ya kuimarisha usalama wa vitu vinavyosafirishwa au kupolekewa.

3. **UTOAJI WA LESENI**

i. TCRA itatuma timu yake ya wakaguzi eneo la shughuli la mwombaji kuhakiki maudhui ya fomu ya maombi.

ii. Baada ya Mamlaka kuridhika kwamba mwombaji amekidhi masharti yaliyotajwa kwenye kipengele (2) hapo juu, itaishauri kampuni kuhusu aina ya leseni na ada stahiki.

iii. Baada ya kupokea ada ya maombi, Mamlaka itatoa cheti cha Leseni kikiwa na masharti ya leseni husika.

iv. Mchakato wa utoaji wa leseni hautachukua zaidi ya siku 60.

4. **AINA YA LESENI NA ADA**

Leseni za kusafirisha vifurushi na vipeto, pamoja na ada stahiki kwa Mamlaka na muda wa leseni kwa kila aina ya shughuli zitatolewa kama vilivyoainishwa hapa chini. Ada zote ni kwa shilingi.

Na	Aina ya leseni	Ada ya maombi	Ada ya awali ya Leseni	Mrabaha wa mwaka wa leseni	Muda (Miaka)
1	Usafirishaji kimataifa – kushughulikia kusafirisha kwenda nje na kuingiza vifurushi Tanzania	100,000	15,000,000	15,000,000	4 (minne)
2	Usafirishaji wa vifurushi na vipeto Afrika Mashariki – kufanya shughuli hizo ndani ya mipaka ya nchi za Afrika Mashariki	50,000	5,000,000	5,000,000	3 (mitatu)
3	Usafirishaji wa vifurushi na vipeto ndani ya mipaka ya Jamhuri ya Muungano wa Tanzania	20,000	3,000,0000	3,000,0000	3 (mitatu
4	Huduma ndani ya miji – kukusanya, kutuma na kusambaza/kufikisha vifurushi na vipeto ndani ya mji mmoja au jiji moja	20,000	1,000,000	1,000,000	1 (mmoja)
5	Huduma kati ya miji – kukusanya, kutuma na kusambaza/kufikisha vifurushi na vipeto kati ya miji miwili ya Jamhuri ya Muungano wa Tanzania	10,000	500,000	500,000	1 (mmoja)
6	Usafirishaji wa vifurushi na vipeto, hasa kwa mabasi – kukusanya, kutuma na kusambaza/kufikisha vifurushi na vipeto kati ya miijini miwili ya Jamhuri ya Muungano wa Tanzania	10,000	400,000	400,000	1 (mmoja)

Regulator

Kuwa salama mtandaoni

Na MwandishiWetu

Nywila ni maneno, herufi au mchanganyiko wa hivi vyote ambavyo mtumiaji wa vifaa vya kidijitali anaweka ili kuzuia kifaa chenyewe, kazi iliyohifadhiwa kwenye kifaa hicho au akaunti ya baruapepe au miamala la kielektroniki visiingiliwe na mtu asiyehusika. Kutokana na kukua kwa matumizi ya vifaa vya kielektroniki, matumizi ya nywila yanaongezeka, sambamba na uhalifu wa watu kuingilia nywila za wengine.

Alhamisi ya kwanza ya mwezi Mei kila mwaka huadhimishwa kama Siku ya Nywila Duniani. Kwa mwaka 2021 ilikuwa tarehe 6 Mei, ikiwa na kaulimbiu: "Umuhimu wa NywilaThabiti". Ni muhimu kuongeza uthibitishaji wenye nguvu kwa nywila ili kuzuia wizi wa utambulisho na uhalifu mwingine wa mtandaoni.

Umuhimu wa Siku ya Nywila Duniani

1. Kuna habari nyingi mtandaoni

Habari zetu nyingi zinaishi kwenye tovuti. Fikiria tu juu ya akaunti yako ya pesa mtandao, kurasa za mitandao ya kijamii, akaunti za benki mtandao, tovuti za ununuzi, na kadhalika. Hakikisha nywila ni ngumu na ambayo haiwezi kukisiwa kirahisi na mtu mwingine.

2. Faragha ni muhimu

Usimpe mtu yeyote nywila yako, hata watu wa familia yako kwa sababu mtu anapofanya kosa la jinai kupitia simu yako utawajibishwa wewe na sio yeye kwa sababu tu simu iliyotumiwa ni yako. Leo ni siku nzuri ya kujielimisha juu ya kwa nini nywila ilibuniwa.

3. Kuna jambo la kujifunza

Zama za kuandika nywila kwenye karatasi zimepita. Swali ambalo unapaswa kujiulizaleo ni: Je, Unawekaje nywila yako salama? Tutumie siku hii kuhakikisha tunaweka nywila salama!

4. Dondoo kutoka Mwongozo wa TCRA kwa Watumiaji wa Huduma na Bidhaa za Mwasiliano.

Unapotumia kifaa cha mawasiliano kupata intaneti

Matumizi ya vifaa vinavyokuwezesha kupata huduma za intaneti, ikiwa ni pamoja na simu zakiganjani, yanatakiwa pia kuzingatia sheria na staha na pia kumhakikishia mtumiaji faragha. Mitandao ya kijamii kama vile WhatsApp, Facebook, Twitter na Instagram na mingineyo inawezeshwa kupitia intaneti.

Mtumiaji wa intaneti anashauriwa kuzingatia yafuatayo: -

1. Kutokuweka taarifa nyingi za binafsi na za undani kwenye mitandao ya jamii.

2. Kuwa makini kwenye matumizi ya nywila. Hii ni muhimu sana katika kutunza anwani ya baruapepe au akaunti yako ya mtandao wa kijamii. Chagua nywila ambayo inachanganya maneno na tarakimu. Badilisha nywila mara kwa mara. Muda unaopendekezwa ni angalau kila baada ya siku 90.

3. Kutokurudia kutumia nywila uliyowahi kuitumia siku za nyuma. Iwapo una anwani ya baruapepe au akaunti ya mtandao wa jamii zaidi ya moja, tumia nywila tofauti kwa kila akaunti.

4. Ukisaidiwa kuanzisha akaunti ya mtandao wa kijamii au anwani ya baruapepe, hakikisha unabadilisha nywila baada ya kukabidhiwa akaunti na anwani.

5. Kutokutoa kwa mtu yeyoye, hata wa karibu, nywila unayotumia kwenye anwani au akaunti zako.

6. Usiandike mahali popote nywila unayotumia. Tumia maneno ambayo ni rahisi kwako wewe kukumbuka lakini magumu kwa mtu mwingine kukisia.

7. Usijibu ujumbe mfupi unaopokea kwenye akaunti yako ya baruapepe au simu unaokutaka kutuma taarifa zako, ikiwa ni pamoja na nywila ili zihakikiwe.

8. Usijibu ujumbe wowote wa baruapepe unaokueleza kuwa umeshinda "Bahati Nasibu" ambayo hukushiriki kucheza.

OFISI ZA MAMLAKA YA MAWASILIANO TANZANIA

ISO 9001:2015 CERTIFIED

OFISI YA KANDA YA ZIWA

OFISI YA KANDA YA KASKAZINI

OFISI YA KANDA YA KATI

OFISI YA ZANZIBAR

MAKAO MAKUU

OFISI YA KANDA YA NYANDA ZA JUU KUSINI

OFISI YA KANDA YA MASHARIKI

- ■ MAKAO MAKUU
- ◆ OFISI YA ZANZIBAR
- ● OFISI ZA KANDA

MAKAO MAKUU

Mkurugenzi Mkuu

Mamlaka ya Mawasiliano Tanzania (TCRA)

Mawasiliano Towers

20 Barabara ya Sam Nujoma

S.L.P 474

14414 DAR ES SALAAM

Simu : +255 22 2199760 - 9

+255 22 2412011 - 2

+255 784558270 - 1

Nukushi : +255 22 2412009 -10

Baruapepe : dg@tcra.go.tz

Tovuti : www.tcra.go.tz

Ofisi ya Zanzibar na Ofisi za Kanda

Ofisi ya Zanzibar
Na. 19 Mbuyukisutu,
S.L.P 3284,
71194 Mjini Magharibi, Zanzibar
Simu: 255 24 2235062,
Baruapepe: zanzibar@tcra.go.tz

Kanda ya Kaskazini
PSSPF Plaza, Ghorofa ya sita
Barabara ya Old Moshi
S.L.P 15675,
23194 Arusha.
Simu: +255 272970286
Baruapepe: arusha@tcra.go.tz

Kanda ya Kati
LAPF Plaza, Ghorofa ya nne
Na. 2 Mtaa wa LAPF
S.L.P. 2229,
41194 Dodoma.
Simu: +255 262321731
Baruapepe: dodoma@tcra.go.tz

Kanda ya Nyanda za Juu Kusini
Jengo la NHIF, Ghorofa ya tano
Na. 7 Barabara ya Karume,
S.L.P 1375,
53194 Mbeya,
Simu: +255 25 250 5016
Baruapepe: mbeya@tcra.go.tz

Kanda ya Ziwa
Jengo la NSSF Mafao, Ghorofa ya nne,
upande wa B,
Na. 13 Barabara ya Jomo Kenyatta
S.L.P 3108,
32194 Mwanza.
Simu: +255 (0)28 2505082,
Baruapepe: mwanza@tcra.go.tz

Kanda ya Mashariki
Na. 147 Barabara ya Kajenge,
S.L.P 35615,
14194 Dar es Salaam.
Simu +255 22 2775110
Baruapepe: easternzone@tcra.go.tz

MAMLAKA YA MAWASILIANO TANZANIA

ISO 9001:2015 CERTIFIED

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 usarishaji 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
- Kudhibiti viwango na bei
- Kufuatilia utendaji wa sekta ya mawasiliano kuhusiana na viwango vya 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.

TCRA na ustawi wa Watanzania

Katika kufanya kazi zake, Mamlaka inajitahidi kuendeleza ustawi wa jamii ya Tanzania kwa:-
- Kukuza ushindani unaofaa na ufanisi wa uchumi
- Kuendeleza upatikanaji wa huduma zilizodhibitiwa kwa watumiaji wote ikiwa ni pamoja na wenye kipato kidogo waliopo vijijini na wateja walio katika mazingira magumu.
- Kulinda maslahi ya watumiaji
- Kuendeleza elimu kwa wananchi kuhusu utambuzi na uelewa wa sekta zilizodhibitiwa ikiwa ni pamoja na haki na wajibu wa watumiaji;namna ambavyo malalamiko yanaweza kuwasilishwa na kutatuliwa na kuhusu majukumu, kazi na shughuli za Mamlaka.