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Enhancing SIM Card Registration

Biometrics, national ID linkage create new digital possibilities

Mitandao yaboreshwa Vijiji 2,500 pembezoni



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Letter from the Editor

TCRA's strategic goal is to enhance the welfare of Tanzanians through effective regulation that promotes innovation and ensures universal access to secure, quality and affordable communication services. To achieve this, TCRA has adopted nine core values that guide its staff in service delivery.

From these values, the Authority has developed a charter which re-states its commitment to meet stakeholders' expectations. It sets the standards of services and their delivery time. We have covered the Client ServiceCharter in detail and reproduced its full version in the Kiswahili section, from page 30.

Subsidies managed by Tanzania's Universal Communications Services Access Fund (UCSAF) have brought mobile communications signals to 2,501 locations in rural and underserved areas. We have articles on the Fund's first decade of operations.

Factors triggering the use of mobile internet in Tanzania are cited in two reports on pages 13 and 14 respectively. The first observes that the use of Kiswahili has boosted the uptake of internet use in Tanzania.

Our coverage of the on going re-registration of SIM cards includes excerpts from the Electronic and Postal Communications Act (EPOCA) on offences and penalties relating to SIM cards.

In October 2018, TCRA carried out a survey on mobile money fraud in Dar Es Salaam region which showed that the crime affects victims across the age, education level and professional status spectrum. We have reproduced parts of the survey report from page 17.

Call for Contributions

The Editor invites articles, contributions and comments in all areas of electronic and postal communications.

Contributors are invited to submit full-length articles, including figures and possible references, font size 12, single-spacing, up to four A4 pages. Photographs, with clear captions, should be submitted in JPEG format.

Articles should be submitted to The Editor, Regulator Magazine, Tanzania Communications 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.

COVER PHOTOGRAPHS



LEFT: Taking a mobile phone user's fingerprints at a SIM card registration centre in Morogoro.

RIGHT: The Universal Communications Services Access Fund (UCSAF) has enabled farmers to communicate seamlessly.



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Strategic blueprint elevates TCRA to new quality level

TCRA has developed and launched its Client Service Charter; a key strategic document founded on professionalism, respect, integrity, accountability, efficiency and non-discrimination; which are among the Authority's core values.

The Charter is part of the continuous improvement of TCRA's internal processes, systems and seeks to promote professionalism. Quality service delivery is embodied in the Authority's strategies.

It addresses critical components of TCRA's regulatory functions and administrative processes and interprets them in terms of standards and service delivery time.

TCRA commits itself to meet clients expectations on services sought and delivered.

The Charter underlines the Authority's commitment to improve the quality of its services and to strengthen the customer-centric culture of TCRA staff. They are expected to serve clients with honesty, courtesy, fairness, in an open and transparent way, in acceptable standards and within the set service delivery time.

The Charter seeks to broaden the understanding of TCRA's clients on its main services, the standards of these services and delivery time, and their rights and obligations. These include the right to lodge complaints against particular services and their mode of delivery.

We encourage our clients and other stakeholders to evaluate our performance and give us feedback – both positive and negative – on their experiences with our delivery of service at the head office and in the Authority's six zones. Timely feedback will enable us to improve.

To keep pace with the rapid developments in the communications sector and its impact on the regulatory environment, this Charter will be constantly monitored and reviewed to keep it up to date and relevant, taking into account the expectations of our clients.



TCRA Board Chairman, Dr. Jones Killimbe (second right) and Director General, Eng. James M. Kilaba (left) displaying the cover of the Client Service Charter at the launching ceremony in Dodoma. The event was officiated by the Minister for Works, Transport and Communications; Hon. Eng. Isaack Kamwelwe (centre) and witnessed by the Minister of State in the President's Office,Good Governance; Hon. Capt.(rtd), George Mkuchika (right) and Dodoma Urban District Commissioner, Hon. Patrobas Katambi.

Regional regulators address cyber crime, universal access

UNIVERSAL access, smart applications and action against cybercrime topped the agenda of the annual general meeting of the Communications Regulators Association of Southern Africa (CRASA) hosted by TCRA in Dar Es Salaam recently.

CRASA is the communications specialized agency of the Southern African Development Community (SADC) and its annual meetings are rotational andare held around specific themes; this year's being: *Smart Cities*.



The Deputy Minister for Works, Transport and Communications; Eng. Atashasta Nditiye (seated centre above) delivered the key note address. Seated with him, from left to right are: H.E Younous Djibrine, Secretary General of the Arusha-based Pan African Postal Union PAPU), TCRA Board Chairman, Dr. Jones Killimbe; Deputy Permanent Secretary, Ministry of Works, Transport and Communications, Dr. Jim Yonazi and TCRA Director General, Eng. James M. Kilaba. Extreme right is CRASA Executive Secretary, Mr. Anthony Chigaazira. (Photograph By Semu Mwakyanjala, TCRA).

Reaching the last frontier

The days when Somoye Mkumbaru of Mangirikiti village, Liwale district could only make or receive calls on her mobile phones from particular spots are over.

Thanks to a subsidy provided to one mobile phone operator, a base station has been installed at a hill overlooking her home and she can now get a mobile signal without having to move around.

Liwale district borders the Selous Game Reserve, and some of its remote settlements have not been very attractive to service providers, who are guided by commercial considerations. Tanzania set up the Universal Communications Access Service Fund (UCSAF) in 2006 to manage subsidies for the provision of communications services in rural and urban underserved areas.

The Fund, which became operational in 2009, promotes the participation of public and private sector in the provision of communications services to otherwise commercially unviable areas.

UCSAF has subsidized projects in 2,501 villages in the last 10 years as part of bringing mobile signals to rural and urban underserved areas. The regional distribution of covered villages is presented in the Kiswahili section, on page 29.

Reference

UCSAF Report: *Taarifa ya utekelezaji wa miradi ya Mfuko wa Mawasiliano kwa Wote hadi Machi 2019;* published in April 2019.

Parliamentary Committee at TCRA HQ

MEMBERS of the Parliamentary Public Accounts Committee (PAC) recently visited the head offices of the Tanzania Communications Regulatory Authority where they were briefed on corporate and regulatory matters.

The PAC is one of the standing committees of the Tanzanian Parliament; with oversight functions which include scrutinizing the annual report of the Controller and Auditor General.

A recent report by REPOA, a Tanzania research body, says Tanzania's PAC is the most effective among those in the East African Community (EAC) member countries.



TCRA Board Chairman, Dr. Jones Killimbe (centre) and Director Gnerat, Eng. James M. Kilaba (left) with the Committee Chairperson, Hon. Naghenjwa Kaboyoka.



ABOVE: Eng. Jumanne Ikuja of TCRA (centre) briefs Committee members on the mobile spectrum monitoring and direction finding equipment. It monitors efficiency in spectrum use and quaity of service.

LEFT: Committee member, Hon. Felista Bura raises a point after the formal presentation. (Photographs by Semu Mwakyanjala, TCRA).



Biometric, national ID to enhance SIM card registration

THE registration of SIM cards and SIM enabled communications devices is being enhanced in Tanzania in a major drive involving the use of potential customers' biometric features and unique identification.

TCRA is working with mobile communications service providers and the National Identification Authority (NIDA) in the project which took off on May Day 2019 and will run through to December 2019, with a mid term review in September.

The current drive has addressed the issue of lack of unverifiable identity documents which has been a major challenge in the past. Users will now be required to provide their national IDs or national identification number issued by NIDA and fingerprints. These would be matched with those at NIDA.

Drawing experiences from the implementation of the migration from analogue to digital broadcasting, in which Tanzania was the first in East Africa to successfully migrate, TCRA has involved stakeholders at the highest level; including a high profile registration of Members of Parliament, who are currently in the annual budget session in Dodoma.

The registration of SIM cards started in 2009 as an administrative measure and was made mandatory a year later through the Electronic and Postal Communications Act (EPOCA) of 2010.

Effective SIM card registration benefits the national economy by providing reliable data on mobile coverage.

It also improves the confidence and trust of consumers during transactions and helps to prevent them against crimes; including mobile money fraud; committed on, and using, mobile devices. The report of a survey on mobile money fraud in Dar Es Salaam region is published on page 17.

SIM registration also facilitates the resolution of consumer complaints since their IDs will be easily verified at any stage of the complaints lodging process.

Registered consumers will also be able to access more value added mobile and digital services.

SIM registration is a tool against organized crime and unlawful activities.

SIM registration also addresses antisocial behaviour, such as the transmission of offensive content. Linking SIM card registration to NIDA scheme may speed up the demand for IDs, as experienced in Pakistan.

Editors's note: The Pakistan case is presented on page 7.



Parliament Speaker, Hon. Job Ndugai (second right) and the Deputy Minister for Works, Transport and Communications, Hon. Eng. Atashasta Nditiye (left) being briefed on the ongoing re-registration of SIM cards by the head of the Authority's Central Zone, Mr. Antonio Manyanda, in Dodoma in May 2019. Right is a TCRA official, Mr. Joseph Kavishe.

SIM CARD REGISTRATION BENCHMARKING

Global trends

In 2007 the International Telecommunication Union recommended SIM registration to improve statistical accuracy on the mobile market as well as to reduce access to grey market phones. More than 90 countries have introduced SIM card registration.

Bangladesh, Indonesia, Saudi Arabia and the United Arab Emirates have introduced requirements for biometric registration, leading to an emerging trend towards using biometric solutions with verification linked to national ID schemes.

In other countries the verification does not require biometrics. For example, Ecuador has a comprehensive national identity scheme (the national ID number is used for passports, driver's licenses and the identity card) with registration of a mobile phone verifying a person's identity against this registry.

Rwanda

Rwanda has a comprehensive national identity register and this is used to verify a person's identity when they register.

Kenya

Kenyan officials say the Government has a 360 degree view of any citizen above the age of 18 years.

The government has established the so–called Integrated Population Registration System (IPRS) which merges "data from the birth and death register, citizenship register, ID card register, aliens register, passport register and the marriage and divorce register. On top of these six registers, it compiles details from the elections register, tax register, drivers register, National Social Security Fund (NSSF) register, National Hospital Insurance Fund (NHIF) register and the Kenya National Bureau of Statistics (KNBS) register.

Nigeria

The Nigerian solution requires a photograph and a biometric fingerprint as part of the registration. The combination of the biometric data and photograph, personal details captured during registration like date of birth, the mobile phone and identity papers documents give a good assurance that the registered person is a unique individual. As there is no validation that the identity provided for the registration is real (it is possible that fraudulent documents are used) professional criminals can create false registrations.

The photograph and the biometric do however link an individual to the phone/ SIM being registered.

Pakistan

Following a terrorist incident in December 2014 in Pakistan, it was decided to re-register all SIM cards, requiring re-registration of most of the 135 million provisioned SIMs. An accelerated implementation plan was agreed; with 108 million SIMs registered across the five operators in Pakistan by the three-month deadline. Some 27 million SIMs were disconnected.

The government led a huge nationwide communication campaign on TV and Radio to raise awareness of the need to re-register SIM cards which was supported by the operators' own initiatives. The message was very clear: *'if you do not re-register you will be disconnected'*.

Following the re-registration exercise there have also been a number of benefits:

1.The clean data, using verified registration information, has allowed operators to offer customers value added services.

2.There was an agreement between the Financial Regulator and the Telecoms Regulator that the KYC for a mobile wallet would be satisfied through this new SIM verification. This has had a very positive impact to the financial inclusion agenda.

3. Operators have a better record of customers, which helps them to effectively manage their customer relationships and offer appropriate products and services.

The Pakistani case is a good example of biometric verification against a national identity register.

Bangladesh

The Bangladesh Telecommunications Regulatory Commission (BTRC) and the government decided to introduce mandatory SIM registration using biometric identity with verification against the National Identity register (NID). Users can register a maximum of five SIM cards against their national identity. There is no limit on post-paid or corporate users.

Many people use multiple devices (mobiles and tablets, 3G modems for their laptops and desktops), along with services like vehicle tracking and smart control for home appliances — all of which require multiple mobile connections.

Some subscribers use national lDs to register their children's or senior family members who cannot physically visit the registration centres.

Ecuador

In Ecuador, every citizen receives a civil register number from birth, and this number is used for all official documents. Citizens have to be over 18 before they can register for a phone. Parents can register on behalf of children and there is no limit on the number of registrations an individual can make.

Ecuador introduced mandatory registration of mobile devices' unique international mobile equipment identity (IMEI) in 2009 with a deadline to have all customers registered by July 2012.

All mobile users in Ecuador are registered. The objective of the solution was to address issues with handset theft although there were also concerns of criminal activity, including hijacking.

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1. Mandatory registration of prepaid SIM cards: Addressing challenges through best practice, April 2016; accessed on www.gsma.com in April 2019

2.https://www.biometricupdate.com/201608/bangladesh-mobile-users-only-allowed-to-register-5-sims-against-each-nid. Accessed in April 2019.

3. Edrine Wanyama; *The Stampede for SIM Card Registration: A Major Question for Africa;* published in April 2018 and acccesssed on https://cipesa.org/.../the-stampede-for-sim-card-registration-a-major-question-for-afric... in April 2019.



An oficial of the National Identification Authority (NIDA) taking finger prints of a Morogoro town resident as part of the registration for national IDs. The ongoing SIM card registration process involves matching a mobile user's records with those at NIDA.

Offences and penalties relating to SIM cards

Sale, transfer ,or disposal of SIM cards without authority of Network Service Licensee

125. Any dealer or person who sells or distributes any SIM – cards without authorization of the appropriate Network Service Licensee shall be guilty of an offence and be liable on conviction to a fine of seven million Tanzanian shillings or to imprisonment for a term of two years or to both.

Failure to give satisfactory account of mobile telephone or SIM card

126. Any person who is found in possession of any mobile telephone or SIM - card in regard to which there is reasonable suspicion that it has been stolen and is unable to give a satisfactory account of such possession, commits an offence and is liable on conviction to a fine not exceeding five hundred thousand Tanzanian shillings or to imprisonment for a term not exceeding three months.

Absence of reasonable cause for believing mobile telephone or SIM card properly acquired

127.-(1) Any person who in any manner acquires or receives into his possession from any other person a stolen mobile

telephone or SIM card without having reasonable cause to believe that at the time of such acquisition or receipt that mobile telephone or SIM card was the property of the person from whom he acquires or receives it or that person has been duly authorised by the owner to deal with it or dispose of, is guilty of an offence.

(2) In the absence of evidence to the contrary which raises a reasonable doubt, proof of such possession is sufficient evidence of the absence of reasonable doubt.

(3) Any person who commits an offence under this section shall on conviction be liable to a fine of seven million Tanzanian shillings or to imprisonment a term of two years or to both.

Failure to report loss or theft of mobile telephone or SIM card

128. Any person who fails to report the loss, theft or destruction of a mobile telephone or SIM card commits an offence.

(2) Whenever a person is charged with an offence under sub-section (1) and it is proved that such person was, at the time,

the owner or authorised possessor of the mobile telephone or SIM card alleged to have been lost, stolen or destroyed, proof that the

person has failed to produce such mobile telephone or SIM- card within seven days of a written request by a police or other law enforcement officer, shall, in the absence of evidence to the contrary which raises reasonable doubt, be sufficient evidence that the mobile telephone or SIM card has been lost, stolen or destroyed.

(3) Any person who commits an offence under this section shall on conviction be liable to a fine of three hundred thousand but not more than five hundred thousand Tanzanian shillings or to imprisonment for a term of six months or to both.

Tampering with mobile telephones and SIM card

129. Any person who, intentionally and unlawfully in any manner-

(a) tempers, modifies, alters, reconfigures or interferes with mobile telephone or SIM card or any part

thereof; and (b) reverse engineers, decompiles, disassembles or interferes with mobile telephone or SIM card, or any part thereof, commits an offence and shall be liable on conviction to a fine of thirty million Tanzanian shillings or to imprisonment for a term not exceeding ten years or both.

Recording sale of mobile telephone and SIM card

130. (1) Any person who sells or in any other manner provides, any mobile telephone or SIM card to any other person,

natural or legal, without recording the particulars of that person as required by section 102 of this Act, commits an offence and on conviction shall be liable to a fine of three

million Tanzanian shillings or to imprisonment for a term of twelve months or to both.

(2) Where the offender is a network service licensee or operator it shall be liable to a fine of fifteen million Tanzanian shillings.

(3) Where the offender is an employee of the Network Service licensee or a legal person, he shall be liable to the same penalty as provided under sub-section (1).

Use of unregistered SIM Card

131. Any person who knowingly uses or causes to be used an unregistered SIM card commits an offence and shall be liable on conviction to a fine not exceeding five hundred thousand Tanzanian shillings or imprisonment for a term not exceeding three months.

False information or statement

132. Any person who furnishes information or makes a statement knowing that such information or statement is false, incorrect or misleading or not believing it to be true, commits an offence and shall be liable on conviction to a fine of three million Tanzanian shillings or to imprisonment for a term of twelve months or to both.

Reference

https://www.tcra.go.tz/images/documents/policies/epoca.pdf, accessed in May 2019



TCRA SIM card registration public education team members - Terry Gbemudu - Mama Terry (extreme left)and Semu Mwakyanjala (second left) with colleagues from the National Identification Authority (NIDA) at Mashujaa FM radio station in Lindi town.

High speed train communications systems for Tanzania's SGR

THE communications system in Tanzania's standard gauge railway (SGR) infrastructure and trains will benefit from advances in high-speed railway mobile communication technologies.

Railway communication in most high speed railways systems is based on the Global System for Mobile Communications Railway (GSM-R), an international wireless communication standard for railway communication and applications.

It guarantees seamless performance in trains moving at high speed. However technology is moving towards other standards with superior qualities including higher speeds. Trains on Tanzania's SGR are expected to reach speeds of up to 160 kilometres per hour. The first phase of the project, from Dar Es Sakaam to Morogoro, is expected to be ready by December 2019.

The SGR is a high speed railway and is an efficient transport mode. Its other qualities are improved rail services, greater customer satisfaction due to shorter transit time and economic efficiencies.

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2. Ruisi He, Gongpu Wang, Bo Ai, Ke Guan: *High-Speed Railway Communications: From GSM-R to LTE-R*; accessed on https://www.researchgate.net/publication/307518255 in May 2019

3. Cheng-Xian Wang, Ammar Ghazal, Bo Ai,Yu Liu, Pingzhi Fan: *Channel Measurements and Models for High-Speed Train Communication Systems. A Survey*: accessed on https://ieeexplore.ieee.org/abstract/document/7355284.

TCRA leadership briefed on SGR construction progress

MEMBERS of the TCRA Board of Directors and Management visited the SGR construction site at Soga, near Dar Es Salaam recently. The Tanzania Communications Regulatory Authority manages the national spectrum frequency band and approves electronic equipment to be used in Tanzania's communications networks. The Authority's Director General, Eng. James M. Kilaba said at the site that they had already assigned the contractor frequencies in the UHF and VHF band (for communication).





ABOVE: TCRA Board members - Chairman, Dr. Jones Killimbe (sixth left), Ms. Valerie Msoka (sixth right), Eng. Dr. Mzee Suleiman Mndewa (fourth right), Director General, Eng. James M. Kilaba (fifth right) - and management in a souvenir photograph at the site. LEFT: Being briefed on the flash butt welding equipment.

Kiswahili powers mobile internet

MOBILE internet content in Kiswahili has grown exponentially over the past five years, with the number of applications in that language shooting from 5,000 in 2014 to 30,000 in 2017; according to industry reports.

The 2018 report on the state of global internet connectivity says Kiswahili has contributed to the growth of internet use in countries where it is widely spoken; citing Tanzania and Kenya.

According to the report, by a global ICT think tank - GSMA, which represents the interests of mobile operators worldwide - although Tanzania is not among the 10 leading connected African countries, the potential for growth is immense. Tanzania is ranked 17th, while Kenya is among the continent's top 10 performers which include Mauritius, South Africa, Cabo Verde, Ghana, Botswana, Angola, Gabon, Nigeria and Côte d'Ivoire.

However the report alludes that mobile internet use in the country is set to improve following the licensing of spectrum in the 600, MHz frequency; the digital dividend band. TCRA auctioned the spectrum in June 2018 and set 4G coverage targets for the new licensees. Tanzania is one of the 87 countries out of 163 in the report which have assigned the digital dividend spectrum.

The report establishes that countries that have assigned the digital dividend bands have much higher 3G and 4G coverage levels than those that have not. Eighty eight percent of the population in countries that have assigned the band access 3G mobile coverage and 70 per cent 4G coverage compared to 75 per cent and 42 per cent respectively in countries which have not.

The report cites the enablers of mobile internet connectivity as infrastructure, affordability, consumer readiness and the availability of content and services.

Tax policies also boost connectivity. "When special tax rates apply only to the mobile sector, they distort the functioning of the mobile market compared to the rest of the economy and can lead to underinvestment in the industry. Furthermore, taxes levied on mobile services exacerbate affordability barriers, especially for those on the lowest incomes" the report says.

Countries that impose sector-specific consumer taxes in the region have less affordable mobile internet services than those that do not. The removal of sector-specific taxes can increase demand for mobile and drive higher investment, while boosting tax revenues over the medium term, it adds.

The report says although significant progress has been achieved towards digital inclusion almost 50 per cent of the world's population will still be offline by 2020 and 40 per cent will still be offline by 2025.

It recommends action accelerate mobile internet adoption and usage. Industry, governments and other stakeholders should address issues around the four enablers of mobile connectivity.

Infrastructure

- Focus on closing the coverage gap by continuing to develop and invest in alternative operating models and technology innovations that can unlock the revenue potential in rural areas, for example:
  - infrastructure sharing deals to decrease the capital intensity of rural rollout
  - pursuing initiatives to identify the geographic location of unserved or underserved populations
  - deploying low-cost rural-specific sites to improve return on investment in targeted areas of low revenue potential.
- Enable mobile network operators to have timely and affordable access to spectrum, comprising both coverage and capacity bands.





Mobile internet has opened up new opportunities for Dora, a small shop owner based in Tabata, Dar Es Salaam (above) and Violet, a nurse at Chalinze, Coast region (right).

Affordability

- Improve understanding of affordability issues. Investigate the ways in which diverse population segments are affected by affordability issues and develop strategies for achieving affordable access based on this understanding.
- Build on existing innovative approaches, and investigate new ones, to improve the affordability of mobile data plans (e.g. service-specific data bundles and earned data).
- Design solutions to make internet-enabled handsets more affordable: e.g. reduce the burden of the 'one-off payment' for consumers by providing microloans or instalment repayment plans with third parties (e.g. solar pay-as-you-go providers).
- Review sector-specific taxes that can distort the market, to drive increased demand and investment.

Consumer readiness

- Understand the difference in mobile internet adoption between different demographics, especially women versus men and rural versus urban; then establish strategies and targets to close any gaps.
- Work to improve general literacy and school attendance as this will help establish the basic tools people often require to use the internet.
- Integrate ICT technical/literacy skills and digital skills into education.
- Build digital skills; for example operators could do so by leveraging their agent network and equipping them to provide education, advice and training where necessary, recognising that women may need additional support.

Content and services

- Focus on developing content and services that are locally relevant (including using local languages), in particular those that appeal to currently unconnected groups.
- Design and/or encourage others to design mobile internet products and services that are user friendly and meet the needs of those who are less confident and literate: e.g. clear user menus with fewer steps, simplified content (websites, apps), comprehensible terminology, local language, icons/symbols/pictures/ comic-style stories in addition to (or instead of) text.
- Ensure that online government services are accessible to all, including individuals with lower levels of literacy and digital skills.

References

Connected society: The state of Mobile Internet connectivity, 2018: accessed on https://www.gsma.com/mobilefordevelopment/connected-society/, in April 2019.

Boosting internet use in Tanzania

A study on factors triggering mobile internet use in Tanzania and Côte d'Ivoire has recommended action on five areas to promote internet use in the two countries

NEW and potential internet users in Tanzania and Côte d'Ivoire view the internet as a positive phenomenon they would like to be a part of; but quickly point to its benefits (e.g. connection to the wider world) and potential risks (e.g. online scams or harassment).

The study, by the GSMA group identifies the cost of smartphones, lack of awareness of the benefits of mobile internet use and low levels of digital literacy as the greatest barriers to mobile internet adoption. The cost of internet-enabled devices was cited as the second biggest issue in Tanzania and the fourth biggest in Côte d'Ivoire. Mobile and internet literacy also appear to be key concerns for non-users in both markets.

The inability to read and write was reported as a major issue in Côte d'Ivoire where there are relatively low levels of literacy, while in Tanzania coverage was rated as a key issue.

The survey also addressed popular services among mobile internet users in the two countries; with social networking sites and instant messaging (IM) applications coming on top in both markets. It also shows that services with broad appeal in more developed markets have yet to become common activities for internet users in these countries; with, for example, only 10 per cent of Ivorian and six per cent of Tanzanian mobile internet users regularly purchasing goods online. However, 56 per cent of Tanzanian users access the news through the internet.

(Editor's Note: The recent increase in licensed online radio and television content providers in Tanzania is likely to expand the variety of news sources).

The report urges mobile operators and other stakeholders to address issues in five areas, which are:

1. Increasing understanding of the benefits and value for money that mobile internet can deliver, especially raising awareness of valued (but poorly understood) use cases that help personal development and productivity.

Promoting well-understood use cases and services, such as the ability to communicate with friends on Facebook, will continue to drive adoption and use due to their popular appeal. However, promoting other use cases (particularly related to business or education) that answer a wider range of needs will persuade those potential adopters often unmotivated by social and entertainment use cases to begin their mobile internet journey. It will also enhance the value of the internet for new users.

Mobile operators and other stakeholders are urged to:

- Research which internet products and services potential adopters in their market find relevant and appealing (and which they do not), taking gender differences into account.
- Leverage the social nature of internet use via targetted data packs (e.g. 'his and hers' combo data tariffs or SIM packs, or 'buy one internet- enabled handset, get another half price').
- Design/encourage others to design mobile internet products and services that help customers develop their business or help them and their family learn new skills.
- Analyse customer data on mobile internet use to understand which products and services recent adopters of your service are using most. This should also include particular demographics, e.g. women.

Use people in advertising that potential

adopters can relate to (or only slightly more aspirational) to ensure they feel the internet can deliver value for them.

- Consider using Kiswahili, not English, in marketing (Tanzania).
- Research which communication channels are best placed to reach potential adopters (including different demographics, especially women).
- Promote mobile internet products and services that help support customers' personal development.

2. Find solutions that enhance the affordability (both actual and perceived) of internet-enabled devices and data. Ensuring access to smartphones is crucial to drive mobile internet use.

Required action:

- Design solutions to make internet-enabled handsets more affordable: e.g. microloans, instalment repayment plans with third parties (e.g. solar pay-as-you-go providers) or partnerships with low-priced handset manufacturers.
- Support industry efforts to lower the cost of smartphones (ideally for handsets with long- lasting battery life).
- Introduce more creative pricing to appeal to the price-sensitive: e.g. innovative data packages, such as 'one hour' packs.
- Encourage trials of mobile internet products/services at low or no cost through promotional deals.
- Design/encourage others to design 'data-light' versions of mobile apps/services (addresses cost barriers and will also benefit areas with poor-quality network coverage).
- Tackle misconceptions about the cost of smartphones and data through marketing.
- Create incentives/train agents to promote mobile internet, in terms of its value for money and to tackle misconceptions about the cost of smartphones and data.

3. Help build the confidence and digital skills of customers. This can be done through a range of channels (e.g. the agent network, above the line (ATL) and below the line (BTL) marketing efforts), recognising that women may need additional support as they often have smaller social circles (and therefore fewer people to ask for advice).

Action in this area:

- Support potential adopters to learn on their own: e.g. create 'bite-sized' digital skills tips, such as short videos, which could be put on YouTube, pre-loaded onto handsets or 'side- loaded', included in a 'welcome' pack, or played on agents' devices. These videos could also be shared with NGOs that focus on improving digital skills.
- Consider offering remote support to help with questions about data/apps (e.g. simple online interface).
- Train and incentivise agents to provide advice on using mobile internet and popular apps.
- Consider partnering with NGOs or other organisations that have expertise in technical literacy training to teach potential adopters to use mobile internet.
- Offer practical training with hands-on demonstrations via roadshows with specialists. Women training women can be particularly well received, even by conservative men.
- Tap into social circles to recruit/create 'ambassadors' who can teach friends and family how to use the internet and understand the benefit to the household. This is particularly important for women who often trust other women and are more comfortable learning.
- Consider letting potential adopters 'try before they buy', especially if promoting lower-cost devices that consumers may be more skeptical about: e.g. stalls run by informed agents that can provide advice. For women, locate these stalls in female-friendly areas.

4. Design products, services, and marketing with a less digitally literate user in mind,

making the mobile internet less intimidating and more user friendly.

Service provides should:

- Design and/or encourage others to design mobile internet products and services that are user friendly and meet the needs of all segments, including potential adopters who are less confident and literate: e.g. clear user menus with fewer steps, simplified content (websites, apps), comprehensible terminology, local language, icons/symbols/pictures/comic-style stories in addition to (or instead of) text.
- Pilot and test products and services to ensure ease of use (include female potential adopters and those with lower literacy levels in the testing).
- Encourage handset manufacturers to simplify features on internet-enabled handsets, focusing on what potential adopters value to improve the user experience.
- Use video as a hook, given that many consider it more accessible than text-based services, especially for the less literate (but always give users the option to play or not, to avoid concerns about data costs).
- Consider 'time-based' or 'service-based' pricing for data packs, not just volume (MB/ GB), as these will be easier to understand e.g. one hour of unlimited browsing or one day of WhatsApp for a set price.
- Explain the cost of mobile data clearly, avoiding complex terminology (e.g. 'gigabyte') and communicating (or avoiding) 'hidden' fees.
- Use simple language in marketing, not elaborate terminology or acronyms. Consider using icons/symbols/pictures/ comic-style stories in addition to (or instead of) text.
- Communicate a clear marketing message that avoids analogies and technical detail and conveys the impression that the internet is a user-friendly environment.

5. Address some of the commonly held negative perceptions of the internet, helping users access the tools that will make them feel safe and in control of their online activity.

Action:

- Offer mechanisms to help control data consumption and expenditure: e.g. daily spend limits, warning reminders for data charges.
- Design and/or encourage others to design mobile products and services that allow users to control privacy and security settings in a user-friendly way.
- Encourage the design of applications that make potential adopters, especially women, feel safer going online (e.g. blocking unwanted messages or filtering/ removing explicit content).
- Help customers with privacy settings (particularly for social media) through marketing.
- Offset the negative reputation of the internet with positive stories promoting the benefits of mobile internet use (especially around education and employment).
- Consider partnering with an NGO and/ or government body to launch public awareness campaigns (including in schools) to draw attention to cybersafety and harassment, raise awareness of ways to prevent and respond to it, and educate people about acceptable online behavior.
- Create incentives/train agents to help potential adopters feel safe online (particularly women, who are more vulnerable to threats and harassment).

Reference

Triggering mobile internet use in Côte d'Ivoire and Tanzania: accessed on https://www.gsma.com/ mobilefordevelopment/.../triggering-mobile-internet-use-in-cot... in April 2019.

Mobile Money Fraud in Dar es Salaam

A recent report on mobile money fraud in Dar Es Salaam region cites flaws in SIM card registration as among factors fuelling the menace. The report is based on findings of a survey carried out in Dar Es Salaam between September 13 and October 10, 2018 on mobile money fraud in the region. The survey was designed to establish the severity of the problem, identify the types, establish the causes and recommend remedial action

THE introduction of mobile money services and the various transaction platforms have transformed the lives of Tanzanians. In a country where only a section of the population can afford, or have enough balances to open and manage bank accounts, mobile money services have made it easy to send and receive money, to pay bills and obligations and for some, to save their money.

Out of the 41,708,218 mobile phone subscriptions in Tanzania – according to the June 2018 statistics published in the TCRA website – some 20,855,164 have been registered for mobile money services.

(Editor's note: There were 43,497,261 SIM cards in the market and 23,367,826 mobile money accounts in December 2018).

Although there are eight mobile phone services providers, only six provide mobile money services are provided by only six - Vodacom, Tigo, Airtel, Halotel, Zantel and TTCL. Their mobile money platforms are known as M Pesa, Tigo Pesa, Airtel Money, Halo Pesa, Ezy Money and TTCL Pesa respectively.

Enhanced SIM card registration, particularly the capturing of potential subscribers' biometric features and the use of standardized identity documents has made mobile communications; including mobile money transactions, more secure. However, there are still pockets of misuse and crimes committed on, and using mobile networks. These include mobile money fraud and theft.

A total of 5,253 mobile money frauds were reported in 19 regions countrywide between October 2016 and March 2017; of which 1,423 were reported in Dar Es Salaam region; according to police reports.

TCRA decided to carry out a survey of mobile money fraud in all the five districts of Dar Es Salaam region – Ilala, Tmeke, Kinondoni, Ubungo and Kigamboni; to establish the severity of the problem, identify the types, establish the causes and take appropriate action.

The survey involved consumers, i.e users of mobile money services and agents at the retail level.

The respondents were aged between 19 and 56 years. They were interviewed in person and their information captured in a questionnaire, and for those who consented, on video and audio devices, mostly smart phones.

Details sought from consumers were their education level, description of the incidents, where and when the fraud was committed, the amount involved and the mobile money platform used in the incident. They were also asked whether they had reported to the police; and where the answer was negative, reasons for not reporting.

Besides these questions, agents were additionally asked to state their names and agency number.

Findings

The survey identified these types of mobile money fraud/theft:

1.Identity theft through (phishing): Someone's information is accessed by third parties who use it to fraud.

2.Fraudulent (spoofed) SMS and phone calls leading unsuspecting people to send money to fraudsters: An unsuspecting user/ agent receives a message or phone call purported to from someone they know or an institution they work for or respect with instructions to transfer funds for an emergency requiring funds. The fraudsters bank on their victims

emotional attachments; for example parents being informed of their children's sudden sickness.

3. Sending money upon instructions from purported operator call centres: Related to phishing and fraudulent messages and calls. These instructions are normally followed by threats of closing businesses or charging hefty fines. These mostly target agents.

4. Loss of money due to failure to reverse wrong transfers: Someone wrongly keys in wrong digits and sends money without verifying the transaction text. They fail to get the person to whom the money was wrongly sent to return the money. Sometimes the recipients return the money after a long time; and in instalments.

5. Loss of money due to sending money purported to have been wrongly transmitted to the victim: A consumer/agent gets a message that is similar to a service providers' transaction text to the effect that they have received a certain amount of money. Minutes later someone calls and claims that the transfer was wrongly done and requests the receiver to return the money. The loss is often discovered later.

6. Loss of money through unauthorized PIN access. Mobile money services users and agents need personal identification numbers (PIN) to effect transactions. Most of the victims had inadvertently availed their PINS to fraudsters. Fraudsters access the information in a victim's handset and use it to defraud. Information in a handset or a PIN can fall into wrong hands in three ways:

i.Directly from PIN holders themselves who readily give it to agents during transactions.

ii.By fraudsters becoming friendly with agents and loitering at their places of work; observing and noting the way they key in information during transactions. They can replace their phones with agents' and start transacting. We have cases where the agents themselves handed over their handsets to 'customers' who were in fact thieves.

iii.When someone gets hold of a phone and tries several entries and succeeds to key in the right key.

7.Scams – fake lotteries, false job opportunities, attractive projects. Messages are often sent, or calls made to victims with information on potential quick money opportunities. Examples:

i.Projects that generate instant returns. Someone is asked to send facilitation money and additional money for expenses that appear genuinely related to the 'deal'; only to realize they are being conned.

ii.Prizes for lotteries someone never participated. The senders ask for' facilitation' money

iii. Job opportunities: The script reads like this: " You have been shortlisted for an interview and your CV stands out among the rest but we need to 'take care' of some panelists' who have assured you that you will be selected'. The realization that someone has been conned comes later.

Most of the time the fraudsters will create a reason for more money when they hook an easily manipulated consumer who is quick to send money.

8.Fake service offers. These are related to the fraudulent SMS and calls purported to come from call centres. Victims are then guided through the transaction by being asked to key in numbers or even letters. They later realize they had transferred money.

9. Outright theft – for example people refusing to pay after services and handing over lesser amounts. Someone walks into a money agents counter to send money and the later attends to him/her without first receiving the cash being transacted. Once the transaction is made they disappear without paying. Others hand over cash to the agent who counts it and as they about to start the transaction the 'customer' changes their mind and request to be handed back the cash. They normally come in pairs: while the first one engages the agent, their colleague distracts him with questions on transaction rates. Then the first customer changes his mind again and hands over the cash and the agent takes it and without counting again the agent deposits it

in the fraudster's account only to discover later that it is less than the amount that was originally counted.

10.Use of counterfeit notes: Someone becomes friendly to the agent and later hands them wads of notes in which 10,000 shillings denomination notes are neatly folded over 2,000 shillings notes. Such customers are always in a hurry.

Defrauded consumers

Mobile money services users were victims of:

1)Handset hacking, unauthorized SIM swap and PIN reset.

2)Payments for services not delivered.

3)Conmen who tricked them into sending money.

4)Failure to recover money wrongly sent.

5)Loss of money through reversal of purported wrong money transfer.

6)Loss of money due to non registration of SIM card.

7)Fraudulent SMS, WhatsApp messages and phone calls for money transfer.

8)Reversed transaction after service delivery.

9)Money lost in transaction.

Defrauded agents

Agents were victims of

1.Refusal to pay after service.

2.Money transfer through unauthorized PIN access.

3.Spoofed SMS for money transfer.

4.Failure to recover customer money sent to wrong account.

5.Conmen who tricked them into sending money.

6.Unauthorized/wrong deduction by service provider.

7.Money loss through reversal of purported wrong transfer.

8.Counterfeit currency.

Factors contributing to the problem

The type of fraud and descriptions show that much as mobile money theft is a crime just like any other, it exploits the weaknesses in the service chain. Examples:

1.Some of the mobile money agents think that mobile money transactions simply involve basic literacy and arithmetic. As such, service outlets are manned by individuals who cannot even differentiate between a genuine network generated transaction text and a fake. Some of them are very casual and do not record the transactions in the specified log books. It is important to review the training of agents.

2.Cases where unauthorized PIN reset and mobile phone hacking are involved reflect carelessness on the part of agents and consumers. Some are so unsuspecting that they allow customers to handle their handsels and in so doing key in fraudulent numbers and messages on their phones and then draw money.

3.Lack of vigilance. Consumers are too gullible – over trusting – that they act on messages even before verifying their authenticity.

4.Greed and desperation. In this era of economic dire straits it is easy for conmen to peddle their entrepreneurship and job scams and trap eager victims. The irony is most of the victims of scams are educated to at least secondary school level.

The report concluded that the benefits of mobile money services should not be clouded by crime and stateholders should work out solutions that will build consumers and the public's confidence in mobile money services.

It recommended that mobile money agents be further trained on vigilance and that a a campaign be launched on safe use of mobile money services; including providing more information on how consumers can protect themselves against mobile money fraud.

It proposed the establishment of clear mandates on mobile money issues between the Police, TCRA and service providers. Most of the victims who reported to the police were referred to service providers and vice versa.

TCRA raises bar in r

THE Tanzania Communications Regulatory Authority has raised its level of service delivery, with a commitment to issue licences in all license categories within one and three months of receiving an application.

The TCRA Client Service Charter, launched in May 2019 is a key strategic document that describes the Authority's functions, mission and vision, core values and standards of service delivery. The Authority is ISO 9001:2015 certified.

The Charter pledges the TCRA's commitment to customer-centric services and builds on its positioning slogan of maintaining a level playing field; by being impartial in serving its clients; with honesty, respect and within set service delivery time.

Acknowledgements for licence applications will be made within 48 hours of being received; and all communication through email, fax or social media within 24 hours. The service time for processing licences are shown in table 1.

TCRA will acknowledge receipt of complaints lodged with the Authority under the complaints handling process within three work days and update the complainant on the progress of their matter within working 14 days.

The charter was launched at a well- attended ceremony in Dodoma. It is reproduced in full in the Kiswahili section, from page 30.



LEFT: Members of the TCRA Board of Directors, Content Committee, Consumer Consultative Council (CCC) and management participated in the launching.
RIGHT: Stakeholders who witnessed the event.
BELOW: Ministers, CEOs and other diognitaries in a souvenir photograph.



adical service charter

Table 1: Service time for processing licences

Item	Action within (work days)
Initial evaluation and acknowledgement of receipt of licence application (initial feedback)	5
Statutory inspection	5 after initial feedback
Granting construction permit (where required)	14 after inspection
Issuing licences	After receipt of application
Network facilities licence	60
Network service licence	
Application service	
Content service	
Online content	14

Item	Action within (work days)
Installation and maintenance	30
Importation and distribution	7
Postal and courier services	30
Value added services (VAS), short mesages system (SMS) and special serices codes	7
Frequency use	
VSAT systems installation	
Electronic numbering resources	
Electronic equipment type approval	14





Msimamizi

Jarida la Mamlaka ya Mawasiliano Tanzania

HALIUZWI

Hili ni toleo la Kiswahili la 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. Sekta ya mawasiliano inajumuisha simu, intaneti, mtandao wa kompyuta na kadhalika,huduma za Posta na usafirishaji wa vipeto katika Jamhuri ya Muungano wa Tanzania na pamoja huduma za utangazaji (kama vile redio na televisheni) kwa Tanzania Bara tu. Zanzibar ina Tume inayosimamia utangazaji. Kazi za TCRA zimefafanuliwa kwenye Sheria yA 2003 iliyoiunda Mamlaka na pia kwenye Sheria ya Mawasiliano ya Kielektroniki na Posta EPOCA) ya 2010.

BODI YA UHARIRI

Mwenyekiti/Mhariri
Dr. Emmanuel Manasseh

Mhariri/Mratibu
Bw. Semu Mwakyanjala

Mhariri wa uzalishaji
Bw. Isaac Mruma

Wajumbe
Bw. Thadayo Ringo
Bw. Frederick Ntobi
Dr. Philip Filikunjombe
Bi. Thuwayba Hussein
Mhandisi Gabriel Mruma
Bw. Rolf Kibaja
Bw. Erasmo Mbilinyi

Barua ya Mhariri

USAJILI wa laini za simu kwa kutumia taarifa za biometria na kitambulisho cha taifa, ambao unaendelea, umetatua changamoto kubwa iliyokuwepo ya ugumu wa kuhakiki taarifa za watumiaji. Aidha, Mkataba wa Wateja wa Mamlaka ya Mawasiliano Tanzania uliozinduliwa hivi karibuni umeweka viwango vipya vya utoaji wa huduma. Pamoja na kurejea azma ya Mamlaka ya kuwa taasisi inayoongoza kwa weledi na ufanisi, Mkataba umeweka saa na siku ambazo ndani yake huduma husika inatakiwa kuwa imetolewa kwa mteja.

Aprili 2019, Mfuko wa Mawasiliano kwa Wote (UCSAF) uliadhimisha miaka 10 ya kufikisha huduma za mawasikliano vijijini na maeneo ya mijini ambayo hayavutii kibiashara, na hivyo kutokufikiwa na watoa huduma. Mfuko umeshafikia vijiji 2,501 katika kata 703 ambamo miundombinu ya mawasiliano imekamilika na wananchi wanapata huduma au inakaribia kukamilika.

Toleo hili lina makala kuhusu masuala haya.

YALIYOMO

23 Ujumbe wa Mkurugenzi Mkuu
24 Usajili imara laini kuboresha huduma
28 Mawasiliano yaboreshwa vijiji 2,500 pembezoni
30 TCRA yainua vigezo vyake ubora wa huduma

Tunasimamia ukweli, uwazi,uadilifu

MAMLAKA ya Mawasiliano Tanzania (TCRA) imehuisha Muundo wake kuitikia wito wa kuboresha utendaji ili kuwahudumia wananchi vema zaidi. Sambamba na uhuishaji huo wa Muundo, TCRA imeanza utekelezaji wa Mfumo wa utoaji huduma bora (Quality Management System - QMS) kwa kuzingatia kiwango kipya cha Kimataifa cha ISO 9001:2015.

Ili kuboresha huduma zetu, TCRA imeandaa Mkataba wa Huduma kwa Mteja (Clients Service Charter) kwa lengo la kutekeleza majukumu yake kwa uwazi ili kutimiza dhana ya uwajibikaji.

Madhumuni ya Mkataba huu ni kubainisha viwango vya utoaji huduma kwa wateja na kuuarifu umma kuhusu TCRA; huduma tunazotoa, pamoja na viwango vyake; uhusiano ambao tunataka kuukuza kati ya watumishi na wateja; na haki na wajibu wa mteja kuhusiana na huduma tunazotoa ili kukidhi matarajio ya wateja na wadau.

Ukweli, uwazi na uadilifu katika kazi zetu vitakuwa kinga muhimu dhidi ya malalamiko ambayo yanaweza kutafsiriwa na wananchi kama vitendo au viashiria vya rushwa katika Taasisi yetu. TCRA inalenga kuboresha taratibu na kanuni za ndani ili kuwezesha upatikanaji wa habari kwa urahisi kwa wadau wote. Ninaamini upatikanaji habari sahihi bila vikwazo utaongeza uwazi na uwajibikaji kwa watumishi wa TCRA, hivyo kupunguza kwa kiasi kikubwa malalamiko ya wateja.

Mkataba huu umepatikana kwa kutumia mchakato shirikishi, uliojumuisha maoni yaliyokusanywa kutoka kwa wateja wa ndani na nje ya TCRA kwa njia ya barua, warsha na mijadala.

Ni matarajio yangu kwamba Mkataba huu utakuwa chachu kwa watumishi wa TCRA kuboresha utoaji huduma ili kuwaridhisha wateja wetu na hivyo kuchangia maendeleo ya uchumi wa Tanzania.

Mkataba huu ni wa kihistoria kwa sababu ni wa kwanza tangu TCRA ianzishwe. Ni ahadi yetu kwa wananchi kuwa tutatoa huduma kwa kuzingatia Sheria na maadili ya kiutendaji. Aidha, Mkataba huu utaendelea kuboreshwa kulingana na mahitaji ya utoaji huduma yatakayozingatia mabadiliko ya kisiasa, kiuchumi, kijamii, kisheria na kiteknolojia kulingana na changamoto zitakazojitokeza wakati wa utekelezaji.



Mkurugenzi Mkuu wa TCRA, Mhandisi James M. Kilaba akizungumza wakati wa sherehe za uzinduzi wa Mkataba wa Huduma kwa Mteja

Usajili imara laini za simu kuboresha huduma

TANZANIA inaboresha usajili wa laini za simu au vifaa vya mawasiliano ambavyo vinaweza kufanya mawasiliano kwa mfumo wa kutumia laini, ambako sasa kitambulisho cha taifa na alama za vidole vya mtumiaji vitatumika.

Utaratibu huu unalenga kuwa na kanzidata imara, ya kuaminika ya watumiaji wa laini za simu na vifaa vya mawasiliano ili kuendeleza sekta, kulinda watumiaji na kuthibiti matumizi mabaya ya huduma za mawasiliano.

Usajili wa laini ulianza 2009 baada ya Mamlaka ya Mawasiliano Tanzania (TCRA) kutoa maelekezo ya kiutawala kwa makampuni ya simu kuanza kusajili wateja wao. Uliwekwa kisheria mwaka 2010 kupitia sheria ya Mawasiliano ya Elektroniki na Posta (EPOCA) na kanuni zake; ambazo zimehuishwa Machi 2018.

Matumizi ya kitambulisho cha taifa na namba ya utambulisho ya taifa umetatua changamoto kubwa ambayo ilijitokeza mara nyingi katika uhakiki wa laini za simu. Kwa mfano, usajili ulipoanza mwaka 2009, vitambulisho 11 vilikuwa vinatumika. Katika kufuatilia usajili, TCRA iligundua mara nyingi kwamba baadhi ya wakala wa usajili walikuwa wanatumia vitambulisho ama vya kughushi au vya watu wengine kusajili laini.

Mwaka 2016 wadau wa utaratibu wa kusajili laini za simu walikubaliana kupunguza vitambulisho na kubakiza vitano ambavyo vinaweza kuhakikiwa. Hivyo ni pasipoti, leseni ya udereva, kitambulisho cha mpiga kura, kitambulisho cha taifa na kitambuliho cha Mzanzibari Mkazi. Lakini ukaguzi uliofanywa mara kwa mara na TCRA ulibaini kwamba waliojisajili kwa vitambulisho vilivyokuwa vikikubaliwa mwanzoni bado walikuwa wanatumia laini za simu.

Ilionekana kwamba matumizi ya kitambulisho cha taifa yataondoa changamoto hii. Mamlaka ya Vitambulisho vya Taifa (NIDA) wana utaratibu wa kusajili makundi ya watu.

TCRA na wadau wa utaratibu huu wamezingatia mambo muhimu ambayo ni muhimu katika kufanikisha usajili. Kwa mujibu wa taasisi ya kimataifa ya GSMA, ambayo inaunganisha watoa huduma za



Afisa Habari Mwandamizi wa TCRA, Mabel Masasi, akitoa elimu kwa umma kuhusu usajili wa laini za simu kwenye kampeni iliyofanyika Morogoro. TCRA inatoa elimu nchini kote na kupitia vyombo vya habari kuhusu utaratibu wa sasa wa usajili.



Afisa wa Mamlaka ya Vitambulisho vya Taifa (NIDA) akisajili wakazi wa Iringa Mei 2019 kwa ajili ya vitambulisho. Utaratibu wa sasa wa kusajili laini za simu unaoanisha taarifa za anayesajiliwa na zile za NIDA. (Picha na Semu Mwakyanjala).

simu za mikononi zaidi ya 750 duniani kote, ili usajili uwe imara, salama na madhubuti, inabidi uzingatie mambo kadhaa.

1. Kufanya tathmini ya athari zinazoweza kutokana na uamuzi wa kiusimamizi. Mara nyingi kipindi cha usajili kinapomalizika inabidi wasiosajiliwa wakose huduma. Kwa Tanzania kinachoendelea sasa ni kuimarisha usajili, ambao ulishafanyika chini ya utaratibu wa zamani, ambao ulizingatia haja ya kuwa na muda wa kutosha kusajili.
2. Inabidi kuwe na mashauriano, ushirikiano na mawasiliano na watoa huduma za simu za mkononi kabla ya usajili, wakati wa usajili na baada ya usajili. Aidha wakati wa kuzingatia masuala ya usalama wa taifa, inabidi kuzingatia pia haki za watumiaji kuhusiana na usiri na wa taarifa wanazotoa. Wakati usajili ulipoanza 2009 hadi sasa, TCRA inafanya kazi na wadau wake wote wakiwemo watoa huduma. Aidha usiri na faragha ya watumiaji vinazingatiwa kama ilivyoainishwa kwenye vifungu 98 na 99 vya EPOCA na Kanuni 33 ya kanuni za za Leseni.
3. Inatakiwa pia kuwe na muda wa kutosha kuandaa, kujaribu mfumo na kufanya usajili ili watu wengine wasiachwe. Utaratibu wa usajili wa kibiometria ulianza Machi 2018 kwa majaribio katika mikoa sita: Dar Es Salaam, Pwani, Singida, Mjini Magharibi Zanzibar, Iringa na Tanga. Lengo lilikuwa kubaini na kuzifanyia kazi changamoto mbali mbali ambazo zingejitokeza. Kwa mujibu wa Mkurugenzi Mkuu wa TCRA, Mhandisi James M. Kilaba, uzoefu katika usajili wa majaribio umezingatiwa katika utaratibu unaoendelea. Aidha, utaratibu huu umeweka muda wa miezi saba kuanzia 1 Mei hadi 31 Desemba 2019. Tathmini itafanyika Septemba 2019.
4. Utaratibu wa usajili unatakiwa kuweka wazi mahitaji ya usajili kabla ya kuanza shughuli hiyo. Wadau wa shughuli hii wamekubaliana kuhusu namna ya kuiendesha. Wamiliki wa laini za simu watakuwa wakitoa ama kitambulisho au namba zao za utambulisho wa Taifa (NIN) ambayo itaingizwa kwenye kifaa cha kusajilia, na kisha mwenye kitambulisho

hicho ataweka alama za kidole chake kwenye kifaa hicho sehemu ya kusomea alama za vidole ili taarifa hizo ziweze kuhakikiwa na NIDA.

5. Inatakiwa pia kuwe na utaratibu wa kuhifadhi kumbukumbu kielektroniki na pia usajili usilete usumbufu kwa watumiaji. Wadau wamekubaliana kwamba baada ya taarifa zinazotoka NIDA kuoanishwa na alama za vidole na namba ya utambulisho vya anayesajiliwa na kuhakikiwa, NIDA watatuma taarifa za usajili kwa mtoa huduma ambaye atazitunza kwenye kanzidata yake.
6. Kuunga mkono watoa huduma katika usajili. Kwa upande huu TCRA imekuwa inashirikiana na watoa huduma katika hatua zote za usajili. Kamati zimeundwa kusimamia shughuli hii. Ipo kamati ya uendeshaji na kamati nyingine tatu ambazo zinajumuisha wawakilishi wa watoa huduma.

Usajili wa laini una faida kwa wadau wote wa sekta ya mawasiliano – Serikali, TCRA, watoa huduma na watumiaji.

Usajili unawezesha kuwepo kwa takwimu sahihi za watumiaji kwa ajili ya matumizi ya kiusimamizi na kiuchumi. Usajili unawezesha kupatikana takwimu kuhusu watumiaji wa simu za mkononi kwa ajili ya kuweka mipango ya kuendeleza sekta na hivyo kuendeleza uchumi wa nchi kwa ujumla.

Imani ya watumiaji na watoa huduma inajengeka kukiwa na utaratibu wa kutambua watumiaji. Kwa mfano imani ya watumiaji wanaofanya miamala ya kifedha kupitia simu zao inajengeka iwapo watajua kwamba kuna kumbukumbu za wanayemlipa au kumtumia pesa; ili hata ikitokea tatizo waweze kufuatilia wakiwa na ushahidi kamili.

Huduma za pesa mtandao zimewezesha miamala mingi ya kifedha kufanyika kupitia simu za mkononi. Iwapo taarifa za mtumiaji zimechukuliwa kwa njia ambayo haitii mashaka, na hivyo laini ya simu kuwa kama kitambulisho cha kidijitali ambazo taarifa zinaweza kuhakikiwa kwa urahisi, kuna uwezekano wa baadae taasisi za hifadhi ya jamii, au serikali kutumia simu za mkononi kulipa stahiki mbalimbali moja kwa moja kwa walengwa.

Kwa watoa huduma, usajili wa laini unawawezesha kuwajua wateja wao na hivyo kudumisha ushirikiano nao. Usajili unawawezesha watumiaji kupata huduma za ziada kutoka kwa watoa huduma, kwa mfano mikopo midogo ya muda wa maongezi na mingineyo inayotolewa.

Usajili unarahisisha kufuatilia na kushughulikia malalamiko ya watumiaji ambao wanakumbana na matatizo katika matumizi ya huduma za simu. Wanapolalamika, malalamiko yanaweza kuchunguzwa na kufuatiliwa kwa ufanisi iwapo mlalamikaji ana ushahidi kuwa namba ya simu na laini husika imesajiliwa kwa jina lake. Imani hii pia wanakuwa nayo watoa huduma, au kitengo cha malalamiko TCRA, wanapomhudumia mteja ambaye kumbukumbu zinapatikana kutokana na laini yake kuwa imesajiliwa.

Watumiaji watalindwa dhidi ya matumizi yasiyofaa ya laini za simu. Malalamiko yanayowasilishwa TCRA na utafiti ambao umefanyika Oktoba 2018 kuhusu utapeli kwenye huduma za pesa mtandao mkoa wa Dar Es Salaam umegundua kuna watumiaji na wakala wa pesa mtandao ambao wametapeliwa au kuibiwa pesa au kupigiwa simu na kutumiwa ujumbe unaoudhi kupitia simu za mkononi ambazo ni vigumu kubaini watumiaji wake kutokana na usajili kuwa na kasoro.

Usajili imara utachangia katika kuimarisha usalama. Laini isiyosajiliwa au iliyosajiliwa kwa majina bandia inaweza kutumika kupanga uhalifu ikiwemo mauaji, wizi, ujangili, utekaji, ugaidi au biashara haramu. Vilevile, inawezekana wahalifu wakapandikiza ushahidi kwenye maeneo ya matukio ya kijinai mfano kwa kuacha kwenye eneo la tukio laini ya simu iliyosajiliwa kwa jina bandia ili kupoteza mwelekeo wa upelelezi. Kuna mifano kutoka nchi zenye changamoto za matukio ya ugaidi ambako



Mkuu wa kitengo cha TCRA cha Masuala ya Watumiaji, Thadayo Ringo akizungumza na waandishi wa habari mjini Morogoro. Kitengo hicho kina majukumu ya kutoa elimu kwa watumiaji, ikiwa ni pamoja na faida za kusajili laini za simu.

laini za simu zisizosajiliwa zilitumika kwa matukio ya kigaidi ikiwa ni pamoja na kulipua mabomu kupitia simu za mkononi.

Usajili unafanikisha shughuli za usimamizi/udhibiti. Wahalifu kadhaa wameshakamatwa na kufikishwa kwenye vyombo vya sheria baada ya kugundulika wakitumia laini za simu za mkononi ambazo hazikusajiliwa kupitisha simu za nje kwa kuzifanya zionekane ni za humu nchini; hivyo kuikosesha Tanzania mapato. Wahalifu wakitumia laini zisizosajiliwa au kusajiliwa kwa majina bandia na kupitisha simu za nje kinyemela wataikosesha Serikali mapato.

Kuhamia mtandao mwingine wa simu za mkononi bila kubadili namba ya simu, yaani mobile number portability (MNP) kutafanikiwa iwapo watumiaji watakuwa wamesajiliwa na takwimu zao ni rahisi kuzihakiki. Mfumo wa kuhama utafanikiwa iwapo wanaohama wanafahamika kutokana na usajili wa laini wanazotumia.

Usajili utaongeza kasi ya kufuatiia na kutolewa kwa vitambulisho vya taifa. Uzoefu wa usajili wa kutumia biometria na vitambulisho vya taifa nchini Pakistan umeonyesha kuwa usajili ulichangia katika kuongeza kasi ya watu kufuatilia na kupata vitambulisho vya taifa. Baada ya usajili kuanza, mamlaka inayoshughulikia vitambulisho vya taifa Pakistan (NADRA) ilisajili asilimia 10 ya watu waliokuwa wamebakia wakisuasua kusajiliwa kupata vitambulisho.

Rejea

1. Makala yenye kichwa *Mandatory registration of prepaid SIM cards: Addressing challenges through best practice, April 2016;* iliyochapishwa kwenye tovuti ya www.gsma.com na iliyosomwa Aprili 2019

2. Tovuti https://www.biometricupdate.com/201608/bangladesh-mobile-users-only-allowed-to-register-5-sims-against-each-nid. Iliyosomwa April 2019

3. Makala ya Edrine Wanyama; T*he Stampede for SIM Card Registration: A Major Question for Africa*; April 2018, iliyochapishwa kwenye https://cipesa.org/.../the-stampede-for-sim-card-registration-a-major-question-for-afric... na kusomwa Aprili 2019.

Mawasiliano yaboreshwa Vijiji 2,500 pembezoni

Tanzania ilianzisha Mfuko wa Mawasiliano kwa Wote – Universal Communications Access Fund, kwa kifupi UCSAF – mwaka 2006 ili kupeleka na kufanikisha huduma ya mawasiliano kwa wananchi waishio katika maeneo machache ya mijini na maeneo mengi yaliyo mbali vijijini yasiyo na mvuto wa kibiashara kwa watoa huduma ya mawasiliano. Mfuko ulianza shughuli zake 2009 na hadi Machi 2019 ulikuwa umeshafikia vijijini 2,501 katika mikoa 27. Mwandishi wetu ameipitia Taarifa ya utekelezaji wa miradi ya Mfuko hadi Machi 2019, iliyotolewa Aprili 2019 na anawasilisha shughuli zilizofanywa na Mfuko katika kipindi hicho.

JUMLA ya Kata 511 kati ya 703 zimeshafikishiwa huduma ya mawasiliano kupitia ruzuku inayotolewa na Serikali kupitia Mfuko wa Mawasiliano kwa Wote.

Mfuko unalenga kuhakikisha upatikanaji wa huduma ya mawasiliano kwa wote katika maeneo ya vijijini na maeneo ya mijini yenye mawasiliano hafifu na kuhamasisha ushiriki wa sekta binafsi na serikali katika mipango yake. Aidha UCSAF inahamasisha maendeleo ya kijamii na kiuchumi katika maeneo ya vijijini na maeneo ya mijini yenye mawasiliano hafifu na inatengeneza mfumo kwa ajili ya upatikanaji wa mitandao ya mawasiliano na huduma rahisi na zenye ufanisi katika uzalishaji na upatikanaji katika soko la kiushindani;

Lengo lingine la kuanzishwa Mfuko ni kuhamasisha utoaji wa huduma bora katika viwango nafuu na kuhakikisha kuwa teknolojia ya habari na mawasiliano inapatikana vijijini na sehemu za mijini zenye mawasiliano hafifu kwa bei nafuu.

Majukumu ya mfuko ni kubaini maeneo ya miradi ya mawasiliano ambayo yanaweza kupata ruzuku kutoka katika Mfuko; kuweka vigezo vya utambuzi wa maeneo ya vijiji vinavyohitaji na ambavyo haviwezi kupata huduma ya mawasiliano kwa sababu havina mvuto wa kibiashara na kuanzisha mfumo madhubuti wa usimamizi wa fedha za Mfuko.

Mfuko pia unaweka vigezo sahihi vya utoaji wa ruzuku kwa watoa huduma za Mawasiliano kwa ajili ya kupeleka mawasiliano katika maeneo yaliyoainishwa; unafanya tafiti mbalimbali na kufuatilia maendeleo ya mawasiliano katika maeneo ya vijijini na yale yasiyo na mvuto wa kibiashara na unatoa ushauri kuhusiana na mambo yanayohusu mawasiliano kwa wote.

Majukumu mengine ni kuangalia njia sahihi za kutoa ruzuku kwa ajili ya kupeleka huduma ya mawasiliano vijijini na katika maeneo yasiyo na mvuto kibiashara; kusimamia kisheria mikataba ya utekelezaji wa majukumu ya utoaji wa huduma za mawasiliano kwa wote na kuendesha na kuendeleza Mfuko kama ulivyoanzishwa.

Mfuko unaweka utaratibu mzuri wa kusimamia, kukokotoa na kukusanya tozo za Mawasiliano kwa wote kutoka kwa watoa huduma; unakokotoa, kupanga na kugawanya ruzuku za mawasiliano kwa wote na unapendekeza sera madhubuti za Mfuko kwa Waziri mwenye dhamana ya mawasiliano.

Pamoja na kusimamia miradi ya kufikisha mawasiliano kwa walengwa, Mfuko pia umetekeleza miradi mingine ikiwemo ya kufikisha matangazo ya runinga ya kidigitali; kuunganisha shule na mtandao wa intaneti, chini ya mradi unaojulikana kama *I-Knowledge*, kutoa mafunzo ya TEHAMA kwa walimu; tiba mtandao yaani *telemedicine* na ujenzi wa vituo vya TEHAMA.

Kupitia mradi wa kuunganisha shule, UCSAF kwa kushirikiana na kampuni binafsi iliyoshinda zabuni umewezesha vifaa vya TEHAMA na kuziunganisha na mtandao wa intaneti shule za umma 25, zikiwemo shule za watoto wenye mahitaji maalum.

Jedwali:
Mikoa na idadi ya vijiji vilivyofikiwa

Na.	Mkoa	Idadi
1	Arusha	69
2	Dar Es Salaam	3
3	Dodoma	164
4	Geita	122
5	Iringa	75
6	Kagera	98
7	Kaskazini Pemba (Pemba North)	3
8	Katavi	30
9	Kigoma	114
10	Kilimanjaro	31
11	Kusini Pemba (Pemba South)	3
12	Lindi	143
13	Manyara	143
14	Mara	36
15	Mbeya	197
16	Morogoro	195
17	Mtwara	137
18	Mwanza	13
19	Njombe	77
30	Pwani (Coast)	89
21	Rukwa	128
22	Ruvuma	169
23	Shinyanga	32
24	Simiyu	78
25	Singida	100
26	Tabora	163
27	Tanga	89
JUMLA		**2,501**

Shule 10 za watoto wenye mahitaji maalum zimepatiwa meza 10 na kompyuta 10 kila moja. Aidha shule nyingine 15 zilizobaki zimepatiwa kompyuta mbili kila moja pamoja na kuunganishiwa umemejua. Shule hizo zimeunganishwa kwenye intaneti.

Kwa upande wa mradi wa tiba mtandao, Mfuko umetoa pesa kwa ajili ya kukarabati vyumba vitakavyotumika kutolea huduma kupitia tiba mtandao katika Hospitali ya Taifa ya Muhimbili pamoja na kitengo cha MOI.

Mfuko pia umekuwa ukishiriki sherehe za Siku ya Wasichana na TEHAMA ambapo wasichana wa kidato cha tatu kutoka katika mikoa mbalimbali hupewa mafunzo maalum ya kutengeneza "application" za kompyuta.

Mpango wa siku ya Kimataifa ya Wasichana na TEHAMA ulianzishwa na Shirika la Umoja wa Mataifa la Mawasiliano (International Telecomunication Union, ITU) ili kuchochea uelewa juu ya masomo ya sayansi na hisabati na kuwawezesha na kuwahamasisha wasichana ili wachague mchepuo wenye fani ya Teknolojia ya Habari na Mawasiliano (TEHAMA). Hii itawawezesha kupata na kutumia fursa zilizopo kwenye sekta ya TEHAMA. Siku hiyo inaadhimishwa Alhamisi ya nne ya kila mwezi Aprili.

Mradi wa *I-Knowledge* unalenga kuzipatia shule za sekondari na msingi vifaa vya TEHAMA ikiwa ni pamoja na kuziunganisha na mtandao wa intaneti, sambamba na utoaji wa mafunzo wa TEHAMA kwa walimu wa shule hizo.

Shule 300 ikiwa ni mchanganyiko wa za sekondari na msingi nchini kote zimefaidika na mradi huo.

Mfuko umetoa mafunzo ya TEHAMA kwa walimu katika shule mbalimbali ili kuwajengea uwezo wa kutatua matatizo madogo madogo ya vifaa vya TEHAMA vilivyopo mashuleni mwao, ambavyo vimetolewa ama na Mfuko au na wadau wengine. Mwaka 2016/17, mafunzo yalitolewa kwa walimu 286, na 2017/18 kwa walimu 297.

Mfuko umejenga vituo 10 vya TEHAMA Pemba na Unguja ambavyo vinatoa huduma mbalimbali, ikiwa ni pamoja na kudurufu nyaraka mbalimbali, kupiga simu, kutoa huduma za kutuma na kupokea fedha pamoja na mafunzo.



Uzinduzi wa Mkataba wa Huduma kwa Mteja wa TCRA, uliofanyika mjini Dodoma, ulihudhuriwa na wadau mbalimbali, na wengi: wakiwemo mawaziri, wabunge, watoa huduma, watumiaji na wananchi.

TCRA yainua vigezo ubora huduma zake

Mamlaka ya Mawasiliano Tanzania imezindua mkataba wake kwa wateja, ukiwa na malengo ya kuboresha huduma ikiwa ni pamoja na kupunguza muda wa kupata leseni kuwa kati ya siku 14 na 60. Mkataba huo, uliozinduliwa hivi karibuni mjini Dodoma, unarejea azma ya Mamlaka ya kutoa huduma kwa usawa, ufanisi na uwazi zaidi. TCRA ina viwango vya utoaji huduma vya ISO 9001:2015. Mkataba huo unatolewa hapa kwa urefu.

UTANGULIZI

MKATABA wa Huduma kwa Mteja wa Mamlaka ya Mawasiliano Tanzania (TCRA), ambacho ni kifupi cha Tanzania Communications Regulatory Authority umeandaliwa kwa lengo la kufafanua sisi ni nani, wadau wetu, wateja wetu, huduma zetu na viwango vya utoaji huduma. Mkataba huu unaakisi dhamira ya dhati ya TCRA ya kuwahudumia wateja bila ya upendeleo, kwa uaminifu, kwa heshima, katika viwango vilivyoainishwa na kwa muda unaokubalika.

Mkataba huu umekusudia kuboresha utoaji wa huduma kwa kutoa taarifa kuhusu TCRA, kuwapatia wadau uelewa kuhusu huduma zetu za msingi na viwango vya huduma tunazotoa.

Mkataba huu unaainisha nia ya TCRA ya kuimarisha utendaji na utoaji huduma

bora kwa wadau na umma kwa lengo la kumridhisha mteja kulingana na mahitaji na matarajio yake. Aidha, Mkataba huu unaonesha vizuri kiwango cha uwazi, pamoja na haki na wajibu wa wateja wetu.

Ni utashi na kiu yetu kuona kuwa wakati tunatoa huduma, mteja anapata fursa ya kutupima kama tumefikia viwango vilivyooneshwa katika Mkataba huu na hivyo tungependa na kufurahi kupata mrejesho wake kuhusu huduma zetu. Iwapo huduma zetu zitakuwa chini ya viwango vilivyowekwa, hatua za kuchukua na kufanya marekebisho zimewekwa ili tuendelee kuboresha huduma zetu na kukidhi mahitaji ya wateja na wadau wote.

Kwa sasa, TCRA inayo Ofisi yake Zanzibar na imeunda Kanda tano (5) kama ifuatavyo: - (i) Kanda ya Mashariki (**DAR ES SALAAM**, Mtwara, Lindi, Pwani na Morogoro) (ii) Kanda ya Kaskazini (**ARUSHA**, Kilimanjaro, Tanga na Manyara) (iii) Kanda ya Kati (**DODOMA**, Singida, Tabora na Kigoma) (iv) Kanda ya Nyanda za Juu Kusini **(MBEYA,** Ruvuma, Iringa, Njombe, Rukwa, Songwe na Katavi) (v) Kanda ya Ziwa (**MWANZA**, Shinyanga, Geita, Mara, Simiyu na Kagera).

SISI NI NANI

TCRA ni Taasisi ya Serikali ya Udhibiti, yenye wajibu wa kusimamia na kuendeleza mawasiliano ya simu, intaneti, maudhui ya utangazaji (redio na televisheni) na huduma za posta na usafirishaji wa vifurushi na vipeto.

Dira yetu

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

Dhamira yetu

Kusimamia huduma za Mawasiliano ya Posta na Kielectroniki 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.

Sera ya Ubora wa Huduma Zetu

TCRA imejikita katika kuboresha ustawi wa Watanzania kupitia utoaji wa huduma za udhibiti zenye ubora ambazo zitahakikisha upatikanaji wa huduma za mawasiliano kwa wote na kwa kutekeleza mfumo wa ubora wa uendeshaji katika shughuli zote.

TCRA inaboresha na kupitia upya malengo yake ya ubora mara kwa mara na kuwafahamisha wahusika wote ndani ya Mamlaka.

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 ambazo zinatolewa kwa gharama nafuu.

Maadili ya Msingi

Watumishi wa TCRA wamelelewa katika maadili ambayo yanazingatia na kuhakikisha kuwa dira na dhamira zinafikiwa na hatimaye mteja kuridhika na huduma zetu. TCRA itaongozwa na itazingatia nguzo kuu zifuatazo:

Utalaam: Tunadumisha kiwango cha juu cha utalaam, weledi na maadili ili kujenga uhusiano wa ongezeko la thamani kwa wateja na wadau ili kutoa huduma bora.

Heshima: TCRA inawathamini wafanyakazi na kuwaheshimu wateja na wadau wake.

Uwezeshaji:Tunaamini katika kuwawezesha na kuwapa wafanyakazi uwezo wa kupambana na changamoto, kutoa maamuzi na kutekeleza kikamilifu wajibu wao katika sehemu zao za uwajibikaji.

Ubunifu: Tunahimiza ubunifu na uvumbuzi unaolenga kuongeza uwezo na ufanisi katika kushughulikia masuala ya udhibiti.

Uadilifu: Tunaamini katika uadilifu na tunakusudia kuwahudumia wateja na wadau wote kwa uadilifu, usiri na uaminifu.

Uwajibikaji: Tunawajibika, katika kutekeleza majukumu yetu kwa haki, kujali na kwa kuzingatia dhana ya uwazi.

Utendaji wa Pamoja: Tunanufaika na utendaji kazi wa pamoja na kutumia hazina ya utaalamu uliopo ili kupata mafanikio.

Ufanisi: Tunaamini katika kutoa huduma za udhibiti kwa ufanisi na kutafuta fursa zaidi ili kuongeza huduma zetu.

Kutokuwa na Ubaguzi: Tunaamini katika fursa sawa katika kuwahudumia wadau wa ndani na nje bila ya ubaguzi wa aina yoyote ile.

KUSUDIO LA MKATABA HUU

Mkataba huu unakusudia kuongeza uelewa wa wadau kuhusu TCRA, huduma tunazotoa, haki na wajibu wa wateja wake na jinsi ya kuhamasisha wadau wasioridhika na huduma zetu kuwasilisha malalamiko yao.

Aidha, Mkataba huu unakusudia kuwafanya watumishi wa TCRA kuwa na mtazamo wa kujali na kuheshimu zaidi mahitaji ya wateja na wadau wote.

MALENGO MAKUU YA KIMKAKATI

Mkataba huu wa Huduma kwa Mteja wa TCRA umezingatia malengo mkakati sita (6) kama yalivyoainishwa katika Mpango Mkakati wa miaka mitano (5) (2016/17-2020/21).

Malengo haya ni:

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

(ii) Kukuza ufanisi; kuaminika na kuhakikisha usalama wa miundombinu ya mawasiliano na matumizi yake.

(iii) 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. (iv) Kulinda maslahi ya wadau na kukuza uelewa wa haki na wajibu wao.

(v) Kufuatilia utendaji wa huduma zinazosimamiwa na kuhakikisha utekelezaji wa Sheria na Kanuni kwa viwango vinavyostahili.

(vi) Kuratibu utekelezaji wa ahadi za kisekta kitaifa, kikanda na kimataifa.



Mwananchi akiwa na machapisho ya TCRA baada ya kupata huduma kwenye banda la Mamlaka wakati wa kampeni iliyofanyika Morogoro kuhusu usajili wa laini za simu.

WADAU WETU

Wafuatao ni wadau wetu wakuu: -

(i) Serikali ya Jamhuri ya Muungano wa Tanzania;

(ii) Serikali ya Mapinduzi ya Zanzibar;

(iii) Bunge la Jamhuri ya Muungano wa Tanzania;

(iv) Baraza la Wawakilishi Zanzibar;

(v) Idara za Serikali ya Muungano wa Tanzania na Serikali ya Mapinduzi ya Zanzibar;

(vi) Wawekezaji na watoa huduma katika sekta za mawasiliano;

(vii) Tume ya Ushindani (FCC);

(viii) Baraza la Ushindani la Taifa (FCT);

(ix) Mfuko wa Mawasiliano kwa Wote

(UCSAF);
(x) Watumiaji wa huduma za mawasiliano;
(xi) Baraza la Ushauri la watumiaji huduma za Mawasiliano (TCRA-CCC);
(xii) Mamlaka za Usimamizi na Udhibiti;
(xiii) Taasisi na Asasi zinazohusiana na sekta ya Mawasiliano kimataifa;
(xiv) Vyombo vya Ulinzi na Usalama;
(xv) Watumishi wa TCRA;
(xvi) Taasisi za Elimu na utafiti;
(xvii) Mahakama;
(xviii) Wananchi;
(xix) Vyombo vya Habari;
(xx) Asasi za Kiraia; na
(xxi) Washirika wa kimaendeleo.

WAJIBU, MAJUKUMU NA KAZI ZETU

Mamlaka ya Mawasiliano Tanzania (TCRA) ilianzishwa kwa Sheria ya TCRA Na. 12 ya Mwaka 2003 kufuatia kuunganishwa kwa zilizokuwa Tume ya Mawasiliano Tanzania (TCC) na Tume ya Utangazaji Tanzania (TBC). Wajibu na kazi kuu za TCRA ni: -

(i) Kuweka mazingira sawa ya utendaji kazi ili kuimarisha ushindani wa haki na kukuza maendeleo ya kiuchumi;
(ii) Kulinda maslahi ya wateja;
(iii)Kuendeleza uwepo wa huduma zinazodhibitiwa;
(iv)Kutoa leseni na kusimamia masharti ya leseni za uendeshaji wa huduma za utangazaji, posta na mawasiliano ya simu;
(v)Kuweka na kusimamia viwango vya bidhaa na huduma zinazosimamiwa;
(vi)Kudhibiti viwango vya gharama na tozo za mawasiliano;
(vii)Kusimamia rasilimali masafa na namba zinazotumika katika utoaji wa huduma za mawasiliano ya simu; na
(viii)Kusimamia utendaji wa sekta zinazodhibitiwa.

AHADI KWA MTEJA KATIKA UTOAJI WA HUDUMA

Katika kutekeleza wajibu wetu kisheria, TCRA tunaahidi wateja kuwa: -

(i) Tutahakikisha wateja wetu wanapata huduma bora, kwa ufanisi, katika wakati unaokubalika na viwango vilivyowekwa;
(ii) Tutatoa huduma zetu pasipo kudai au kupokea rushwa ama kutoa upendeleo wa kibaguzi au kinyume na Sheria, Kanuni, Miongozo, na Taratibu;
(iii) Tutahakikisha tunaendelea kuwa na heshima na kauli nzuri kwa wateja;
(iv) Tutazingatia kikamilifu Mwongozo wa Maadili wa TCRA.
(v)Tutaondoa mapungufu ya kiutendaji mara pale yanapojitokeza au kubainishwa;
(vi) Tutaendelea kutoa elimu kwa wadau, wateja wetu na umma kuhusu huduma zetu, haki na wajibu wao;
(vii) Tutashirikisha kila mara wateja na wadau wa sekta ya Mawasiliano katika mashauriano ya kuboresha huduma zetu;
(viii) Tutazingatia viwango vya huduma ambavyo tunaahidi na kufuatilia, kutathimini utendaji na kupima matokeo;
(ix) Tutatoa taarifa sahihi za kuaminika kuhusu mabadiliko ya huduma mara yatakapotokea.

AINA ZA LESENI ZETU

(A) Mfumo Kutaniko wa Utoaji wa Leseni (Converged Licensing Framework - CLF) wenye sehemu nne za soko zinazoitwa; Kimataifa, Kitaifa, Kimkoa na Kiwilaya.

Hizi ni leseni Kutaniko ambazo zina teknolojia na huduma huru kama zinavyooelezwa hapa chini:

1. Leseni ya Vifaa vya Miundombinu (Network Facilities Licence – NFL); inaidhinisha, umiliki, udhibiti na ujenzi wa miundombinu ya mawasiliano ya kielektroniki.
2. Leseni ya Huduma za Miundombinu (Network Services Licence - NSL) – inatoa idhini ya kuendesha na kumiliki mitandao ya mawasiliano ya kielektroniki ili kutoa huduma.
3. Leseni ya Matumizi ya Huduma (Application Services Licence - ASL) – inaidhinisha utoaji wa huduma za kielektroniki kwa wateja wa mwisho.
4. Leseni ya Huduma ya Maudhui (Content Services Licence - CSL) – inaidhinisha utoaji wa maudhui kama vile utangazaji kwa njia ya Satelaiti na Utangazaji huru kwa njia ya miundombinu ya ardhini wa redio na vyombo vingine vya habari vya kielektroniki.
5. Leseni ya Huduma ya Maudhui kwa Mtandao (Online Content Licence) – inaidhinisha utoaji wa maudhui kwa njia ya mtandao.



Baadhi ya wataalam wa TCRA na wa wizara ya Ujenzi, Uchukuzi na Mawasiliano waliohudhuria mafunzo mafupi mjini Bagamoyo hivi karibuni **kuhusu teknolojia mpya za mitandao (new emerging technologies); yaliyotolewa na Shirika la Mawasiliano la Jumuia ya Madola (CTO).** ***Waliokaa ni Mkurugenzi wa TEHAMA wa Mamlaka, Connie Francis (katikati),*** **ambaye alimwakilisha Mkurugenzi Mkuu kwenye ufunguzi wa mafunzo hayo;** ***Mkuu wa*** **Utumishi na Utawala,TCRA** ***Bw. Erasmo Mbilinyi (kushoto) na mkufunzi, Bw.*** **Sunjay Kumar kutoka BSNL India, aliyeendesha msfunzo hayo kwa niaba ya CTO.**

(B) Leseni Nyingine

Kuna makundi mengine ya leseni zinazotolewa na TCRA ambayo hayamo kwenye Mfumo Kutaniko wa Utoaji wa Leseni (CLF). Makundi haya yanajumuisha:

(i) Leseni ya Ufungaji na Matengenezo ya Vifaa vya Mawasiliano;

(ii) Leseni ya Uingizaji wa Vifaa vya Mawasiliano;

(iii) Leseni ya Usambazaji wa Vifaa vya Mawasiliano;

(iv) Leseni ya Uuzaji wa Vifaa vya Mawasiliano;

(v) Leseni ya Huduma za Posta na Usafirishaji wa vipeto na vifurushi; (vi) Leseni ya Huduma ya Ujumbe Mfupi;

(vii) Leseni ya Matumizi ya Masafa ya Mawasiliano ya Redio;

(viii) Leseni ya Ungo (VSAT);

(ix) Leseni ya Kutoa Namba na Anwani za kielektroniki;

(x) Leseni ya Mawasiliano ya Redio;

(xi) Leseni ya Huduma ya Kuthibitisha Ubora wa Vifaa vya Mawasiliano kwa ajili ya matumizi nchini.

VIWANGO VYA HUDUMA ZETU

Hizi ni ahadi ambazo tunazitoa kwa watumiaji wa huduma kuhusu viwango na ubora wa huduma wanazoweza kutarajia. Tunaahidi kutoa huduma za viwango vya juu kupitia Mkataba huu unaolenga kuboresha huduma kwa wateja wetu.

Lengo la TCRA ni pamoja na kuweka viwango vya juu vya huduma na kuweka uwezekano wa kupima, kiwango chetu cha uwajibikaji katika kutoa huduma. Tuna maadili na viwango vya utendaji wa huduma kwa mteja ambavyo wafanyakazi wetu wanatakiwa kuvizingatia katika utendaji wao.

Unapokuwa Unashughulika nasi, tegemea mambo yafuatayo: -

(i) Kukutana na watu wenye ukarimu, adabu, heshima na kuhudumiwa kwa haki;

(ii)Tutakuhudumia kwa unyenyekevu na kuwasiliana nawe vizuri wakati wote;

(iii)Tutakuarifu huduma tunayoweza kukupatia, jinsi ya kupata na mhusika wa kuwasiliana naye;

(iv)Tutakupatia taarifa zenye ubora unaofaa kwa mahitaji yako;

(v)Tutahakikisha tunatoa huduma bora zinazokidhi matarajio yako;

(vi)Tutakupatia vipindi halisi vya utoaji huduma kuhusiana na aina ya maombi; (vii)Tutapima utendaji wetu kwa dhana ya "kilicho bora katika biashara."

Kipindi cha huduma zetu

(a) Shughuli na Vigezo vya Utendaji

(i)Mawasiliano	
Shughuli	**Viwango vya Utendaji**
Ukitembelea Ofisini, huduma katika Kaunta ya Mapokezi	Ndani ya Dakika kumi na tano (15)
Kupokea simu	Ndani ya Miito sita (6) ya kwanza
Kujibu maulizo, vyombo vya habari na wadau wengine wote	Ndani ya Siku tano (5) za kazi baada ya kupokelewa
Kujibu Maombi ya Leseni kwa mteja	Ndani ya siku mbili (2) za kazi baada ya kupokelewa
Kukiri kupokea Barua pepe (@tcra. go.tz), Nukushi, Mitandao ya kijamii (twiter, facebook instagram)	Ndani ya Saa 24 baada ya kupokelewa
(ii) Kushughulikia malalamiko	
Shughuli	**Viwango vya Utendaji**
Kukiri kupokea malalamiko	Ndani ya Siku tatu (3) za kazi
Kumfahamisha Mtoa huduma aliyelalamikiwa	Ndani ya Siku tano (5) za kazi tangu kupokelewa kwa malalamiko
Mrejesho wa mwenendo wa uchunguzi wa malalamiko	Ndani ya Siku kumi na nne (14) za kazi tangu kupokelewa
Kufanya vikao vya usuluhishi wa malalamiko inapohitajika	Ndani ya Siku sitini (60) tangu kujaza fomu ya malalamiko.
Kukamilisha na kutoa uamuzi wa malalamiko	Ndani ya Siku sitini (60) za kazi tangu kufanyika kikao cha usuluhishi
Kutoa kumbukumbu za mwenendo wa shauri na hukumu	Ndani ya Siku saba (7) baada ya kutolewa kwa hukumu/ maamuzi
(iii) Kupitia na Kutoa Kibali cha Mabadiliko ya bei za Mawasiliano	
Shughuli	**Viwango vya Utendaji**
Kukiri kupokea maombi ya mabadiliko ya bei	Ndani ya siku tatu za kazi
Mkutano na mwombaji kuhusu mabadiliko yaliyopokelewa	Ndani ya Siku kumi na nne (14) za kazi tangu kupokelewa
Kutoa uamuzi wa maombi ya mabadiliko ya bei	Ndani ya Siku thelathini (30) za kazi tangu kupokelewa
(iv) Utoaji Wa Leseni	
Shughuli	**Viwango vya Utendaji**
Upitiaji wa mwanzo wa maombi na kutoa barua kuhusu maombi (mrejesho wa awali)	Ndani ya Siku Siku tano (5) za kazi

Kufanya ukaguzi pale inapotakiwa	Ndani ya Siku tano (5) baada ya barua ya mrejesho wa awali
Kutoa kibali cha ujenzi wa muundombinu pale inapotakiwa	Ndani ya Siku kumi na nne (14) za kazi baada ya ukaguzi
Kutoa Leseni ya kujenga Miundombinu ya mtandao wa mawasiliano	Ndani ya Siku sitini (60) za kazi tangu kupokelewa
Kutoa Leseni ya Huduma ya Mtandao	Ndani ya Siku sitini (60) za kazi tangu kupokelewa
Kutoa Leseni ya Matumizi ya Huduma za mtandao	Ndani ya Siku sitini (60) za kazi tangu kupokelewa
Kutoa Leseni ya kutoa maudhui ya Utangazaji	Ndani ya Siku sitini (60) za kazi tangu kupokelewa
Kutoa Leseni ya utoaji wa maudhui Mtandaoni	Ndani ya Siku kumi na nne (14) za kazi tangu kupokelewa
Kutoa Leseni ya Kusimika na kurekebisha Mitambo ya mawasiliano	Ndani ya Siku Siku thelathini (30) za kazi tangu kupokelewa
Kutoa Leseni ya Uingizaji, usambaji na uuzaji wa vifaa vya mawasiliano	Ndani ya Siku saba (7) za kazi tangu kupokelewa
Kutoa Huduma za Posta na Usafirishaji vipeto	Ndani ya Siku thelathini (30) za kazi tangu kupokelewa
Kutoa Huduma za Ujumbe Mfupi	Ndani ya Siku saba (7) za kazi tangu kupokelewa
Kutoa Matumizi ya Masafa na Mawasiliano ya Redio	Ndani ya Siku saba (7) za kazi tangu kupokelewa
Kutoa huduma ya Kusimika na Kutumia VSAT	Ndani ya Siku saba (7) za kazi tangu kupokelewa
Kutoa Namba na Anwani za Kielektroniki	Ndani ya Siku saba (7) za kazi tangu kupokelewa
Kuthibitisha Ubora wa Vifaa vya Mawasiliano kwa ajili ya matumizi hapa nchini	Ndani ya Siku kumi na nne (14) za kazi tangu kupokelewa
(v) Ufuatiliaji na Ukaguzi wa wenye Leseni	
Shughuli	**Viwango vya Utendaji**
Kujibu taarifa za kila robo mwaka zinazopokelewa kwa mujibu wa Kanuni	Ndani ya Siku saba (7) za kazi tangu Kupokelewa
Kupitia na Kujibu Mpango Mkakati wa biashara (business Plans) zinazopokelewa kwa mujibu wa Kanuni	Ndani ya Siku kumi na nne (14) za kazi tangu kupokelewa
Kutoa mrejesho wa ukaguzi ambao umefanyika kwa mtoa huduma aliyekaguliwa	Ndani ya Siku kumi na nne (14) za kazi tangu kukamilika kwa ukaguzi

(vi) Utoaji wa habari	
Shughuli	**Viwango vya Utendaji**
Utoaji wa uamuzi wa bei za muingiliano mitandao ya simu kwenye Gazeti la Serikali	Ndani ya Siku saba (7) baada ya uamuzi
Kutoa taarifa kwa wafanyakazi kuhusu maamuzi muhimu ya Menejimenti, Bodi ya Wakurugenzi na Serikali	Ndani ya Siku tatu (3) za kazi baada ya maamuzi
Kutoa taarifa za Mpango wa Mwaka wa Manunuzi	Ndani ya Siku thelathini (30) kabla ya mwaka mpya wa fedha kuanza
Kuwasilisha Mikataba ya Zabuni kwa Mwanasheria Mkuu	Ndani ya Siku saba (7) baada ya maamuzi ya Bodi ya Tenda
Kuwasilisha marejeo ya Mkataba wa Utendaji kwa Msajili wa Hazina	Ndani ya Siku tano (5) baada ya maamuzi ya Bodi
Kuchapisha Taarifa ya Mwaka ya Utendaji ya TCRA	Ndani ya Siku mia moja na themanini (180) za Kazi baada ya kukamilika ukaguzi
(vii) Malipo kwa Wateja wa Ndani	
Shughuli	**Viwango vya Utendaji**
Kukamilisha maombi ya malipo	Ndani ya Siku saba (7) za kazi tangu kuidhinishwa
Kuingiza kumbukumbu za malipo	Ndani ya Siku mbili (2) za kazi tangu kupokelewa
Kusaini hundi ya malipo	Ndani ya Siku mbili (2) za kazi baada ya kuandikwa
Kumfahamisha kwa barua pepe au simu mtumishi kuhusu kukamilika kwa malipo yake	Ndani ya Siku mbili (2) tangu kukamilika
Kutoa taarifa ya mshahara	Ndani ya siku moja (1) baada ya mshahara kupelekwa benki
(viii) Malipo kwa Wateja wa Nje	
Shughuli	**Viwango vya Utendaji**
Kuidhinisha maombi ya malipo	Ndani ya Siku tano (5) za kazi
Kukamilisha maombi ya malipo yasiyo ya manunuzi	Ndani ya siku saba (7) za kazi tangu kupokelewa
Kuingiza kumbukumbu za malipo	Siku mbili (2) za kazi tangu kukamilika
Kusaini hundi ya malipo	Siku mbili (2) za kazi tangu kukamilika
Kumfahamisha kwa barua pepe au simu mlipwaji kuhusu kukamilika kwa malipo yake	Siku mbili (2) tangu kukamilika
Malipo kwa watoa huduma kwa TCRA	Sawa sawa na ilivyo katika Mkataba wa manunuzi



Afisa wa TCRA, Judith Shao akihudumia watumiaji wa huduma za mawasiliano kwenye kampeni ya elimu kwa umma iliyofanyika Morogoro hivi karibuni.

(b) Siku za kazi ni Jumatatu hadi Ijumaa kuanzia saa 2:00 (mbili) asubuhi hadi saa 10:00 (kumi) jioni.

(c) Kutakuwepo na dawati la msaada kwa wateja (Help-Desk) la kutoa huduma kwa mteja ambae hahitaji kumwona ofisa.

(d)Tutajitambulisha kwa kuonyesha kitambulisho cha kazi.

(e) Mgeni au mteja utasindikizwa na kukabidhiwa kwa Ofisa anayehusika kwa suala lako.

(f) Malalamiko yote halali yatawekwa katika daftari (register) siku yanapopokelewa.

Msingi wa Ufanisi katika Kushughulikia Malalamiko

Mchakato wetu utazingatia mambo yafuatayo:

(i) Haki ya msingi ya kusikilizwa;

(ii) Kuwasilishwa kwa malalamiko husika;

(iii)Malalamiko kuwa katika lugha ya Kiingereza au Kiswahili;

(iv)Kuwapo utaratibu rahisi kuelewa na kutumia;

(v) Malalamiko yatashughulikiwa kwa muda uliokubalika;

(vi)Kuhakikisha uchunguzi kamili na wa haki wa malalamiko;

(vii) Kuheshimu matakwa ya watu kwa ajili ya usiri;
(viii) Kueleza hoja zote kwa wakati, kutoa majibu na marekebisho yanayofaa.

Kuwajibika katika Utoaji Huduma

TCRA inawajibika kukuhudumia kwa wakati, kwa kuzingatia uadilifu, uaminifu, haki, ufanisi na ubora. Hatutatoa motisha kwa namna ya zawadi au upendeleo kwa wafanyakazi wetu au kuwashawishi ili watoe huduma.

Aidha, tutaendelea kuelimisha wateja na umma kuhusu viwango vya utoaji wa huduma zetu.

Utaratibu wa Malalamiko

Wateja wanahamasishwa kuleta malalamiko kwa Mkurugenzi Mkuu kwa kufika, kwa simu, kwa maandishi, barua pepe, mitandao ya kijamii - twitter@TCRA_TZ,@ TCRA1, au nukushi +255 22 2412009 -10.

(i) Malalamiko ya jumla yatumwe kupitia anwani ya barua pepe - malalamiko@tcra.go.tz au kwa kupiga simu namba +255 22 2412011 - 2; +255 22 2199760-9.

(ii) Kituo cha Huduma kwa Wateja (Call Centre) 0800 008272, +255 22 2008272.

(iii) Malalamiko yanayohusiana na vitendo vya rushwa yawasilishwe kupitia anwani ya barua pepe - norushwa@tcra.go.tz au kwa kupiga simu namba +255 737 300300.

(iv)Tutahakikisha usiri na faragha kwa kuheshimu utambulisho wa mlalamikaji na kiini cha malalamiko ili kulinda haki ya wateja. Hata hivyo, tunawahamasisha walalamikaji kujibainisha wenyewe kutokana na ugumu wa kiutendaji kushughulikia malalamiko yasiyo na jina.

Haki kwa Mteja wetu

(i) Kuhudumiwa kwa viwango vilivyowekwa.
(ii) Kufanya mapitio na kukata rufaa dhidi ya uamuzi wetu.
(iii) Kuwasilisha malalamiko kuhusu huduma za TCRA.
(iv) Kupata kumbukumbu za mwenendo wa shauri lililowasilishwa katika Kamati ya Malalamiko na hukumu iliyotolewa.
(v) Kupata huduma bila ubaguzi kama vile rangi, dini, elimu, ukanda, kabila, ulemavu, jinsia na mafungamano yoyote.
(vi) Kupata taarifa sahihi na kwa wakati kulingana na Sheria, Kanuni na Taratibu zilizopo.
(vii) Kupata faragha na usiri katika masuala yanayowasilishwa.

Wajibu wa Mteja

TCRA inatarajia yafuatayo toka kwa wateja wetu:
(a) Kuthamini huduma zetu;
(b) Kulipia leseni kwa wakati unaohitajika;
(c)Kutoa mapendekezo ya kuboresha huduma zetu kwa njia ya barua, maoni kwenye sanduku, barua pepe au simu;
(d) Kuzifahamu huduma zetu;
(e)Kutoa taarifa sahihi, nyaraka au viambatanisho kamili;
f) Kufahamu vizuri Sheria, Kanuni, miongozo na taratibu zetu;
(g)Kuwasilisha taarifa kamili na sahihi kutuwezesha kuchukua hatua zinazostahili;
(h) Kubainisha maeneo ya udhaifu katika utoaji wa huduma zetu;
(i)Kushiriki katika programu zetu za uhamasishaji na ushirikishwaji;
(j) Kutunza mazingira;
(k) Kutunza miundombinu ya Mawasiliano;
(l) Kufuata Sheria zinazoongoza matumizi ya huduma za mawasiliano.

MAPITIO NA MAREKEBISHO YA MKATABA

Kuzingatia mazingira yanayobadilika, kwa kushauriana na wateja/wadau, tutafanya mapitio ya Mkataba huu kwa Mteja kwa lengo la kuboresha huduma zetu.

MREJESHO WA UTOAJI HUDUMA ZETU

Tutafurahi kupata mrejesho wa namna tunavyotoa huduma zetu. Unaweza kuwasiliana nasi kuhusu huduma zetu kwa kutumia sanduku la maoni au kuandika barua au barua pepe kwenda Makao Makuu, Ofisi ya Zanzibar na Ofisi za Kanda kwa anwani zilizotolewa hapa chini:

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: Mkuu wa Ofisi ya TCRA 19 Mtaa wa Mbuyukisutu, S.L.P 3284 71194 Mjini Magharibi, ZANZIBAR. Simu: +255 24 223 5062. Baruapepe: zanzibar@tcra.go.tz

Ofisi ya Kanda ya Mashariki: Mkuu wa Kanda, 147 Barabara ya Kajenge, S.L.P 35615 14194 DAR ES SALAAM. Simu : +255 22 2775110 +255 22 2775114. Baruapepe: easternzone@tcra.go.tz.

Ofisi ya Kanda ya Kati: Mkuu wa Kanda, Jengo la LAPF, Ghorofa ya 4, 2 Mtaa wa LAPF, S.L.P 2229 41194 DODOMA. Simu : +255 26 232 1731. Baruapepe: dodoma@tcra.go.tz

Ofisi ya Kanda ya Ziwa: Mkuu wa Kanda, Jengo la NSSF Mafao, Ghorofa ya 4, Wing B, 13 Barabara ya Jomo Kenyatta S.L.P 3108 33194 MWANZA. Simu: +255 28 2505082. Baruapepe: mwanza@tcra.go.tz

Ofisi ya Kanda ya Kaskazini: Mkuu wa Kanda, Jengo la Summit Centre, Ghorofa ya 3, Block B 103 Barabara ya Sokoine, S.L.P 15675 23194 ARUSHA. Simu: +255 27 254 8947. Baruapepe: arusha@tcra.go.tz

Ofisi ya Kanda ya Nyanda za Juu Kusini: Mkuu wa Kanda, Jengo la Century Plaza, Ghorofa ya 1, Barabara ya Tunduma, P. O. Box 1375 53194 MBEYA. Simu: +255 25 250 5016. Baruapepe: mbeya@tcra.go.tz



Mkazi wa Iringa akipitia mwongozo wa watumiaji wa huduma na bidhaa za mawasiliano ambao, pamoja na mambo mengine, unaelezea haki na wajibu wa watumiaji.

MANUFAA YA MATUMIZI YA POSTIKODI



Mfumo wa postikodi una manufaa mbalimbali kwa Serikali, watoa huduma za posta, wafanyabiashara, jamii na taasisi zisizo za kiserikali; manufaa haya ni ya kijamii, kiuchumi na kisiasa kwa maendeleo ya taifa.

- Ni msingi wa kutoa utambulisho wa eneo maalumu kama Kata au Wadi;
- Unaongeza ufanisi katika utoaji wa huduma katika makazi ya watu;
- Unaongeza tija kwenye huduma za uokoaji na maafa;
- Unawezesha ukusanyaji wa kodi mbalimbali kwa urahisi na kwa wakati;
- Ni chanzo cha mapato yatokanayo na maombi ya orodha ya postikodi kwa ajili ya shughuli za utafiti na biashara; na
- Unaongeza kasi ya kupambana na uhalifu, kuimarisha shughuli za uhamiaji, utalii, ulinzi na usalama.
- Unarahisisha uchambuaji wa barua na vifurushi kuwa wa haraka na ufanisi zaidi;
- Unaongeza ufanisi katika usafirishaji na usambazaji
- wa barua na vifurushi;
- Unawezesha utambuzi wa anwani kuwa rahisi zaidi;
- Unaongeza ufanisi katika kushughulikia malalamiko ya wateja;
- Unapunguza uwezekano wa barua na vifurushi kupotea; na
- Ni chanzo cha mapato yatokanayo na kuunganishwa na Hifadhi–Data ya Postikodi.
- Unawezesha biashara mtandao na upatikanaji wa huduma nyingine za kijamii kama vile za afya na usalama;
- Unawezesha kutambua eneo kirahisi na kufahamu mahali alipo mtu au kitu hivyo kupunguza muda na gharama za usafiri; na
- Unarahisisha upatikanaji wa takwimu kwa ajili ya kufanya tafiti mbalimbali za maendeleo ya kijamii.
- Unaboresha utafiti wa maendeleo ya biashara;
- Unarahisisha upatikanaji wa takwimu kwa ajili ya kufanya tafiti mbalimbali za maendeleo ya kibiashara.

JAMHURI YA MUUNGANO WA TANZANIA

MAMLAKA YA MAWASILIANO TANZANIA

ISO 9001:2015 CERTIFIED

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



Maeneo yanayosimamiwa

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

Kazi za TCRA

- Kutoa leseni, kuongeza muda wa leseni na kufuta leseni
- Kuweka viwango kwa bidhaa na huduma zinazosimamiwa
- Kuweka viwango vya kanuni na masharti ya kusambaza bidhaa na huduma zinazosimamiwa
- 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.