



POSTAL LICENSING PROCEDURES

1. INTRODUCTION

Licensing as a regulatory mechanism aims to promote effective competition in supply of services which in turn benefits consumers in terms of tariffs and good quality of services. In general, postal services mean a system for the collection, dispatch conveying, holding and delivery of postal articles by or through public postal licensee. A courier service means a specialized service for the speedy collection, conveyance and delivery of postal articles other than letters. Courier items are mainly documents, packages, packets and parcels shipments and are traditionally delivered quickly. A letter means a form of written communication in the nature of current and personal correspondence and includes postcards. While the collection, conveyance and delivery of letters are part of the reserved areas of the Public Postal Licensee or Designated Operator, the courier market segment is open for competition in Tanzania.

2. LICENSING PROCESS

Courier firms, freight and forwarders, transport firms can apply for courier operating licence. The Tanzania Communications Regulatory Authority uses the following licensing procedures for the various postal operators and service providers:

2.1 APPLICATION

Any person or entity wishing to start courier business will have to apply for a licence from the Authority. An applicant will make payment of the prescribed non-refundable application fee as shown on the fee table below. The applicant will be required to fill in the

application form which can be downloaded from Authority website www.tcra.go.tz and return it to the Authority.

2.2 IMPORTANT CONDITIONS FOR ALL APPLICANTS

Upon receipt of an application, the Authority shall check the following details: -

a) CERTIFIED Documents to be submitted

- i. Must be registered with the Tanzania Revenue Authority for Tax purposes (TIN Number);
- ii. Tax Clearance Certificate;
- iii. A Certificate of Incorporation or Business Name Registration. Must be registered as a Company or Business in Tanzania
- iv. A shareholding structure of the company – *As per Regulations (EPOCA)*

b) Other Documents to be submitted

- i. Business plan for the proposed services which will include service performance plan – projection of quality of services targets and rollout plan;
- ii. Adequate means of transport (means of transport available for providing the services) – Proof of ownership of vehicle, motorcycle and bicycle for conveyance and distribution of mail;
- iii. List of Management Team;
- iv. Tariffs;
- v. Schedule of delivery standards.

c) Operating premises

The premises earmarked for courier business should be permanent with the following facilities: -

- i. Well built acceptance and delivery counters;
- ii. Secure and clean storage facilities;
- iii. Well ventilated or air-conditioned lobby for customers waiting for service;

- iv. Must have a monitoring technique for mail movement preferably computer tracing and tracking system.

d) Human Resources

Human Resources is of utmost importance for any postal or courier operator because it will assist the firm or company to abide by confidentiality and integrity values. It is absolutely necessary for any licensee to observe the inviolability of the secrecy of any correspondence. In view of the above the Applicant will be required to disclose at least the initial management team of the firm or company.

e) Compensation to customers

A customer will have the right to compensation in case a postal article will be lost or misplaced within the operator's network or system. The Authority requires an applicant to produce a compensation policy including any insurance arrangement for enhancing security of postal articles.

3. ISSUANCE OF LICENCE

- i. The TCRA will send a team of inspectors to the applicant's premises to verify contents of the application form.
- ii. The Authority having been satisfied that the applicant has met the above conditions (in 2 above) will advise the company of the appropriate license category and fee payable.
- iii. Upon receipt of license fee, the Authority issues the license certificate with conditions of license.
- iv. License processing is expected to take not more than thirty days.

4. LICENCE CATEGORIES and fees

Postal Courier Licenses which are issued to other categories as indicated below. Duration and fees payable to the Authority vary according to licence category as shown in the table below:

S.No.	Licence Category	Application Fees(US\$)	Initial Licence Fee(US\$)	License Renewal Fee(US\$)	Annual Licence/Royalty Fee (US\$)	Duration (Years)
1	Public Postal Operator	1,000	10,000	1,000	10,000	25
2	International Courier	75	9,000	75	9,000	4
3	East Africa Courier	50	3,500	50	3,500	3
4	Domestic Courier	25	2,000	25	2,000	3
5	Intra-City Courier	25	750	25	750	3
6	Intercity Transporters	25	350	25	350	3

**ISSUED BY:
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