THE Regulator

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Quarterly magazine of the Tanzania Communications Regulatory Authority

Waziri mpya wa Sekta

Huduma 32 za Serikali, umma kutolewa kituo kimoja

Mhe. Dkt. Ashatu K. Kijaji,
Waziri wa Habari,
Mawasiliano na Teknolojia
ya Habari

UNIVERSAL BROADBAND

TANZANIA'S NEW GAME CHANGER

Regulating for a level playing field

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

Strategic goal

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

Strategic Objectives

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

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

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

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

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

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

Quality Policy

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

Quality Objectives

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

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

3. Maintained compliance with relevant statutory and regulatory requirements.

The Regulator is published quarterly by the Tanzania Communications Regulatory Authority (TCRA). The Authority's functions and duties include enhancing public knowledge, awareness and understanding of the regulated goods and services, and disseminating information about matters relevant to its functions.

TCRA is an independent Government agency established under the Tanzania Communications Regulatory Authority Act No. 12 of 2003 to regulate electronic and postal communications in Tanzania.

Specifically, the Authority is responsible for enhancing the welfare of Tanzanians through:
- Promoting effective competition, economic efficiency
- Protecting consumers
- Promoting the availability of regulated services
- Licensing and enforcing licence conditions of broadcasting, postal and telecommunications operators
- Establishing standards for regulated goods and services
- Regulating rates and charges (tariffs)
- Managing the radio frequency spectrum
- Monitoring the performance of the regulated sectors
- Monitoring the implementation of ICT applications.

TCRA has offices in Zanzibar and in five zones - Northern (Arusha), Lake (Mwanza), Central (Dodoma), Southern Highlands (Mbeya) and Eastern (Dar es Salaam).

CONTENTS

A connected family

Digital initiatives, bridging the ICT gender divide

THE main article in this edition gives us a feeling of déjà vu. Tanzania has secured 150 million US dollars funding from the World Bank for a digital transformation programme that is set to be the sector's game-changer.

It is the second biggest sectoral programme in the last 30 years, and the most comprehensive. In the early nineties, Tanzania implemented a 220 million US dollar project known as the Tanzania Telecommunications Restructuring Programme (TRP) funded by several donors, including the World Bank.

The objective was to rehabilitate, modernize and expand the country's telecommunications network; with targets to increase telephone penetration and improve quality of service. The pro-gramme led to the establishment of an independent sector regulator – the Tanzania Communications Commission, which merged with the Tanzania Broadcasting Commission in 2003 to form TCRA.

The current project is a comprehensive broadband initiative to increase access to high-quality broadband internet services for government, businesses and citizens, and improve the government capacity to deliver digital public services.

It includes interventions to increase investment in backbone network infrastructure, raise the levels of income, digital literacy and closing the digital gender gap. There are strategies to enhance the digital public service delivery capacity and open Tanzania for digital investments.

This edition also carries reports on Tanzania's communications sector international and bilateral commitments. They include the country's election to the Universal Postal Union (UPU) Council of Administration for the period 2022-2025 and TCRA's cooperation with the Pan African Postal Union (PAPU).

Areas of bilateral cooperation in ICT between Tanzania and Rwanda that were discussed during the visit to Tanzania by the Rwanda Minister for Communications, Information Technology and Innovation, Hon. Paula Ingabire, who visited Tanzania in August 2021 are highlighted.

Enhanced regional and international cooperation on online security has enabled Tanzania to jump to the second position in the 2020 Africa cybersecurity ranking from 11th in 2015.

We present critical success factors highlighted by five current reports on mobile money, interoperability of financial networks, ICT and postal challenges and opportunities in Africa and the gender digital divide.

The Kiswahili section carries articles on the proposed new ICT, and personal data acts; TCRA's electronic licensing systems and mobile money and financial inclusion.

TCRA now under one Ministry

TCRA is now under one ministry following the merger of mass media functions with communications and information technology in the September 12 mini cabinet reshuffle in which HE President Samia Suluhu Hassan appointed Hon. Dr. Ashatu K. Kijaji (pictured) Minister for Information, Communications and Information Technology.

She replaces Hon. Dr Faustine E. Ndugulile whose portfolio did not include information.

The Authority regulates radio and television content services and consults the ministry responsible for broadcasting in the licensing process. Before therecent changes, broadcasting was under the Ministry of Information, Culture, Sports and Arts

Hon. Dr. Ashatu K. Kijaji
Minister for Information, Communications and Information Technology.

Tanzania excels in Africa cybersecurity ranking

Responsive legal and regulatory measures, the existence of a well-functioning national cyber security organ: the Computer Emergency Response Team (CERT) and the country's cooperation with international and regional communications institutions have raised Tanzania's ranking in the 2020 Global Cybersecurity Index (GCI).

According to the Index, published by the International Telecommunication Union (ITU), Tanzania ranks second among African countries in its commitment to cybersecurity, up from 11th position in 2015. We have an overall score of 90.58 points after Mauritius, with 96.89. Kenya is fifth, Rwanda seventh and Uganda ninth.

Countries are evaluated on their cybersecurity commitments based on measures and strategies adopted and implemented under five criteria – legal, technical, organizational, capacity building and international cooperation.

Tanzania's exemplary performance is attributed to cooperative measures, with a score of 19.41, followed by legal (18.54), technical (18.31), capacity development (17.72) and organizational (16.6).

The GCI was launched in 2015 by the International Telecommunication Union (ITU) to measure the commitment of its member states to cybersecurity. An eighty two-question online survey and the collection of supporting evidence. The overall score is computed after weighing the questions through consultation with a group of experts.

TCRA is mandated to manage cybersecurity and online safety and manages TZ-CERT. The latter was established under section 124 (1) of the Electronic and Postal Communications Act (EPOCA) of 2010 to coordinate response to cyber security incidents at the national level and cooperate with regional and international entities involved with the management of cyber security incidents.

Through TZ-CERT, TCRA has been issuing regular alerts on computer and networks security and promotes a culture of network and information security in institutions to enhance safe online t activities.

TCRA regularly trains ICT officers on network and systems monitoring to improve their capacity to respond proactively to cybersecurity incidents in their system and network infrastructure.

The capacity-building programmes cover defence against cyber-attacks, including webservers security, Intrusion detection systems, network traffic analysis and log forensics. There are practicals in customized virtual lab environments.

The Authority also carries out regular training on conducts cybersecurity competitions to identify, nurture and develop cybersecurity talents and competencies. The Cyber stars Competition, open to 18 to 24 years university has been popular. The 2020/2021 edition attracted 586 students from 27 universities, of whom 50 from nine institutions reached the finals and three best were selected on 21 April 2021.

TCRA Director of ICT and Applications, Ms Connie Francis leads a training session for ICT professionals in Dodoma.

Tanzania voted to Universal Postal Council

TANZANIA is among 11 African countries elected to the 41-member Universal Postal Union (UPU) Council of Administration for the period 2022-2025. The elections were held on 26 August 2021 during the Union's 27th Postal Congress in Abidjan, Côte d'Ivoire.

The other countries are Algeria, Cameroon, Senegal, Egypt, Ghana, Kenya, Madagascar, Mali, Tunisia and Zambia. UPU is the United Nations specialized agency for the postal sector affairs.

The Council ensures the continuity of the UPU's work between Congresses, supervises its activities and studies regulatory, administrative, legislative and legal issues.

New PAPU leadership

THE Secretary-General and Assistant Secretary-General of the Pan African Postal Union (PAPU) assumed office at the continental body's headquarters in Arusha on 1 September 2021.

The new Secretary-General, Mr Sifundo Chief Moyo andAssistant Secretary-General Ms. Jessica Hope Uwera Sengooba, both elected at the Union's Plenipotentiary Conference at Victoria Falls Zimbabwe in June 2021 replace Mr Younouss Djibrine; and Mr Kolawole Aduloju respectively, who have ended their statutory terms.

PAPU and the Tanzania Communications Regulatory Authority (TCRA) are jointly developing a 17-storey multi-purpose building in Arusha, expected to be completed in June 2022 at the cost of 39,622,306,245 shillings.
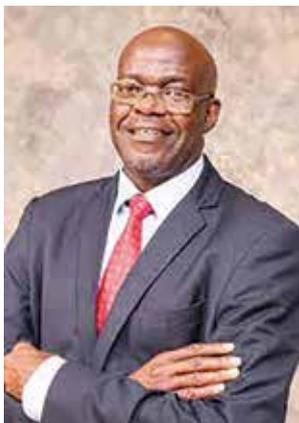
Ms. Jessica Hope Uwera Sengooba (above)
Mr. Sifundo Chief Moyo (left);

Online content services fees cut as Regulations reviewed

APPLICATION, initial and annual licence fees for online content services have been reduced by half and provisions for the protection of children are introduced in proposed new regulations.

The Tanzania Communications Regulatory Authority has circulated a stakeholders' consultation document which proposes two online content licence categories instead of six (three main, and an equal number of sub categories) in the 2020 regulations.

Adherence to journalism ethics and professionalism and local content requirements as prescribed by the TCRA has been stated in the regulations. Online content providers are obliged to take measures to ensure children are protected against access to any content that is harmful to their wellbeing.

Online content aggregators by subscription are required to observe copyright requirements including obtaining the right clearance from relevant content owners and providing electronic guide support.

They are also required to provide information in writing on the type of product, bouquet and services offered; and cost structure for products and services; customer care support and complaints' handling procedures according to rules as may be prescribed by TCRA.

New application fees are fifty thousand shillings (50,00/- while initial licence and annual fees will be 500,000/- respectively for each category, down from 1,000,000/-. Content aggregators will pay 1,000,000/- apiece for an initial licence and annual fees and 100,00/- for applications and renewals respectively.

Table: Fees schedule for Online Media Content and Online Content Aggregator by Subscription (in shillings)		
Category	Online Media Content	Online Content Aggregator by Subscription
Application fees	50,000	100,000
Initial licence fees	500,000	1,000,000
Annual fees	500,000	1,000,000
Renewal fees	100,000	100,000

Addressing critical success factors

Five current reports highlight mobile money, interoperability of financial networks, ICT and postal challenges and opportunities in Africa and the gender digital divide

1. **State of the Industry Report on Mobile Money-2021** by GSMA, which represents the interests of mobile operators worldwide.

Mobile money accounts grew by 12.7 per cent globally to 1.21 billion accounts – double the forecast growth rate. Apart from changes in consumer behaviour, this impressive uptake was due to regulators implementing more flexible Know Your Customer (KYC) processes and relaxing boarding requirements to make it easier to open an account.

The Covid-19 pandemic and restrictions which led to a reduction in physical contacts contributed to this growth as more users adopted digital financial transactions solutions.

COVID-19 triggered a widespread shift in the adoption of digital tools. All at once, more people were using mobile services out of necessity. Restrictions on movement and the potential risks of handling cash led consumers to quickly turn to digital payments as a safer and more accessible option.

Mobile agency networks have also expanded. As demand rose for non-physical payments, some regulators declared mobile money agents an essential service.

There are now over 300 million monthly active mobile money accounts. Not only are customers using their accounts more frequently, but they are using them for new and more advanced use cases. This suggests that more and more people are moving away from the margins of financial systems and leading increasingly digital lives.

Transaction values also grew across the board as more money circulated and was cashed-in and cashed-out than ever before. For the first time, the global value of daily transactions exceeded two billion dollars and is expected to surpass $3 billion a day by the end of 2022.

International remittances processed via mobile money increased by 65 per cent in 2020. For the first time, over $1 billion is being sent and received every month. Despite fears that remittances would decline as people around the world suffered job losses and income cuts, it seems clear that diasporas around the world continued to use mobile money to come to the aid of those back home.

As more consumers became uncomfortable handling cash, many turned to mobile money to purchase food, clothing and other essential products and services. This undoubtedly contributed to an uptick in merchant payments. The value of mobile money merchant payments grew by 43 per cent compared to 28 per cent in the previous year. On average, $2.3 billion in merchant payments were transacted per month in 2020, and QR codes became the second-most offered channel for merchant payments after USSD.

Interoperability has brought more people into the formal economy. Over the past five years, the value of transactions between mobile money platforms and banks grew fourfold, reaching $68 billion in 2020, up from just $15 billion in 2015. During this period, the amount of money flowing between the two systems has

remained in close balance, highlighting the complementary relationship between banks and mobile money services.

There were 161 million active mobile money accounts in Africa, which made 27.5 billion transactions valued at 495 billion US dollars; of which Africa's share was 94 million,18.6 billion and 273 billion respectively. Tanzania had 32,268,630 mobile money accounts in December 2020.

2. Bank of Tanzania Report, 2019/2020

2019/2020 Bank of Tanzania Annual Report, published in December 2020 notes that mobile financial services interoperability contributed to the growth of mobile money transactions in Tanzania, which increased by 21.8 per cent in volume and 8.9 per cent in value compared with 2018/19.

The Bank is working with stakeholders to facilitate interoperability at the level of all digital financial services providers to enhance and broaden interoperability.

In early 2016 Tanzania became the first country in the world to achieve full mobile money interoperability. This enables users of different mobile network services to transact directly with each other.

The development of the Tanzania Instant Payment System (TIPS) is in progress. It will address limitations of current service offerings, concerning interoperability by enabling the Government, individuals and businesses to be able to transact with each other regardless of the service provider or sector, bank or non-bank payment service providers.

TIPS will facilitate instant payments, easy connections by multiple participating institutions and low-cost payments. It will also provide a single national switch that will facilitate Bank of Tanzania oversight supervision of payment systems, improve financial inclusion through the usage of electronic payments platforms and promote a cash-lite economy.

The Second National Financial Inclusion Framework (NFIF 2018-2022) aims at increasing the per cent of adult Tanzanians using formal financial services to 75 per cent by 2022 from 65 per cent in 2017.

3. ITU Digital trends in Africa 2021

The report, by the International Telecommunication

Union provides an overview of trends and developments in ICT infrastructure, access and use in Africa.

Countries have not fully leveraged the power of digital technologies to support their innovation and transformation into digital economies. Limited and high cost of connectivity and devices and operational costs also impede innovation and the implementation and scaling up of digital services, which further challenges digital transformation.

The capability of local stakeholders to drive the adoption and scaling up of digital services is limited in most countries. Lack of meaningful and affordable connectivity is the key impediment to rapid progress.

Most of the challenges are related to a high level of fragmentation of existing services that lead to duplication of systems. There is poor coordination and harmonization of the digital ecosystem.

African active mobile broadband subscriptions per 100 inhabitants reached 33.1 in 2019, far behind the world average of 75 per 100 inhabitants.

Only 21 countries have established their computer incident response teams. Tanzania has an effective computer emergency response team (CERT).

There are persistent gaps in usage, accessibility and affordability between rural and urban areas and men and women persist. Only 20.2 per cent of women in Africa used the Internet in 2019, compared with 37.1 per cent of men – a 16.9 percentage-point difference. More targeted initiatives to bring women online should be introduced.

Digital transformation will make a tremendous difference for people on the African continent as it constitutes an opportunity to boost economic growth and industrialization, alleviate poverty and improve people's lives.

Africa should scale up and promote the development of digital services through cross-cutting initiatives to facilitate the adoption of innovative and impactful solutions and accelerate the achievement of the Sustainable Development Goals.

4. The Mobile Gender Gap Report 2021

Mobile is the primary way men and women access the internet in developing countries.

During the COVID-19 pandemic, access to mobile internet has become more important than ever. Mobile has provided people with a way to continue living their lives despite lockdown restrictions, serving as a vital tool to access critical information, services and opportunities.

Mobile has enabled people to stay connected, to keep working or earning an income, to access important services such as education and healthcare, to search for accurate information and to purchase the goods they need.

However, women, particularly those with low literacy levels, low incomes, who live in a rural area or have a disability are still less likely than men to have access to mobile phones and use mobile services.

Analysis shows that even when women have the same levels of education, income, literacy and employment as men, they are still less likely to own a mobile phone or use mobile internet, suggesting that other issues are at play, such as discrimination and social norms.

Closing the mobile gender gap has never been more critical. Mobile phones are valued by women as life-enhancing tools that make them feel more autonomous, connected and safe. Mobiles provide access to important information that assists them in their daily lives and that they would not have received otherwise.

The growth of smart feature phone usage has removed a major barrier to internet access for both men and women – the cost of a handset. Studies show that the gender gap in mobile phone usage is slowly being closed. The gender gap in smartphone ownership has reduced across low and middle-income countries. In 2019, women were 20 per cent less likely to own a smartphone, but this dropped to 15 per cent in 2020. This enables more women to mobile internet.

This notwithstanding, even the smart feature phones are owned by more men than women.

The report recommends action to address the five main barriers to internet usage; mainly literacy and digital skills, affordability, safety and security, Relevance and access related factors.

Literacy and digital skills include functional literacy and mobile-related digital skills such as how to access the internet and various apps. Affordability refers to handset prices and tariffs while safety and security involve concerns about harmful content and fake news. Some potential users fail to appreciate the internet's relevance. For example in Bangladesh 20 per cent of both male and female respondents identified lack of perceived relevance as the top barrier to adopting mobile internet.

Access-related barriers cover a wide range of issues, including family approval for female users in conservative cultures.

One of the recommendations on closing the gender gap is to collaborate and partner with different stakeholders to address the mobile gender gap.

Targeted intervention is needed from industry, policymakers, the development community and other stakeholders to ensure that women are no longer left behind.

Editor's note: Tanzania is implementing a digital transformation programme that addresses most of the issues raised in this report. See the main story on page 2.

5. The Endgame for Postal networks: How to win in the age of e-commerce

Faced with sharp falls in traditional mail volumes and revenue, Postal operators should speed up their diversification into other revenue streams including harnessing the benefits of electronic commerce.

Parcel logistics – from pickup to delivery – are steadily becoming the most crucial enabler of e-commerce. An estimated 70 to 80 per cent of all e-commerce purchases are delivered via networks rather than picked up in-store.

The decline of the mail business – the long-standing and reliable cash cow of many incumbents – due to electronic communication is structural and irreversible. While mail revenue share remains around 40 per cent globally, the global volume ratio of letters to parcels has declined from 13:1 in 2005 to 4:1 in 2015 and is expected to reach 1:1 parity by 2025.

In contrast, the e-commerce megatrend will fuel multi-billion dollar retail opportunities by 2025, creating opportunities that no postal player should give up without a fight. Capturing a piece of the resulting parcel volume growth will therefore be crucial for incumbents wishing

to protect the unique benefits of their joint mail parcel operations.

Most incumbents are still stuck with structurally uncompetitive labour costs 20 to 40 per cent higher than those of their new competitors. Postal incumbents need to step up their game by further optimizing their current operations, boosting operational excellence in sorting, transport, pickup, and delivery and – often neglected – business support functions.

The main business, once the golden goose of many incumbents, is now declining due to unceasing, fundamental shifts in markets.

New opportunities generated by advertising mail and government services, such as identity management, may increase mail revenue in the future, but they are unlikely to reverse the broader volume trend. By 2025 traditional mail business is expected to shrink by another 25 to 30 per cent from 2018 levels at a time when e-commerce flourishes.

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Guidelines for Individual Licence applications

1.0 Application procedure for Individual Licences

These guidelines for the application of individual licences in the United Republic of Tanzania are issued under the Electronic and Postal Communications Act (EPOCA) 2010, Electronic, and Postal Communications (Licensing) Regulations, 2018.

1.1 Role of TCRA in licensing

As an independent Government institution responsible for the regulation of the electronic and Postal Communication sector in the country, the Tanzania Communications Regulatory Authority (TCRA) is responsible for issuance, renewal and cancellation licences.

These guidelines aim to guide applicants of individual licences and this shall apply to the following types of licences: -

a) Network Facilities Licences;

b) Network Services Licences;

c) Application Services Licences; and

d) Content Services Licences.

1.2 Definitions

The following are the key definitions for the above types of licences: -

a) Application Services means the reselling of electronic services to end-users; communication

b) Network Services means a service for the carrying of information in the form of speech or other sound, data, text or images, using guided or unguided electromagnetic energy but does not include services provided solely on the customer side of the network boundary;

c) Content Services means service offered for sound, data, text or images whether still or moving except where transmitted on private communication; and

d) Network Facilities means any element, or combination of physical infrastructure used principally for, or in connection with, the provision of Content Services and other application services, but does not include customer premise equipment.

1.3 Review of Individual Licences guidelines

These Guidelines will be reviewed and amended from time to time as appropriate considering further the Authority's experience, technological advancement, the law and practice.

2.0 Procedure for application of Individual Licences

a) Any person who wishes to apply for a licence prescribed under item 1.1 shall fill an application form available in the Individual Licences Application System and pay fees as set out in the First Schedule of the Electronic and Postal Communications (Licensing) Regulations, 2018.

b) The application form referred to under item 2(a) shall be accompanied by the following documents: -

2.0.1 General

1. Transmittal letter to the DG;

2. Photocopy of receipt for application fees;

3. A certified copy of the certificate of Incorporation or Registration;

4. A certified copy of the Company's Memorandum of Association;

5. A certified copy of the certificate of Taxpayer Identification Number (TIN);

6. A certified copy of the certificate of Tax Clearance;

7. Information on track record (references);

8. Company Profile; and

9. Content service licence applicants to also complete Form CS.

2.0.2 Business Plan

1. Manuals, brochures and technical specifications;

2. Network rollout plan (coverage, customer base projections, a construction plan, radiofrequency)

3. Network configurations;

4. Services to be offered;

5. Costing structure;

6. Service Pricing;

7. Customer care strategy (quality of services);

8. Projected financial statement, cash flow and balance;

9. Financing plan;

10. Capital Investment Ratio (Equity: Debt);

11. Human resource development strategy.

Successful applicants shall be invited to make a presentation to TCRA on their technical and business plans;

Upon successful presentation of technical and business plans, in consultation with the sector Ministry, TCRA will issue the licence to successful applicants;

Before issuance of a content services licence, the Authority shall issue a construction permit to the successful applicant for the following: -

1. Transmission sites; 2. Studio; 3. Multiplex head-ends; 4. Uplink earth stations; and

5. Any broadcasting services.

The Construction Permit shall be valid for one year and upon completion of construction of the station, the Authority will inspect the facilities.

Upon approval by the Authority, the station shall be granted one-month test transmission whereby no formal radio and television programmes shall be allowed except music.

Upon satisfactory transmission test, the station shall be granted an operating licence.

6. The successful applicant shall be required to pay fees as prescribed in the First Schedule of the Electronic and Postal Communications (Licensing) Regulations, 2018 for the construction permit or extension of the permit.

2.1 Service area of Individual Licences

The service area for Regional Network Facilities, Network Services, and Application Services Licence shall be a maximum of ten regions. The service area for District Network facilities, Network Services and Application Services Licence, shall be a maximum of three districts. The service area for Regional Content Service (Radio Broadcasting) Licence shall be a maximum of ten points of presence. The service area for District Content Services Licence shall be a maximum of three points of presence.

2.2 Rollout plan of Individual Licences

The applicant of individual licences is required to submit the rollout plan of the services they intend to deploy once issued the licence and the rollout plan shall be as shown in table 1.

S/N	TYPE OF SERVICE	STATUS (Operational OR Plan)	PLAN/TIME FRAME (In phases)	AREA
Table 1: Roll our plan for individual licences				
1	E.g. Network Facilities -DTT/ Channel Aggregation/ Content Services - FTA TV/Content Services - Radio	Operational (Example)	March, 2021(Phase I) (Example)	Dar es Salaam, Morogoro, Dodoma, Mwanza, Bukoba, Mtwara, Kigoma, Iringa, Arusha, Moshi.*
		Planned (Example)	April-December 2021 (Phase II) (Example)	Iringa, Songea, Mbeya, Iringa, Singida, Igunga, Kahama, Mpanda, Babati,Chato, Ruangwa, Mbozi, Sumbawanga, Sengerema and Geita
2	Any Additional Services e.g. DTH etc.	Operational	November 2021	Countrywide*

S/N	NAME	NATIONALITY	SHARES (%)
Table 2: Individual licences shareholding structure			
1.	ABC Limited*	Tanzanian	45
2.	So and So*	Ugandan	55

Filled items in tables 2 and 3 are not actual but to guide the applicant/licensee.

2.3 Shareholding structure of Individual Licences

The applicant of individual licences shall be required to provide the shareholding structure as shown in table 3.

2.4 Transmitter, studio equipment and layout

For Content Services, the applicant shall be required to provide transmitter details and studio layout as shown in table 4.

The roll out plan for Network Facilities Licence applicants is different, as shown in table 3.

S/NO.	TYPE OF SERVICE		CAPACITY	PLAN/ TIMEFRAME	AREA
Table 3: Rollout plan for network facilities licences					
1	Switching Center (1 EPC, 1 ICC and 1 SDM)	Plan	5000 Simultaneous users	November 2021 - May 2023	Dar es Salaam for National Distribution
2	Tower/Poles (15)	Plan		December, 2022 - May 2023	Dar es Salaam, Pwani, Bagamoyo (Urban)
3	Radio Communication Transmitter and Links	Plan	45 Radios	November 2023 – May 2024	Dar es Salaam, Pwani, Bagamoyo (Urban)
4	Fibre optic calbe (45 km)	Plan	3240 Simultaneous users	May 2024 – December 2025	Mwanza

S/N	ITEM	REQUIRED STANDARDS BASELINE
Table 4: Transmitter details and studio layout		
1	TRANSMITTER (This Requirement is exclusive for Radio Applicants. For Television, this part is the obligation of Multiplex Operator and is not required.	Transmitter Power: Not more than 2KW for booster station
		Antenna Gain: Not more than 12dbi
		Frequency Assignment: As shall be/already assigned by the Authority
		Effective Radiated Power: Not more than 10KW
2	STAND BY GENERATOR	Availability of Stand by Generator with minimum 17 KVA
3	STUDIO LAYOUT (MINIMUM REQUIREMENT)	
	On Air Studio (4mx4m)	Fenced Studio
	Production Studio (4mx5m)	Three Administrative Offices
	News Room (4mx4m)	Toilet
	Control Room (4mx4m)	Availability of Resting Room
		Availability of Library
4	STUDIO EQUIPMENT (MINIMUM REQUIREMENT)	
	One audio mixer with ten channels	Three set of Head Phones
	One Teleprompter (for news reading)	Intercom System and hybrid telephone
	Three Studio Camera 180 degrees	UNI and OMNI Directional Microphones
	Video Switcher and video recorder	MIC Cut/Talkback Facility
	Studio Lights	Monitor Speaker 2 SETS
	Microphone (Omni, Uni and Bi directional)	Character Generator for graphics
	Playout System	Power backup

Regulator

Tanzania's Digital Game Changer

An ambitious broadband initiative to increase access to high-quality broadband internet services for government, businesses and citizens, and improve the government capacity to deliver digital public services
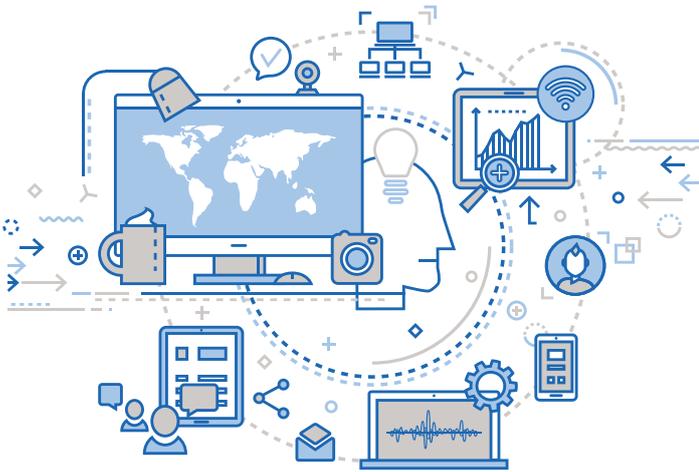
Tanzania will be fully digitized in the next 10 years under a 348 billion shillings programme seeking to enhance rural communications, reduce governance costs, close gender divides and transform the country into a regional electronic commerce hub.

A World-bank financed project seeks to promote digital development as a key enabler of economic growth and industrialization, job creation, service delivery, and government efficiency. It envisages a rapid uptake of internet services, improvement of public servants digital skills and the establishment of one-stop centres for government services.

Rural communications will be improved and online government transactions increased sixfold, from 5 to 30 per cent in 10 years.

Some of the project's targets and milestones are to expand the National ICT Broadband Backbone (NICTBB) to 15,000 kilometres by 2025, ensure that 80 per cent of Tanzanians can access high-speed broadband connectivity by 2025 and Train up to 500 ICT experts from ministries in specialized ICT skills.

Others are to connect 200 more institutions including central and local government authorities, regional offices, regional hospitals, district hospitals, and other agencies to high-performance internet services and to enhance the national addressing and postcode system to cover an additional 711 wards.

Some 31 one-stop service centres will be established, of which up to 10 will be implemented in the first two years of the project (eight on the mainland and two in Zanzibar). These would provide both informational and transactional services for up to 32 government services by the end of the project.

The government's savings from moving a quarter of all transactions from offline to online in 10 years would be US$341 million; enough to pay the World Bank loan many times over. The project has synergies and links with the country's other development programmes implemented with World Bank funding.

Successful implementation of the project will see the doubling of the contribution of the communications sector to the national income by 2025, from 1.5 to 3 per cent of the GDP.

The 150 million US dollars project is in tandem with Tanzania's Five Year Development Plan 2021/22–2025/2026 which recognizes that the digital economy creates many new economic opportunities" and "paves the way for the country to leverage digitization for rapid economic transformation.

The Plan sets a target of ensuring that broadband internet reaches 80 per cent of citizens by 2025, with universal mobile broadband coverage by the same date and the Digital Tanzania Project presents strategies to achieve this.

We present a summary of the project's components – The Digital Ecosystem, which has activities to strengthen the laws, policies, regulations, institutional capacity, and human capacity needed to promote ICT infrastructure investment, market competitiveness, digital engagement, job creation, and innovation.

There are strategies to ensure access to affordable, high-quality internet services for all, including in rural areas, and critical government institutions; and Digital Platforms and Services; namely building the technical capacity, skills, institutions, and local digital infrastructure for the Government to deliver its services to citizens and conduct its business digitally.

Unlocking opportunities for growth

A summary of proposed interventions to increase investment in backbone network infrastructure, raise the levels of income, digital literacy and closing the digital gender gap

Tanzania recognizes that digital technologies can play a strong role in boosting growth across the economy. In 2016 mobile operators alone contributed over US$2.5 billion, the equivalent of 5.2 per cent of GDP.

The Tanzania Development Vision 2025 states that the ICT sector should be "harnessed persistently in all sectors of the economy" and that this demands that "adequate investments are made." National ICT Policy 2016 emphasizes the role of the private sector in financing ICT infrastructure and designing "collaborative frameworks between ICT investors and the government.

To achieve its ambitious economic development and industrialization goals, Tanzania must equip its citizens and businesses to flourish in the digital economy or risk being left behind.

Digital technologies can create ladders of opportunity and transform access to services and information for marginalized people. Modern ICT infrastructure and digital platforms are vital to make public institutions more efficient, transparent, and accountable.

The digital economy is a key driver of Tanzania's future growth and prosperity. The country has had a competitive telecommunications market since the early 1990s and currently counts three mobile operators which each have at least 25 per cent of the mobile market by subscribers (Vodacom, Airtel, and Tigo) and four other players with smaller shares (Halotel, Zantel, Tanzania Telecommunications Corporation Limited [TTCL]) and Smile.

(Editor's note: According to the latest communications statistics published by TCRA, the share of the 53,111,246 registered SIM cards in June 2021 was: Vodacom (15,980,922), Airtel (14,162,213), Tigo (13,011,395)),Halotel (7,581,691), Zantel (1,135,015),TTCL (1,300,295) and Smile (11,120).

Tanzania has made significant progress in improving connectivity and access to digital financial services over the past decade which contributes to economic growth and financial inclusion.

Furthermore, at least half a million people are employed as mobile money agents, which creates both direct and indirect jobs for citizens. Following

the launch of 3G/4G services in major population centres, access to the internet, particularly mobile broadband, has recently begun to take off. It is estimated that there are around 49 users per 100 inhabitants. The government is aiming for 80 per cent penetration by the year 2025.

These achievements have been driven by both public and private investments in telecommunications infrastructure and digital service delivery, particularly within the highly competitive mobile telecom market.

In sectors with significant infrastructure deficits, such as energy and transport, the spread of mobile connectivity and financial services is further unlocking opportunities for new services and business models through the rapid growth of distributed rural electrification initiatives by the Rural Energy Agency (REA) and ICT innovations in the delivery of government services.

It is expected that this project will help unlock further opportunities and hence increase government revenue and private sector growth, especially by attaining the target of 80 per cent broadband internet penetration by 2025, to which component 2 of the project will make a major contribution.

Several interrelated factors are constraining private sector investment and competitiveness critical to closing Tanzania's digital divide and creating a strong foundation for the growth of the digital economy. These include underinvestment in backbone network infrastructure, low levels of income, digital literacy, and domestic market size and a disconnect between the formal education system and the skills required in the market, particularly for women.

Underinvestment in backbone network infrastructure

Low cost, high quality, and geographically widespread fibre-optic backbone networks are essential for providing telecom services. To date, the National ICT Broadband Backbone (NICTBB) has deployed 7,910 kilometres of fibre, with an expansion to 15,000 kilometres targeted by 2025.

The network has too few loops to create sufficient redundancy to protect from cuts, especially for cross-border links. High prices for rights-of-way further deter investment. Prices for wholesale capacity have recently been reduced to enhance usability and competitiveness.

The government, through the regulatory authority (TCRA), needs to deploy an open access policy to allow competition and to encourage more innovation in the use of existing infrastructures.

There are initiatives taken by the government, such as the metro loops, which have granted operators access and fair use, hence more competition and usability in the infrastructure. The government needs to allow such initiatives to further open up the market.

Low levels of income, digital literacy, and domestic market size

Consumers of ICT services are highly price-sensitive given the low levels of average income in Tanzania. Combined with aggressive competition in the mobile retail market, this has led to low marginal revenues for service providers, which discourages investment in infrastructure and services in rural areas where there isn't a sufficient customer base to overcome the low margins.

The ICT sector accounts for a mere 2 (two) per cent of GDP, compared with at least 3 (three) per cent (and typically more) in similar countries.

Disconnect between the formal education system and the skills required in the market

There is a disconnect between the formal education system and the skills required in the market, particularly for women. This is a common refrain from companies in the ICT sector. The formal education system is targeted toward academic performance rather than job-related skills, particularly those required for the success of the digital economy.

As a result, companies have to invest heavily to train recruits, and, in many cases, recently trained professionals are poached by competitors or migrate to other countries to seek work; thus, companies need to constantly train recruits.

Closing the digital gender gap

Furthermore, the country has a 10 per cent gender gap in labour force participation. To make an impact, a comprehensive and gender-inclusive digital skills program needs to be developed. Other aspects of the gender gap that this project is seeking to address include a lack of sex-disaggregated data, lack of institutional capacity focused on gender, gender gaps in device ownership, and a lack of awareness of digital services available to women.

(Editor's note: See related article on closing the gender gap on page 9).

How the Digital Tanzania project may contribute to greater gender equality and inclusiveness.			
	Barrier/ opportunity	Suggested gender targeted actions	Actionable recommendations
	Lack of institutional capacity and processes in decision making focused on gender gaps.	Capacity-building programmess for decision makers. Tracking number of female employees in firms supported under the project.	• Train PIU staff and decision-makers in the government (top-ranking civil servants) to develop gender expertise in digital gaps. This kind of training need not be limited to those in the ICT sector only, but in all relevant sectors that will play a role in the implementation of ICT policy (e.g. health and education departments, population registry departments, and so on).
	Identify policy gaps that might hinder the development of the digital economy in Tanzania.	Integrate gender considerations into this regulatory scan of the digital economy	• The regulator will convene with the Ministry of Health, Community Development, Gender, Elders and Children to ensure that gender considerations are integrated into this regulatory scan of the digital economy.
	Lack of affordability for voice/data services.	Encourage private Mobile Network Operators (MNOs) and retail sellers to pursue innovative pricing models in SIM cards.	• MNOs could develop and market bundled family SIM cards that include one SIM intended to be used by a woman (for example, as employed by Uninor, India), and/or offer devices on instalment plans (the buyer takes possession of the device on payment of a deposit and completes the purchase by paying a series of regular instalments while the MNO retains ownership until the final instalment is paid).
	Relatively high smartphone prices	Encourage private MNOs and retail sellers to pursue innovative device pricing models.	• Consider approaches to marketing that position the family unit as a 'team', clearly explaining the benefits of multiple family members owning personal phones, with particular emphasis on the women of the household having their own device.
	Limited access to government digital services for women, due to gender gap in device ownership, and more restrictions on mobility.	OSSCs (Huduma Jamii): ensure adequate coverage in remote and poor locations, where women are often concentrated. Run a specific consultation with women to hear about how centres could be more accessible to them and then implement those recommendations.	• Having women involved in the Huduma Jamii could ensure that female citizens are more comfortable using these (due to female intermediaries) than if run exclusively by men. • Overcome social constraints on physical mobility or res dential/economic mobility by choosing appropriate locations (e.g., local schools, public libraries, or community centres). The opening times of the public access centres should consider women's time constraints, leisure time, etc. • The design of digital centres should be conducive to women's use and comfort (e.g., cubicle-type designs which allow for privacy).
	Lack of knowledge around digital services available to women.	Deploy an awareness campaign Deploy an awareness campaign to raise the level of utilization of online government services. Improve STEM awareness among women and girls. Editor's note: STEM stands for Science, Technical subjects, Engineering and Mathematics; basic subjects being promoted to prepare more women for careers in ICT.	• The project will engage with local civil society, faith-based organizations, and women's groups to address cultural and social norms that might help or hinder women's digital literacy. The project will collaborate with technology companies and mobile operators to design awareness programs highlighting specific benefits for women by gaining digital literacy, including access to information and job opportunities. • Campaigns can also highlight how women's use of ICT in Tanzania may be tied to tangible benefits (for example, mobile money accounts allowing for quick access to Government cash transfers/subsidies). • The activity intends to increase digital literacy in terms of increased awareness and usage of digital services by citizens, with specific consultations with the government and local stakeholders to ensure that women's engagement with citizen services is taken into account.

Regulator

Digital Platforms, Services

The project seeks to enhance the core infrastructure and capacity necessary to support digital public service delivery, increase the efficiency of the GoT's internal operations, and roll out priority digital productivity platforms and public services.

The Electronic Government Authority (eGA) has been developed and digital productivity tools for government deployed. One-stop government digital service delivery centres (Huduma Jamii Centres) have been introduced as the first phase of e-Office. There has been an initial digitalization of records, revenue management, and so on.

However, various ministries, departments and agencies (MDAs) and local government authorities (LGAs) still operate stand-alone ICT systems and infrastructure, spending considerable financial and human resources (HR) to develop, implement, and operate each separate digital service.

This fragmented approach risks creating cybersecurity vulnerabilities in non-standardized systems. It also creates significant financial, operational, and security liabilities for institutions that are ill-suited to cope with them.

In addition, the GoT lacks sufficient HR to meet increasing IT demands and adequate policies, practices, and an effective IT infrastructure to deploy high-quality digital services in a fast, secure,

Progress has been made in recent years in developing digital services and elements of a shared services platform (mobile services portal, short message service [SMS] gateway, government electronic payment gateway [GePG], and so on).

reliable, and cost-effective manner, under a 'whole-government approach. Developing ICT skills is intended to serve government institutions and industrial sectors that require high skills for operations underway in the country.

Increased access to affordable, high-quality connectivity will create an opportunity to enhance the way the GoT conducts its business and provides services to citizens using digital technologies. Offering public services through mobile and online platforms can create significant benefits to citizens, who might otherwise need to travel long distances and spend significant time and resources to access those services.

This is particularly important for Tanzania's rural residents, who may lack access to public transport and quality roads but are much more likely to have access to a mobile phone. Likewise, digital platforms offer opportunities to deliver new categories of services and transactions, such as digital cash transfers under social protection or payroll schemes, lower administrative and logistical barriers to service delivery, deliver information on natural disasters and early warning systems to enhance climate resilience, and reduce the scope for corruption.

Digital Services and Productivity Platforms

These include the One-Stop Service Centers (OSSC) -Huduma Jamii. Some 31 One-Stop Service Centers offering government services to citizens and small businesses will be established, of which up to 10 (eight on the mainland; two in Zanzibar) will be implemented in the first two years of the project.

These centres will be designed for citizens to access public services in a simple, speedy, and seamless manner in one location, which may be operated, for instance, by a post office, a community association, or a local entrepreneur.

This will facilitate the registration of businesses. A feasibility study that was completed in November 2020 with funding from the African Development Bank (AfDB) noted that, currently, to establish a business, an entrepreneur would need to visit five separate parts of government. These are the Business Registration and Licensing Agency [BRELA], Tanzania Revenue Authority [TRA], relevant ministries, Local Government Authorities, and Ministry of Industry and Trade. They also have to visit a bank to make payments at each stage.

The aim is to allow this process to be followed through a single visit to a single government portal facilitated by an OSSC. The centres would provide both informational and transactional services for up to 32 government services by the end of the project.

Digital Economy

This activity, under the Ministry of Communications and Information technology (MCIT), will focus on the enhancement of GoT financial/payment systems by strengthening regulations on digital financial transactions, in collaboration with the Bank of Tanzania (BoT), and enhancing the National Payment System (NPS).

Regulations, standards, and guidelines on recognized international practices for the protection of digital payments systems and digital financial services from cybercrime will be adopted, as will measures to protect the privacy of personal data in compliance with forthcoming legislation. By establishing skills and systems that better serve the digital economy, this activity should contribute to increasing revenue for the government.

Data Centre Infrastructure

The aim is to enhance the National Internet Data Centre (NIDC) infrastructure by acquiring additional storage and networking equipment (goods) and computing resources (services) for the government shared platform. The existing government data centre and the NIDC will be used and enhanced with additional security and data storage capacity, networking equipment, and computing resources.

The government shared platform will enable cost-effective sharing of resources, increase reliability and security of electronic services offered by the government, enhance storage of government data, as well as create efficiency in sharing and accessing government applications through the shared infrastructure.

Digital Literacy and Capacity Building

The component includes government ICT cadre training and citizen digital literacy programmes. The project foresees training in specialized ICT skills for up to 500 ICT experts from GoT ministries, with a balance between men and women.

Citizen Digital Literacy programme will support an awareness program that is intended to raise the level of utilization of online government services and that will run for the entire duration of the project. It is intended to increase digital literacy in terms of increased awareness and usage of digital services by citizens, including specific consultations with the GoT and local stakeholders to ensure that women's engagement with citizen services are accounted for.

It will include, but not be limited to, social media, TV, and radio programming to promote e-Government services; TV adverts and short video clips; print media campaign; dissemination of publicity materials; and

workshops and seminars (for media and the public).

The awareness programme will include campaigns directed to the public to sensitize it to cybersecurity and the protection of personal data as well as the rights of individuals to determine the use of their data.

The programme will also resort to digital forums, conferences, exhibitions, and different digital competitions among youth to strengthen digital involvement and contribution to innovations and creativity.

Impact of electronic public services

The government's ICT connectivity will be enhanced. The application of ICT for government services increases efficiency and lowers costs. Citizens also benefit from less time spent travelling to government offices and waiting in line. Several research studies from South Asia corroborate these benefits for citizens.

A study examining the effect of the introduction of different public e-services in India found that the number of trips and waiting times was lowered for users. An evaluation following the introduction of a computerized vehicle registration system in Bhutan found that although the short term costs to implement the system rose, users reported greater efficiency and transparency.

In Sri Lanka, the introduction of e-services drove a reduction in the time users spent to obtain a public service from 371 minutes in 2011 to 124 minutes in 2013. The average amount spent by citizens obtaining a public service before the introduction of e-services in 2011 was the equivalent of US$13.74 or 0.31 per cent of average annual household expenditure.

The cost includes travel, opportunity cost, service fees, food, accommodation, and any other costs associated with obtaining a public service. By 2013, this figure had dropped to US$5.79 or 0.15 per cent of average annual household expenditure, an annual average reduction of 22 per cent.

It is difficult to determine the potential impact of improved public services in Tanzania due to the lack of information on the time and costs citizens incur in carrying out government transactions.

A 2014 survey by the Tanzania Communications Regulatory Authority (TCRA) found that over half of Tanzanian internet users utilized the internet to get information about government or public services, equivalent to 10 per cent of the population.

However, the wording is vague about the scope and could range from simply using the internet to find a government phone number to carry out some degree

of a transaction. Nevertheless, it indicates that already there is familiarity with the concept of e-services among some citizens in the country.

Assuming that in 10 years, 50 per cent of Tanzanian households and the country achieve the same cost reduction as Sri Lanka (22 per cent a year) due to DTP, total savings in obtaining three government services per year over the period will amount to US$190 million.

Based on these assumptions, it is estimated that the savings to the GoT from moving a quarter of all transactions from offline to online in 10 years would be US$341 million. These savings, equivalent to 12 per cent of GoT's expenses for 2018 and equal to 0.5 per cent of its 2019 GDP, accrues from a reduction of just US$0.34 per transaction.

These are remarkable potential savings, but it should be noted that most will accrue in the later phases of the programme, when the emphasis on eGovernment applications, rather than connectivity on enabling environment, is greater.

These estimates indicate that the modest investment in the project (US$150 million) would be repaid many times over from potential cost savings and the cumulative boost to the economic growth of over US$1.1 billion over 10 years, or around US$433 million using NPV.

Furthermore, this calculation does not take into account savings and economic boosts from other parts of the program, such as the stimulus to e-Commerce or the benefits from better trained civil servants.

Overall, therefore, the Digital Tanzania Project will provide a welcome boost to Tanzania's future economic prospects.

Table 1: Estimated costs savings from moving government transactions from offline to online as a result of the Digital Tanzania Project						
Year	No change (US $)	Face-to-Face (US$)	On-line (US$)	Total (US$)	Savings (US$)	On-line share (%)
0	1,100	1,073.2	26.3	1,100		5
1	1,100	1,041	41	1,082	17	8
2	1,100	1,010	56	1,066	34	11
3	1,100	979	70	1,049	50	13
4	1,100	950	84	1,034	66	16
5	1,100	921	97	1,018	81	18
6	1,100	893	110	1,004	96	21
7	1,100	867	123	989	110	23
8	1,100	841	135	975	124	26
9	1,100	815	147	962	138	28
10	1,100	791	158	949	30	30

Table 2: Savings to citizens from reduced transactions costs resulting from Digital Tanzania Project (in US$, millions. The table compares the case where there is no change to the cost of a public service compared to the fall in cost due to the introduction of e-services, assuming that by the 10th year of the project, 50 per cent of households would use e-services. The table shows the reduction in the cost of obtaining three government services per year over 10 years with total savings amounting to US$190 million (net present value-NPV)

Year	Cost of e-service (US $)	% of households using e-services	No e-services (US $)	With e-services (US $)	Difference (US$)
2021	6.85				
2022	6.32	5	13	12	1
2023	5.83	7	17	14	2
2024	5.38	9	22	18	5
2025	4.96	12	30	22	8
2026	4.58	16	40	27	13
2027	4.22	21	53	33	20
2028	3.90	28	71	40	31
2029	3.59	37	94	49	45
2030	3.32	50	126	61	65
			Cumulative		190
				NPV	70

Table 3: Tanzania's ICT sector statistics, 2015-2020		
Year	Mobile subscriptions (millions)	Internet users (millions)
2015	39.67	16.28
2016	40.04	18.01
2017	39.95	19.01
2018	43.50	22.28
2019	47.76	25.79
2020	51.29	28.47
CAGR	5.3	11.8
Source: TCRA. All dates are for year end except for 2021.		
CAGR= Compound annual growh rate		
By June 2021	53,111,246	29.1

Table 4: Tanzania's growing mobile money market, 2014–2020			
Year	Active users (millions)	Mobile money agents	Monthly Mobile Payments (in shs. billions)
2014	13.86	238,461	3,570
2015	19.01	270,974	4,752
2016	17.03	371,132	5,342
2017	19.38	427,445	6,639
2018	23.30	483,283	7,648
2019	23.96	560,043	8,213
CAGR	11.6%	18.6%	18.1%
Source: TCRA. All dates are for year end except for 2021.			
CAGR= Compound annual growh rate			
By June 2020	27.2	623,867*	
By June 2021	33.3		
Source: Bank of Tanzania for 2020 figures TCRA for 2021.			

ABOVE: TCRA staff at the Authority's pavilion during the annual Sabasaba trade exhibition in Dar es Salaam in July, 2021.

BELOW: Deputy Permanent Secretary, Ministry Information, Communiccations and Information Technology, Dr. Jimmy Yonazi (first left high table) chairing a meeting of broadcasting sector stakeholders in Dar es Salaam recently. Discussions centred on five items – licence fees, service level agreements between television stations and multiplex operators, conditional access modules, radio frequency spectrum allocation and licensees' duties and responsibilities.

ABOVE: The Minister for Information, Communications and Information Technology, Hon. Dr. Ashatu K. Kijaji addressing the Ministry's management on her first day at the office following her recent appointment by President Samia Suluhu Hassan. She is flanked by the Deputy Minister, Hon. Eng. Kundo A. Mathew (right) and Permanent Secretary, Dr. Zainab Chaula.

Regulator

Opening Tanzania for digital investments

The benefits of digital technology will reach all citizens. The project aims to make Tanzania a more attractive and competitive place for digital investment and innovation, and will contribute towards laying the groundwork for the growth of the digital economy.

This will be accomplished by strengthening the many interrelated elements that characterize a thriving digital ecosystem, helping the Government of Tanzania in drafting forward-looking laws, regulations, and policies; building digital skills and capacity of government institutions and youth and prioritizing gender inclusivity and developing a critical mass of innovators, entrepreneurs, and support services.

Others are developing a robust local ICT industry that is founded on private investment and can deliver e-Commerce services; strengthening cybersecurity capacity to prevent, detect, and respond to cyberattacks and improving data protection and privacy; and working toward closing the digital divide, ensuring that all citizens and businesses benefit from digital development in the long term, especially the poor, women, the elderly, and communities in rural areas.

Two sub-components – Digital Enabling Environment and Infrastructure to support National ICT Development and e-Commerce – will support these goals.

Digital Enabling Environment: Establishment of the National ICT Professional and Innovation Centre

The objective of this intervention is to develop a centre for ICT professional development and 'soft centres' to promote local innovation in the country. This will be implemented in collaboration with academic institutions, vocational training institutions, and the industry.

A centre for ICT Professional Development will be established to cater for skills development and mentorship, identification, and recognition of ICT academics/professionals. Additionally, the centre will allow for easier recruitment of skilled professionals by local companies and foreign investors, including the export of skills outside Tanzania.

Like other African economies, Tanzania has both a shortage of ICT skills as well as a large number of unemployed ICT graduates. The centre will work to improve the process of matching the skills of the estimated 5,000 ICT professionals in Tanzania and employer requirements. A particular focus will be on improving employment opportunities for female ICT professionals.

It will enhance specialized ICT professional skills to support the country's industrialization agenda which is aligned with the concept of the Fourth Industrial Revolution and digital economy competitiveness. Established industries are increasingly ICT enabled and require special competencies which few Tanzanians possess at present.

These competencies require specialized training currently only available in Tanzania at a considerable cost. The advantages of such a centre include cost reduction, development of homegrown solutions (local products, services, and content), and an opportunity to import talent from other countries, hence contributing to the country's sector growth and digital economy. The centre will also include a curriculum on e-waste, digital energy efficiency, and other topics that educate students on climate-friendly digital skills.

Dedicated Zonal 'Soft Centers' for Youth, Entrepreneurship and SME Development

Dedicated 'soft centres' will build the local software industry, upskill youth nationwide, and enhance gender participation in digital development. Soft centres will be established in five zones to provide software developers with resources and tools countrywide.

Consultations with industry, government, and academia have revealed that formal ICT training programmes in Tanzania often fail to provide the hands-on, practical skills demanded in the market. Likewise, youth with talents for digital innovation often lack the corresponding business and communications skills needed to commercialize their ideas or establish and run successful enterprises.

The activity will address the following:

(a) establishment of a digital youth internship program to place academic graduates within digitally-oriented businesses, IT departments or digital services units of the central government and its agencies and local governments;

(b) establishment of up to four zonal soft centres to provide digital entrepreneurship opportunities for young people working on digital solutions and products for both private and government use;

(c) development of guidelines for the operationalization of the centres. Special emphasis will be placed on attracting female participants to the programs and soft centres to help correct the long-standing gender imbalance in the sector. The increase in the number of female employees will be tracked as part of the results framework.

Establishment of Fabrication Laboratories

Fabrication Laboratories (FabLabs) will be established to enhance local capacity for the refurbishment of ICT hardware and updating of software to enable the reuse and increased lifetime of ICT equipment and to complement efforts to distribute ICT equipment to educational institutions.

This will contribute toward the acquisition of low-cost ICT equipment for learning purposes. In addition, establishing FabLabs will reduce e-waste and build capacity in Tanzania for reusing and prolonging the lifespan of ICT equipment, which is an important future strategy for tackling e-waste.

Up to three FabLabs would be established and they will need to develop cost-recovery mechanisms and seek private sector support for the placement of beneficiaries to ensure longer-term viability.

Reuse is an important strategy to reduce resource-intensive production of ICT equipment and to tackle the growing challenges of e-waste. Secondly, the initiative will provide mechanisms for linkages between disposal service providers and refurbishment centres for easy management and control.

This will be done through collaboration with vocational and technical training institutions. Activities to be supported include establishing FabLabs and Technology Hubs (TechHubs) in one of the selected technical training institutions and enhancing local capacity to support the development of refurbishment centres for repair, recycling, and distribution of ICT equipment.

The soft centres and fab labs are expected to promote digital entrepreneurship and the results framework will track the number of digital businesses that are created or sustained through the project, as well as the number of jobs created, including the increase in the number of female employees.

ICT regulatory scan and review

The Ministry of Communications and Information technology MCIT, in cooperation with TCRA and consultation with the licensed operators and with the help of consultants funded from the project, will scan the legal and policy environment to identify possible gaps that might be hindering the development of the digital economy in Tanzania and to review possible responses.

This will target broadband implementation and provide recommendations on any new initiatives that may be necessary to create an enabling regulatory, legal, and fiscal environment for the digital economy. The activity will look at national statements of digital policy and look at legislation under development, such as on data protection or freedom of information.

It will benchmark the status of digital economy development in Tanzania against other countries in the region. The Ministry will also convene with the TCRA and the Ministry of Health, Community Development, Gender, Elders and Children to ensure that gender considerations and the needs of women are integrated into this regulatory scan of the digital economy.

Infrastructure to support National ICT Development and e-Commerce

This will include enhancing the national addressing and postcode system. It is an ongoing activity that will scale up the pilot projects for the National Spatial Data Infrastructure (NSDI), already started and managed by TCRA, which currently covers 66 wards.

This initiative is expected to cover an additional 711 wards from 37 councils, which includes towns, strategic areas, central business districts, and other high-revenue-generating areas. The activities under this initiative involve the development of digital maps, naming of roads/streets and installation of signage and house number plates; data collection; enhancement/update of the national Address Database, preparation/review of policies and regulations, ICT works, and awareness and capacity building.

Information management system

A national ICT statistical information management system will be developed to provide complete, accurate, and current statistical data for ICT in the country to support policy decisions for national development.

The surveys will track usage trends by gender, age, wealth, education and urban/rural status. The results framework will record the number of respondents above the age of 15, who are internet users, and the percentage of females. In addition, it will facilitate investment growth in the ICT sector by providing useful data to potential investors.

Tanzania Postal e-Commerce Initiatives

Tanzania has been carrying out economic reforms to achieve higher economic growth by improving economic infrastructure and social services delivery and alleviating and ultimately eradicate poverty by using natural resources sustainably to become a middle-income economy.

With the development of technology, shopping habits in Tanzania have changed due to the rapid spread of enabling technologies and opportunities such as online shopping and digital auctions. Digital markets and over-the-top platforms have led to a massive engagement of citizens into e-Commerce.

In this regard, the Tanzania Posts Corporation (TPC), in collaboration with the Universal Postal Union's Ecom@Africa initiative, will join other countries in Africa and globally to engage in digital commerce in new emerging markets across the world.

By joining the Ecom@Africa initiative, Tanzania will gain various benefits such as:

(a) positively impacting the provision of the Universal Service Obligation placed on the TPC to ensure that postal services are reasonably accessible to all people in the URT by enabling rural and underserved communities to market, sell, and purchase online;

(b) becoming the hub for e-Commerce via the UPU international postal network whereby e-Commerce buyers and sellers within eastern and southern African countries will buy and sell their products securely through a trusted hub e-Commerce platform;

(c) enabling the Tanzania Government to share and integrate innovative solutions and capabilities with other member countries. The implementation of this activity will begin with a feasibility study to assess e-Commerce readiness, project scoping, and implementation of process mapping and national digital platforms for e-Commerce development.

TZ-CERT
TANZANIA COMPUTER EMERGENCY RESPONSE TEAM

Tanzania Computer Emergency Response Team abbreviated as TZ-CERT, is a team with the responsibility of coordinating the response to cyber security incidents at the national level and cooperate with regional and international entities involved with the management of cyber security incidents.

TZ-CERT was established under section 124 of the Electronic and Postal Act (EPOCA) no 3/2010 within the structure of the Tanzania Communication Regulatory Authority (TCRA).

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PGP Fingerprint: 0A1C CF48 D623 9BE7 676B 4C03 EF91 6FCA EED6 30F6

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Targeting universal broadband

The government aims to ensure that 80 per cent of Tanzanians can access high-speed broadband connectivity by 2025. Widespread, affordable, and reliable connectivity is an essential prerequisite to providing and accessing digital services for socio-economic development and the wider digital economy.

There is a need for more direct investment to meet the connectivity needs of the government and the private sector and to create incentives for the latter to close the digital divide in internet service provision between urban and rural populations.

The objective is to ensure that the government, businesses and all Tanzanians, including those in rural areas, have equivalent access to digital services and opportunities and can access high-speed broadband connectivity.

Widespread, affordable, and reliable connectivity is an essential prerequisite to provide and access digital services for social-economic development. In addition to the measures to boost sector competitiveness and private sector investment, there is a need for more direct public and private investment to meet the connectivity needs of the country.

There will be incentives for the private sector to reduce the digital divide in internet service provision between urban and rural populations.

Connected Government

This includes the connection to high-speed broadband of those ministries, departments and agencies, local government authorities and other government institutions that are currently unconnected, or have only slow-speed connections to the government communications network (GovNet). Currently, 186 MDAs, LGAs, regional hospitals, and regional secretariats are connected.

The target is to connect 200 more government institutions to the GovNet. These include central and local government authorities, regional offices, regional hospitals, district hospitals, and departments and agencies.

Rural Broadband for Development

This includes extending data-enabled (3G or higher) network coverage to the three million people currently living in areas of the country that are currently unserved by any mobile cellular signal and upgrading existing 2G networks to 3G and above.

The intervention will encourage participation in digital economy development and will help those rural areas that have previously been unable to participate in online learning or remote meetings to do so. This follow-up programme will be conducted in collaboration with the Universal Communications Access Fund (UCSAF).

The activity will also make use of 'television white spaces (TVWS)' spectrum – utilization of an unused portion of spectrum allocated for television broadcasting – to enhance broadband coverage in underserved rural communities.

Expanding digital reach can among other things enhance access to markets and public digital services for rural populations and strengthen climate resilience through early warning solutions that can save lives and livelihoods.

(Editor's note: White Space refers to the unused broadcasting frequencies in the wireless spectrum, ranging from 470 MHz to 790 Mhz. Television networks leave gaps between channels for buffering purposes, and this space in the wireless spectrum is similar to what is used for 4G and so it can be used to deliver widespread broadband internet. This can be accessed by internet-enabled devices like mobile phones and tablets. It is like Wi-Fi that covers a larger area. White Space broadband can travel up to 10 kilometres, through vegetation, buildings, and other obstacles.)

"Widespread, affordable, and reliable connectivity is an essential prerequisite to provide and access digital services for social-economic development."

Regulator
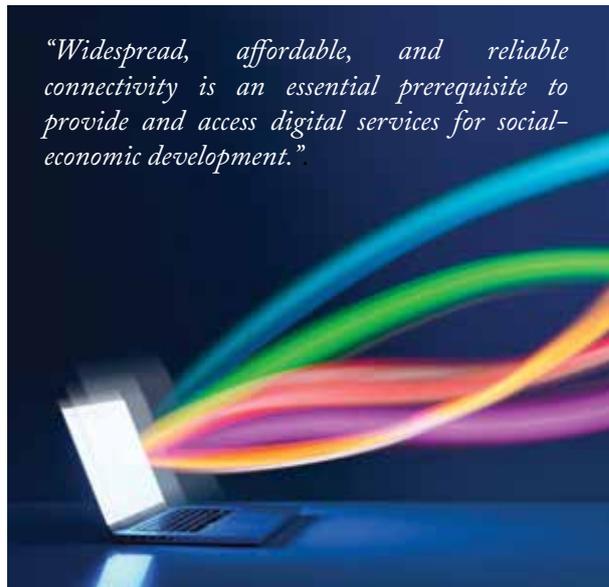
Figure: *Tanzania mobile broadband subscriptions forecast with and without digital Tanzania*
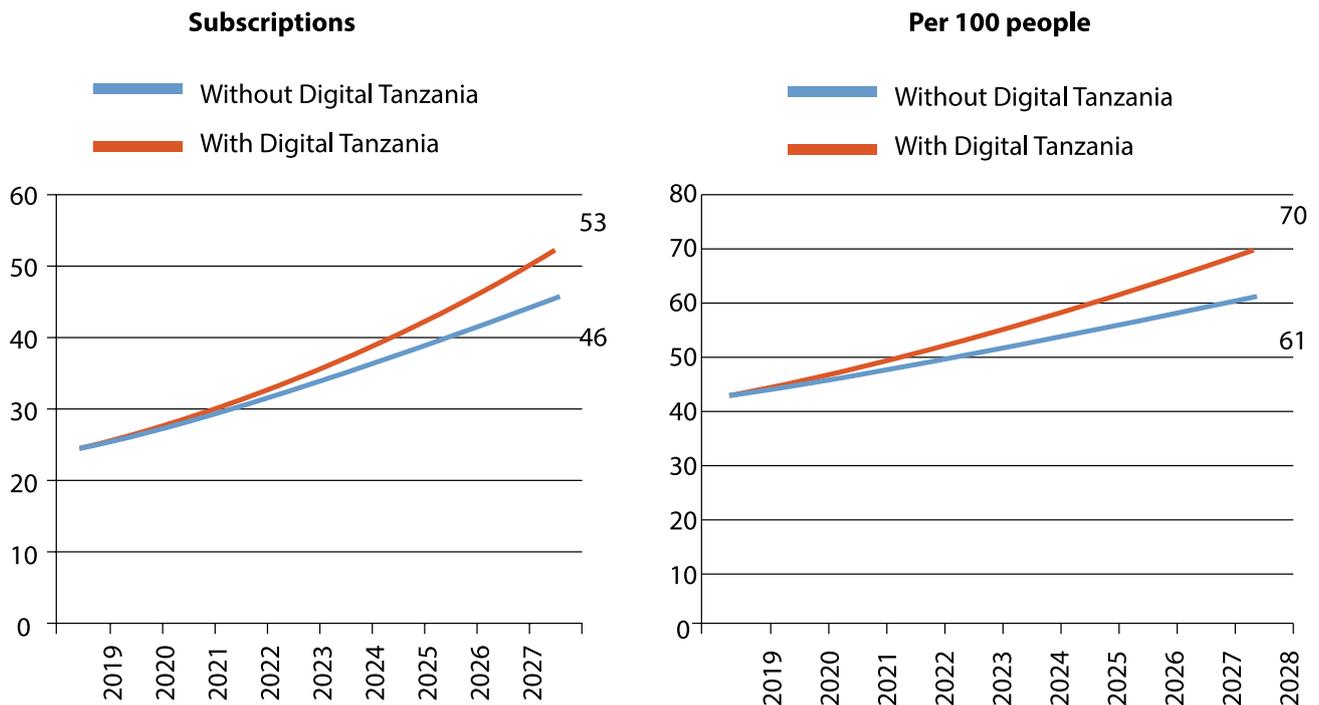
Table: Indirect economic impact of mobile internet from Digital Tanzania Project

| Year | Mobile Internet (per 100 people) | | | | | GDP (US$, millions) | | |
| | Without Digital Tanzania | With Digital Tanzania | Percentage point change | | | Without Digital Tanzania | With Digital Tanzania | Difference |
			Without Digital Tanzania	With Digital Tanzania	Difference			
2019	43	43						
2020	44	45	1.7	2.4	0.7	$66,049	$66,051	$2.5
2021	46	48	1.8	2.5	0.8	$69,663	$69,666	$2.9
2022	48	50	1.8	2.7	0.9	$75,357	$75,361	$3.5
2023	50	53	1.9	2.8	0.9	$81,914	$81,918	$4.1
2024	52	56	2.0	3.0	1.0	$89,278	$89,283	$4.9
2025	54	59	2.1	3.2	1.1	$97,388	$97,393	$5.8
2026	56	63	2.1	3.3	1.2	$104,824	$104,831	$6.8
2027	58	66	2.2	3.5	1.3	$112,828	$112,836	$7.9
2028	61	70	2.3	3.7	1.4	$121,443	$121,452	$9.3
						Cumulative		$47.7
							NPV	$21.6

S/No.	Title	Potential synergies and links (related Digital Tanzania sub-component)
1	Tanzania Secondary Education Quality Improvement Programme (SEQUIP)	• Improved connectivity including rural coverage, MDAs, LGAs contribute to effective use of digital schools • Use of digital technologies in schools, for instance in access to open educational resources, e-Learning, web browsing, and so on. • Involving schools in campaign to improve digital and financial literacy.
2	Tanzania Education and kills for Productive Jobs Programme	• Improved digital coverage in rural areas will help young entrepreneurs develop and market products, including through eCommerce applications • Digital skills training for start-ups through FabLabs and soft centers
3	Strengthening Primary Health Care for Results	• Improved internet connectivity for district hospitals in rural areas.
4	Tanzania Productive Social Safety Net Project II	• Digitization of social safety net payments, via OSSCs, should reduce transaction costs and improve efficiency • Rural connectivity will enable people in rural areas with connectivity and greatly improve the coverage of the social safety net payments.
5	Tanzania Strategic Cities Project Second Additional Financing	• One-stop shops located in secondary cities will reduce need to travel and enable more functions to be carried out in secondary cities.
6	Tanzania: Resilient Natural Resource Management for Tourism and Growth	• Improved rural connectivity will promote tourism opportunities.
7	Second Tanzania Water Sector Support Project Sustainable Rural Water Supply and Sanitation Programme	• Connectivity and other components, among others, will expand coverage and contribute to public service delivery in rural areas. • Enabling community to use Citizens Feedback System, an integrated mobile and web-based tracking information system for citizens to report complaints, trace progress, and get feedback on water-related problems including water cut, leakage, use mobile payment systems to pay their bills, etc., via OSSCs.
8	Dar es Salaam Urban Transport Improvement Project	• Creation of the NSDI will improve integration of transport and supporting systems • Improved connectivity for MDAs and LGAs will enable facilities for improved transport planning and ticketing
9	Development support for Tanzania Statistics	• Development of NISMIS will enhance reporting of ICT statistics.
10	Tanzania Roads to Inclusion and Socioeconomic Opportunities (RISE) Programme Project	• Improved connectivity for MDAs and LGAs will enable facilities for improved transport planning and ticketing. • Provision of internet and mobile phone access to rural areas will facilitate use of on-board intelligent transport systems.
11	Dar es Salaam Metropolitan Development Project	• Improved data storage facilities will enable improved metropolitan planning systems. • Development of the NSDI will facilitate improved planning.

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12	TZ-Rural Electrification Expansion Programme	• Improved connectivity will increase availability of digital financial products, for example, enabling use of 'pay-as-you-go' financing schemes for purchase of solar panels, including through OSSCs. Improved/rural connectivity coverage will simplify digital services and enable mobile money transactions and ability for all citizen regardless of their locations to pay their utility bills.
13	Boosting Inclusive Growth for Zanzibar: Integrated Development Project	• Connectivity in previously unserved rural areas should help promote integrated rural development. • Creation of the NSDI will provide for a more integrated approach to development.
14	Higher Education for Economic Transformation Project	• Focus on providing a transition from academia to applied digital entrepreneurship. • Working with HLIs, will provide for a logical progression to HEET.
15	Zanzibar Energy Sector Transformation and Access Project	• Improved connectivity will increase availability of digital financial products, for example, enabling use of 'pay-as-you-go' financing schemes for purchase of solar panels, including through OSSCs. • Improved/rural connectivity coverage will simplify digital services and enable mobile money transactions and ability for all citizen regardless of their locations to pay their utility bills.

Key to abbreviations in table	
HEET	Higher Education for Economic Transformation Project
HLL	Higher Learning Institution
LGA	Local Government Authority
MDAS	Ministries, Departments and Agencies
NISMIS	National ICT Statistical Management Information System
NSDI	National Spatial Data Infrastructure
OSSC	One Stop Service Centre
SEQUIP	Secondary Education Quality Improvement Programme

Call for articles

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

The material should be in font size 12, single-spaced, up to four A4 pages. Articles must be original and should have references, where sources are quoted.

Contributions should be submitted to the Editor, Regulator Magazine, Tanzania Communications 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.*

We pay a reasonable honorarium for published contributions.

From our archives

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

Regulator

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

Bodi ya Uhariri

Yaliyomo

Anwani ya ofisi za uhariri:

Barua ya Mhariri

Makala kuu kwenye sehemu ya kiingereza ya toleo hili inahusu mradi kabambe wa kubadili maeneo mengi ya Tanzania kuwa ya kidijitali ndani ya miaka 10 ijayo; malengo mengi yakitarajiwa kufikiwa mwaka 2025. Mradi huu, utakaogharimu shilingi 348 au dola za Kimarekani milioni 150 unatukumbusha mwingine unaofanana nao uliotekelezwa miaka ya mwanzo ya tisini kwa lengo la kuimarisha mawasiliano ya simu na kuboresha huduma.

Malengo ya mradi huu wa sasa ni pamoja na kuongeza upatikanaji wa mawasiliano ya kasi kwa serikali,taasisi za umma,biashara na wananchi. Vilevile una mikakati a kuondoa tofauti za matumizi kati ya wanawake na wanaume.

Mengine ni kuongeza mawasiliano ya kiserikali kupitia mitandao kufikia asilimia 30 kutoka tano za sasa ndani ya miaka 10. Aidha mkongo wa taifa wa mawasiliano utapanuliwa hadi kilometa 15,000 ifikapo 2025,kuanzisha vituo 31 vya kutolea huduma zote za serikali ifikpo mwisho wa mradi 2026. Vituo hivi vitawezesha wananchi kuomba leseni za biashara na kupata huduma za kierikali na za umma hadi 32 sehemu moja.

Inakadiriwa kwamba iwapo serikali itahamishia robo tu ya mawasiliano yake mtandaoni, itaokoa dola milioni 341 ndani ya miaka 10, kiasi ambacho kinatosha kurejesha mkopo huo wa Benki ya Dunia zaidi ya maradufu.

Sehemu ya Kiswahili ina Makala kuhusu hatua za seikali kuhakikisha kwamba wasanii wanapata haki zao za kimkataba kazi zao zinapotumika kwenye redio na televisheni, uboreshaji wa utoaji wa leseni TCRA na masuala ya pesa kwa simu za mkononi.

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

Regulator

Tanzania ya pili Afrika usalama mtandaoni

HATUA za kisheria na kiusimamizi zinazoleta ufanisi, uwepo wa chombo cha kitaifa kinachoshughulikia masuala ya usalama wa mitandao, na uhusiano mzuri kwenye taasisi za kikanda na kimataifa vimeinyanyua Tanzania hadi nafasi ya pili kwa usalama mitandaoni Afrika mwaka 2020.

Kwa mujibu wa Fahirisi ya Kimataifa ya Usalama Mtandaoni iliyotolewa na Shirika la Umoja wa Mataifa la Teknolojia ya Habari na Mawasiliano (ITU), Tanzania imekuwa ya pili Afrika kwa kupata jumla ya alama 90.58 baada ya Mauritius iliyopata 96.89. Kenya ni ya tano na Uganda ya tisa.

Nchi zinatathminiwa kwa zinavyotelekeza mikakati ya usalama mtandaoni kwa kutumia vigezo vitano ambavyo ni sheria kuhusu usalama mtandaoni, ufundi kuweza kuimarisha usalama, muundo wa kushughulikia masuala hayo, kujenga uwezo na ushirikiano wa kimataifa.

Tanzania imeng'arishwa na uhusiano kimataifa ambao umeipatia alama 19.41, ukifuatiwa na sheria (18.54), ufundi (18.31), kujenga uwezo (17.72) na muundo (16.6).

Fahirisi hiyo ilizinduliwa mwaka 2015 kupima utayari wa nchi wanachama wa ITU kushughulikia usalama mitandaoni. Tathmini inahusisha maswali 82 kupitia dodoso la mtandaoni na ushahidi mwingine muhimu. Alama za mwisho zinafikiwa kwa kupima vigezo dhidi ya maswali, na hatua zote zinashirikisha mabingwa wa masuala haya.

TCRA ina majukumu ya kusimamia uimara wa mitandao ya kompyuta na usalama mitandaoni. Kitengo cha Dharura cha Kitaifa cha Kushughulikia Masuala ya Usalama wa Mitandao (TZ-CERT), kilichoanzishwa kwa mujibu wa kifungu 124 (1) cha Sheria ya Mawasiliano ya Kielektroniki na Posta (EPOCA) ya 2010 kinaratibu mwitikio wa matukio ya usalama mtandaoni na kushirikiana na vyombo vya kikanda na kimataifa kukabiliana nayo.

Kupitia TZ-CERT, TCRA inatoa mara kwa mara taarifa na tahadhari kuhusu tishio la uimara wa mifumo ya kompyuta na usalama mtandaoni na inahimiza taasisi na watu binafsi kujenga utamaduni wa kusimamia usalama mitandaoni. Vilevile TCRA inaendesha mafunzo mara kwa mara kwa maafisa wanaoshugulikia TEHAMA kwenye taasisi kuhusu masuala ya usalama mtandaoni.

Miaka ya hivi karibuni Mamlaka imeanzisha mashindano ya ubunifu kwa wanafunzi wa vyuo vikuu kuhusu mikakati ya kusimamia uimara wa mifumo ya kompyuta na usalama mtandaoni. Aprili 2021 wanafunzi 50 kati ya 586 walioshiriki hatua za mwanzo za mashindano waliingia fainali na watatu kuibuka kidedea.

Juhudi za pamoja kushughulikia taka za kielektroniki mtandaoni

Dkt. Jabiri akionyesha rungu la mwenyekiti kama ishara ya makabidhiano.

Umoja wa Mawasiliano Afrika Mashariki (EACO) umefanikisha miradi mbalimbali ya maendeleo ya TEHAMA ikiwa ni pamoja na kuandaa makubaliano ya pamoja ya jinsi ya kushughulikia taka zitokanazo na vifaa ya kielektroniki.

Hayo yalisemwa na Mkurugenzi Mkuu wa Mamlaka ya Mawasiliano Tanzania, aliyekuwa Mwenyekiti wa Umoja huo, Dk. Jabiri K. Bakari wakati wa kukabidhi rasmi uenyekiti kwa Mtendaji Mkuu wa RURA, Mamlaka inayosimamia mawasiliano Rwanda.

Wakati wa makabidhiano hayo yalifanyika katika mkutano wa Umoja huo uliofanyika mtandaoni, Dkt. Bakari aliushukuru uongozi wa EACO, wafanyakazi na nchi wanachama kwa ushirikiano wao uliowezesha kukua kwa taasisi hiyo Tanzania ilipokuwa mwenyekiti.

TCRA sasa chini ya Wizara moja

Uteuzi wa tarehe 12 Septemba 2021 wa Wazri Mhe. Dkt. Ashatu K. Kijaji (pichani) kuwa Waziri wa Habari, Mawasiliano na Teknlolojia ya Habari kumefanya Mamlaka ya Mawasilian o Tanzania sasa kuwajibika kwa Wizara moja badala ya mbili kama ilivyokuwa awali.

Masuala ya habari yamewekwa pamoja na Mawasiliano na Teknolojia ya Habari. Kabla ya hapo yalikuwa chini ya Wizara ya Habari, Utamaduni, Sanaa na Michezo.

Dkt. Kijaji ameteuliwa na Mhe. Rais Samia Suluhu Hassan kuwa Waziri wa Habari, Mawasiliano na Teknolojia ya Habari. Anachukua nafasi ya Mhe. Dkt. Faustine Nduglulile.

Kabla ya kuunganishwa kwa habari na mawasiliano na teknolojia ya habari, TCRA ilikuwa inawajibika kwa wizara yenye dhamana ya habari kwa masuala ya maudhui na kwa wizara inayoshughulikia mawasiliano kwa masuala ya TEHAMA na Posta.

Kuna tofauti kati ya habari na teknolojia ya habari; kwa kifupi TEHAMA. Habari ni taarifa zinazosambazwa miongoni mwa jamii kwa njia za maandishi, picha, video, michoro na alama.

Teknolojia ya habari ni matumizi ya kompyuta au vifaa vyenye sifa za kompyuta na programu za kompyuta kuchakata, kuhifadhi, kuchambua, kusambaza na kupokea data kupitia mitandao ya kompyuta inayowezesha watu na vitu kuwasiliana.

Habari zinaweza kusambazwa kutumia teknolojia ya habari. Mifano ni matumizi ya tovuti, blogu na mitandao ya kijamii kutuma, kupokea na kuhifadhi taarifa.

Serikali yaandaa sheria za TEHAMA, ulinzi taarifa binafsi mtandaoni

SERIKALI inaandaa Sheria yaTeknolojia ya Habari na Mawasiliano (TEHAMA) itakayowezesha utekelezaji wa malengo yaliyomo kwenye Sera ya Taifa ya TEHAMA ya mwaka 2016.

Aidha, Serikali itatunga Sheria ya Ulinzi wa Taarifa Binafsi itakayolenga kudhibiti matumizi mabaya ya taarifa binafsi za watumiaji wa huduma za mawasiliano.

Kutungwa kwa sheria hiyo kunaendana na matakwa ya kikatiba ya kulinda faragha za wananchi.

Kwa mujibu wa taarifa ya Wizara ya Habari, Mawasiliano na Teknoloia ya Habari, sheria hiyo ni muhimu ili kuvutia uwekezaji nchini kwa kuwa ni moja ya masharti katika miongozo ya Kikanda na Kimataifa inayotumiwa na makampuni makubwa kama kigezo cha kuwekeza.

Serikali imeona kwamba ingawaje kuna sheria mbalimbali kama vile Sheria ya Mamlaka ya Mawasiliano Tanzania ya mwaka 2003, Sheria ya Mawasiliano ya Kielektroniki na Posta (EPOCA), Sheria ya Makosa Mtandaoni,

Sheria la Miamala ya Kielektroniki, na sheria ya Usalama wa Mitandao; bado kuna ombwe la kisheria katika kudhibiti masuala ya TEHAMA kiujumla nchini.

TCRA inafanya kazi kwa mujibu wa Sera, Sheria nakanuni zinazosimamia Sekta ya Mawasiliano. Kuna sera tatu, ambazo zinapatikana kwenye tovuti: https://www.tcra.go.tz/policies, sheria 11, zilizochapishwa https:// www.tcra.go.tz/legislation na Kanuni

Kikokotoo cha mrabaha kwa wanamuziki chafanyiwa kazi

Mamlaka ya Mawasiiano Tanzania inashirikiana na Kituo cha Data cha taifa na Chama cha Hakimiliki Tanzania (COSOTA) kushughulikia suala la mgao wa mrabaha kwa kazi za wasanii wa muziki zinazopigwa redioni, kuonyeshwa kwenye televisheni n kutumika kama miito ya simu za mkononi.

TCRA imeshafanya vikao kadhaa na wadau, wakiwemo wasanii wa muziki, waandishi wa mashairi ya muziki na waimbaji kuhusu malipo kwa kazi za wanamuziki zinazotumiwa na watangazaji na watoa huduma za simu.

Lengo ni kuwa na mifumo itakayokotoa mirabaha ili kuhakikisha kwamba wasanii wa muziki wanapata mapato yatokanayo na kazi zao za sanaa ya muziki zinazotangazwa au kuonyeshwa.

Kwa mujibu wa COSOTA, utaratibu wa kulipa mrabaha utakapokamilika, chombo hicho kitahakikisha kwambakila aliyechangia kufanikisha kazi ya msanii husika hadi kurushwa anapokea stahiki zake. Wahusika hao ni pamoja na watayarishaji wa muziki, waandishi wa mashairi na lebo za muziki.

Regulator

Tanzania, Rwanda kuimarisha ushirikiano TEHAMA

Tanzania na Rwanda zimeainisha maeneo ya ushirikiano katika sekta ya mawasiliano na teknolojia ya habari chini ya mpango wa kuendeleza mawasiliano Afrika unaojulikana kama Smart Africa Alliance, yakiwemo kuboresha miundombinu, kuondoa gharama za ziada za kupiga simu kwa wanaosafiri kati ya nchi hizi na kujenga uwezo wa raslimali watu.

Ushirikiano wa nchi hizi katika vipengele hivi ulijadiliwa Dar es Salaam na aliyekuwa Waziri wa Mawasiliano na Teknolojia ya Habari, Mhe. Dkt.

Faustine Ndugulile na Waziri wa Rwanda wa sekta hii, ambaye wizara yake imeongezewa majukumu ya Ubunifu, Mhe. Paula Ingabire alipotembelea Tanzania Agosti 2021.

Maeneo mengine ni uratibu wa masafa ya utangazaji wa redio, upangaji wa masafa ya televisheni, maandalizi ya kanuni na miongozo ya mawasiliano na maandalizi ya mikutano ya kimataifa kuhusu masafa, inayoandaliwa na ITU – Shirika la Umoja wa Mataifa linaloshughulikia TEHAMA.

Wadau wa utangazaji wajadii hoja tano

Mtangazaji akiwa kazini

WADAU wa sekta ya utangazaji wametoa hoja za kuboresha huduma katika maeneo makuu matano, ambayo ni pamoja na tozo za leseni za redio na televisheni, masafa ya utangazaji, mikataba ya kibiashara kati ya vituo vya utangazaji na wasambazaji wa matangazo na wajibu wa vituo hivyo.

Maeneo mengine yaliyojadiliwa ni pamoja na mfumo wa biashara kwenye urushaji wa matangazo ya televisheni yanayorushwa bila kulipia na mfumo wa biashara kwenye matangazo ya televisheni ya kulipia.

Wadau hao walikutana jijini Dar es Salaam chini ya uenyekiti wa Naibu Katibu Mkuu, Wizara ya Mawasiliano na Teknolojia ya habari, Dkt. Jimmy Yonazi ambaye aliahidi kuwa serikali itafanyia kazi hoja zote zinazohitaji kufuatiliwa.

Wakati huo huo watoa huduma za mawasiliano wamehimizwa kuzingatia Sheria, Kanuni na masharti ya leseni wanapotoa huduma ikiwa ni pamoja na kuzuia maudhui yasiyo na staha.

Akizindua kikao cha Watoa Huduma za Utangazaji na Maudhui Jijini Dodoma mwishoni mwa Agosti 2021, Mkurugenzi Mkuu wa TCRA Dkt. Jabiri K. Bakari amesema baadhi Kanuni za Maudhui Mtandaoni na Utangazaji wa Redio na Televisheni zinaboreshwa.

Kikao hicho shirikishi, kilicholenga kutoa elimu ya namna bora zaidi ya kufikisha maudhui kwa watumiaji bila kuwa na migongano baina ya watoa huduma kilihudhuriwa na watoa huduma za utangazaji na maudhui kutoka vyombo mbalimbali vya habari.

Ufanisi Maombi Leseni TCRA Mtandaoni

Utaratibu wa kuomba leseni za baadhi ya huduma za mawasiliano Tanzania unazidi kurahisishwa baada ya Mamlaka ya Mawasiliano Tanzania kuanzisha mfumo wa usimamizi wa leseni, ikiwa ni pamoja na maombi ya leseni zote kupitia mtandao wa intaneti.

TCRA inaanzisha mfumo unaoitwa LMS, ambacho ni kifupisho cha Licence Management System, utawawezesha watoa huduma watarajiwa kuwasilisha maombi yao na kulipia ada stahiki wakiwa popote na wakati wowote.

Hawatalazimika kupakua fomu za maombi, kuzijaza na kuziwasilisha ofisi za TCRA Dar es Salaam au Zanzibar na kwenye kanda zake tano;yaani Kaskazini (Arusha), Kati (Dodoma), Ziwa (Mwanza), Mashariki (Mikocheni Dar es Salaam) na Nyanda za Juu Kusini (Mbeya).

TCRA tayari inao mifumo mingine wa kuwasilisha maombi ya leseni na vibali kupitia mtandao, ambayo ni kwa leseni za jumla na kwa ajili ya idhini vya matumizi ya vifaa vya mawasiliano vinavyoingizwa na kutumika Tanzania. Mfumo huo unaitwa OTAS, yaani Online Type Approval System na wa leseni za jumla unaitwa kupitia mtandao; ambao unaitwa CLAMS: kifupisho cha Class Licence Application Management System.

Mifumo ya CLAMS na LMS inapatikana kwenye tovuti ya TCRA. Mwombaji akiingia, ataona maelezo ya matumizi, ambayo ni pamoja na namna ya kufungua akaunti kwa kujisajili kwenye mfumo huo. Kuna sehemu ya kujaza maelezo ya mwombaji.

Vile vile kuna orodha ya huduma ambazo ni kuchagua aina ya leseni ambayo mwombaji anataka kuiomba na kuhakiki muda wa leseni aliyo nayo. Pia kuna kanuni za leseni na ada za kila leseni.

Utaratibu wa leseni TCRA unapitia hatua za kuwasilisha maombi, ambayo yatafanyiwa tathmini kisha taarifa itatolewa kwa umma kuhusu maombi hayo na kukaribisha maoni. Baada ya hapo mwombaji atatakiwa kuwasilisha mbele ya jopo la wataalamu wa TCRA huduma inayokusudiwa. Hii itafuatiwa na kutolewakwa idhini ya lesseni, mwombaji kulipia ada stahiki na kisha kuweza kuipakua leseni hiyo popole alipo na wakati wowote.

Hatua hii ya kiutendaji imechukulkiwa kama sehemu ya kutekeleza kwa vitendo Mkataba wa TCRA kwa Wateja, ambao ueweka muda wa kudhuhulikia na kukamilklisha mchakato wa maombi ya leseni na huduma mbalimbali.

Karibu wasimamizi wote wa sekta ya mawasiliano ulimwenguni wana aina mbili za leseni; ambazo ni leseni inayotoa idhini ya jumla ya kutoa huduma; au leseni ndogo ambayo inaitwa class licence, na leseni inayotolewa kwa mtoa huduma mmoja mmoja ikiwa na masharti mahsusi yanayomhusu, ikiwa ni pamoja na matumizi ya namba na masafa ya mawasiliano. Hii inajulikana kama leseni kubwa.

Mfumo wa utoaji wa leseni zenye masharti ya mtoa huduma mmoja mmoja una utaratibu tofauti kwa mtoa huduma mmoja mmoja.

Mfano wa masharti tofauti kwa mtoa huduma mmoja mmoja kwenye kundi la leseni zinazofanana ni yale yaliyotolewa kwa kampuni zilizoshinda mnada wa masafa ya 2x10 katika wigo wa masafa wa 700 MHZ ambao TCRA iliuendesha Juni 2018.

Kampuni zilizoshinda na kununua masafa hayo, ambazo ni Vodacom Tanzania PLC na Azam Telecom (T) Limited zilitakiwa kuhakikisha kwamba hadi mwishoni mwa 2021 wamefikisha huduma za mawasiliano ya kasi kwa angalau asimilia 60 ya Watanzania na asilimia 90 ifikapo mwishoni mwa 2024.

Leseni zinazotolewa na TCRA kwa kuzingatia mwombaji mmoja mmoja ziko chini ya mfumo wa leseni ulionzishwa miaka 16 iliyopita, mwaka 2005; ambao unazingatia muingiliano wa teknolojia.

Uanzishwaji wa mfumo huo, unaojulikana kama Converged Licensing Framework, kwa kifupi CLF, uliifanya Tanzania kuwa ya kwanza barani Afrika yenye utaraibu huu wa leseni za mawasiliano.

Mfumo wa CLF una aina nne za leseni; ambazo ni Leseni ya Miundombinu, Leseni ya Mtandao wa Simu, Leseni ya Mifumo Tumizi na Leseni ya Huduma ya Maudhui. Kila leseni ina vipengele vinne vya masoko, yaani kimataifa, taifa, mkoa na wilaya.

Mtoa huduma mwenye Leseni ya Miundombinu ya Mawasiliano anaruhusiwa kumiliki miundombinu kama vile satelaiti, mitandao ya mawasiliano ya kasi inayotumia waya wa mwanga na kuweka nyaya za simu na mitambo ya mawasiliano. Aidha anaruhusiwa kuwa na vifaa vya mawasiliano vinavyotumia redio, minara ya mawasiliano ya simu za mkononi, minara na vifaa vya kurushia matangazo ya vyombo vya utangazaji.

Mwenye Leseni ya Huduma za Mawasiliano anaruhusiwa kutoa huduma za msingi za kuunganisha mitandao mbalimbali ya mawasiliano Mtoa huduma chini ya leseni hii anaweza kutumia miundombinu ya mwekezaji mwingine.

Leseni ya matumizi ya huduma za Mawasiliano inamruhusu mmiliki kuwezesha matumizi ya huduma kupitia intaneti, huduma za data na maudhui mtandaoni.

Huduma za utangazaji wa redio na televisheni

zinatolewa chini ya Leseni ya matumizi ya huduma za maudhui. Hata hivyo, tangu 2018, TCRA ina kipengele katika leseni hii ambacho kinaangukia kwenye mfumo wa leseni za jumla, za kutoa maudhui kupitia mtandao, kama tulivyoeleza awali.

Pamoja na leseni za masharti ya mtoa huduma mmoja mmoja chini ya CLF, TCRA pia inatoa leseni za huduma za Posta, ambazo kwa sasa zinatolewa na Shirika la Posta Tanzania; na leseni za huduma za usafirishaji wa vifurushi na vipeto.

Leseni nyingine zinaangukia kwenye kundi la jumla, ambalo linalenga na mfumo wa CLAIMS. Hizi ni za kuingiza kutoka nje ya nchi, kuuza, kusambaza, kufunga na kutengeneza vifaa vya mawasiliano,

kutumia masafa ya redio za mawasiliano; ikiwa ni pamoja na redio za maasiliano kwenye meli na vyombo vya usafiri baharini na angani.

TCRA pia inatoa leseni za kufunga madishi ya mawasiliano, leseni ya kuthibitisha ubora wa vifaa vya mawasiliano kwa matumizi nchini.

Pengine leseni ya jumla ambayo imevutia watoa huduma wengi kwa kiopindi kifupi ni ya huduma za maudhui kupitia mitandao. Huduma hizi ni pamoja na blogu, vituo vya kutoa huduma za intaneti (internet café), majukwaa ya majadiliano mtandaoni, redio na televisheni mtandao, mitandao ya kijamii, kuhifadhi maudhui mtandaoni na huduma zinazombatana na maudhui mitandaoni.

Uwazi matumizi tozo huduma pesa kwa simu

Na Mwandishi Wetu

HATUA za kibajeti za hivi karibuni zilizoanzisha tozo mpya kwa baadhi ya matumizi ya huduma za simu za mkononi zimeonyesha namna wananchi wanavyoweza kushirikishwa moja kwa moja katika kuchangia shughuli za maendeleo yao.

Kuanzia Julai 2021, watumiaji wa simu za mkononi Tanzania wanachangia kwenye kuondoa kero za maji, afya na usafiri vijijini kwa kukatwa kiasi cha pesa wanapotuma na kutoa pesa kupitia mitandao ya simu.

Juni 2021 Tanzania kulikuwa na laini 53,111,246 zilizosajiliwa na akaunti 33,282,544 za pesa kupitia simu za mkononi. Kutokana na watumiaji wengi kuwa na laini ya simu zaidi ya moja, idadi halisi ya watumiaji ni kama milioni 29.

Wachambuzi wanasema hii ni mara ya kwanza kwa wananchi kufahamu moja kwa moja tozo na kodi wanazolipa inapokwenda.

Tozo na kodi hizi, ambazo zinajulikana kama mchango wa mshikamano zitagharamia miradi inayolenga kuondoa matatizo la barabara vijijini, hali duni ya usambazaji wa huduma za maji safi kwa matumizi ya wananchi.

Kuna maeneo nchini Tanzania ambamo wananchi wanatembea hadi kilometa 10 kwa siku kuchota maji yanayofaa kwa matumizi ya binadamu na kwa zaidi ya saa nne ili kufika kwenye barabara inayowezesha kuwepo usafiri wa uhakika.

Yote haya ni katika kutekeleza Ilani ya Uchaguzi ya Chama Cha Mapinduzi ya 2020 hadi 2025 ambayo imesheheni mipango ya kubadili maeneo ya vijijini Tanzania.

Lengo ni ni kuhakikisha kuwa kila mwananchi anakuwa na fursa ya kupata huduma za jamii bora na za kutosha bila kikwazo.

Watumiaji simu 'wajiongeza' kuwavusha wanawake salama

Azma ya Rais wa Jamhuri ya Muungano wa Tanzania, Mheshimiwa Samia Suluhu Hassan ya kuondoa kero ya wanawake kukosa huduma za uzazi kwa wakati imepata msukumo mpya baada ya Serikali kutangaza utaratibu ambamo watumiaji wa simu za mkononi Tanzania wanachangia kuharakisha maendeleo vijijini.

Waziri wa Fedha na Mipango, Mheshimiwa Dkt. Mwigulu Lameck Nchemba alitangaza tozo na kodi mpya kwenye huduma za simu kwa watumiaji a wanapotuma na kutoa pesa kupitia mitandao ili kugharamia huduma za maji, afya na usafiri vijijini.

Rais Samia aliliambia Bunge tarehe 22 Aprili alipolihutubia kwa mara ya kwanza baada ya kuapishwa kuongoza Tanzania tarehe 19 Machi, 2021 alisikitishwa na namna hali ya miundombinu ya barabara inayoathiri wanawake na kutangaza kwamba juhudi kupunguza vifo vya wajawazito na watoto zitaendelezwa.

Mheshimiwa Rais Samia alisema alipokuwa Makamu wa Rais alizindua Kampeni ya 'Jiongeze Tuwavushe Salama' ili kutilia mkazo uwajibikiaji wa wadau wote katika kupunguza vifo vya mama na mtoto.

"Hivyo, huu ni mradi wangu wa moyoni kabisa. Binafsi, huwa nasikitishwa sana kusikia mwanamke anapoteza maisha wakati wa kujifungua kwa sababu ambazo zingeweza kuzuilika", alisisitiza.

Alisema katika kipindi hadi 2025, upatikanaji wa huduma za afya kwa kuendelea kujenga miundombinu, kuongeza watumishi, vifaa tiba, dawa na vitendanishi vitaimarishwa.

Kuna maeneo nchini Tanzania ambamo wananchi wanatembea hadi kilometa 10 kwa siku kuchota maji yanayofaa lwa matumizi ya binadamu na kwa zaidi ya saa nne ili kufika kwenye barabara inayowezesha kuwepo usafiri wa uhakika.

Hali hii inaathiri zaidi wanawake wanapohitaji huduma za uzazi na mtoto; na kumekuwa na matukio mengi ya wanawake kujifungulia njiani wakielekea kwenye zahanatio au vituo vya afya vijijini.

Kwa upande wa maji vijijini, ambako tatizo la upatikanaji maji safi na salama ni kubwa, alielezea azma ya serikali kufikisha maji kwa wananchi kwa asilimia 95 mijini na asilimia 85 vijiji ifikapo 2025.

Mkazo mkubwa utawekwa katika kuimarisha usimamizi kwenye utekelezaji wa miradi ya maji na kuthibiti matumizi mabaya ya fedha zinazotengwa kwa ajili ya upatikanaji wa maji safi na salama, alieleza.

Alisema fedha nyingi zinatumika kutekeleza miradi; lakini baada ya muda mfupi maji hayapatikani. Ili kuimarisha usimamizi wa miradi ya maji alisema atafanya mabadiliko makubwa kwa wahandisi wa maji wa mikoa ambao hawafanyi kazi vizuri.

Kuelekezwa kwa kodi na tozo hizi kwenye miradi ya maji vijijini ni sehemu ya kutatafuta vyanzo vingine vya kutunisha Mfuko wa Maji.

Yote haya ni katika kutekeleza Ilani ya Uchaguzi ya Chama Cha Mapinduzi ya 2020 hadi 2025 ambayo imesheheni mipango ya kubadili maeneo ya vijijini Tanzania.

Lengo ni ni kuhakikisha kuwa kila mwananchi anakuwa na fursa ya kupata huduma za jamii bora na za kutosha bila kikwazo. Hii ni pamoja na huduma za afya na maji safi na salama karibu na wananchi.

Mipango ya kuboresha huduma za afya inayokusudiwa kutekelezwa hadi 2025 ni pamoja na kuimarisha huduma za afya ya mama na mtoto na kuzitoa bila malipo ili kupunguza vifo vya akinamama wajawazito na watoto wenye umri chini ya miaka mitano.

Aidha, vituo vya kutolea huduma za afya vitaongezwa kwa asilimia 20 ya 8,446 vilivyopo sasa. Kipaumbele kitawekwa kwenye ujenzi wa vituo vya afya na ukamilishwaji wa maboma kwa kuzingatia uwiano wa kijiografia, idadi ya watu na wingi wa magonjwa.

Kwa upande wa miundombinu ya barabara, lengo ni kuongeza mtandao wa barabara unaohudumiwa na Wakala wa Barabara Vijijini. Hili ni pamoja na kuongeza kiwango cha barabara za changarawe kutoka kilometa 24,493 hadi 35,000 na kuongeza urefu wa barabara za mijini na vijijini zilizojengwa kwa kiwango cha barabara za lami kutoka kilometa 2,025 hadi kilomita 3,100 ifikapo mwaka 2025.

Huduma za pesa kupitia simu za mkononi zimewezesha watu wengi kujumuika katika mfumo wa kifedha; hasa ikizingatiwa kwamba wengi hawana akaunti za benki. Ingawaje kwa sasa tozo na kodi hizi zinalalamikiwa, faida za kuwa katika mfumo wa malipo na miamala kupitia simu za mkononi ni kubwa.

Hizo ni pamoja na uharaka wa kufanya miamala, kupunguza gharama za usafiri kwenda kufanya malipo na muda wa shughuli hiyo, usalama wa malipo, utunzaji wa kumbukumbu za malipo na miamala.

Vilevile huduma ya pesa kupitia simu za mkononi inawezesha watumiaji kuweka akiba zao mtandaoni, kupata mikopo midogo midogo ya muda mfupi na kuongeza ajira – mfano kupitia wakala wa huduma hizo.

Uzoefu nchi nyingine Afrika kodi huduma za simu

Kodi na tozo za matumizi na huduma za simu mkononi ambazo zimeanza kutumika Tanzania Julai 2021 sio za kwanza kuanzishwa barani Afrika; ambamo uzoefu umeonyesha kwamba baada ya vipindi vya mwanzo vya changamoto, kodi za aina hii zinachangia kugharamia miradi ya maendeleo na ya kijamii.

Nchi nyingine za Afrika ambazo zinatekeleza mfumo wa kodi ambão umeelekezwa kwenye laini za simu na huduma mbalimbali za mawasiliano zinatumia utaratibu tofautu. Kuna baadhi zenye kodi ya laini za simu (SIM card Tax) ambayo inatozwa wakati wa kuongeza salio na kuna kodi ya kutumia namba.

Regulator

Mtumishi wa Mamlaka ya Mawasiliano Tanzania akielimisha wananchi kuhusu masuala mbalimbali waliotembelea banda la taasisi hiyo Julai 2021 jijini Dares Salaam wakati wa maonyesho ya kila mwaka ya Sabasaba. Mojawapo ya majukumu ya TCRA kuongeza uelewa wa watumiaji kuhusu masuala ya mawasiliano.

Kwa mfano, Chad, Gabon na Niger zina kodi la laini ya simu. Mfumo wa kodi za simu za huduma za simu za mkononi nchini DRC ni asilimia 17 ya jumla ya mapato ya kodi za serikali.

Katika nchi hizo, mwanzo wa utekelezaji wa hatua za kibajeti ulikuwa na changamoto na marekebisho muhimu yamebidi kufanyika. Hili pia limetokea kwa Tanzania ambako Septemba 2021 Serikali imeshusha viwango vya awali vilivyowekwa.

Mwaka 2018 Kenya ilipitisha Sheria ya Fedha ambayo ilianzisha kodi kwenye miamala ya kutuma na kupokea pesa kupitia simu za mkononi na kwenye mfumo wa huduma za benki kupitia simu.

Kwa huduma za kuhamisha pesa kupitia benki kulikuwa na ongezeko la kutoka kodi ya asilimia 10 iliyokuwepo hadi asilimia 20; kuhamisha kwa simu za mkononi kutoka asilimia 10 hadi 12 na kwa kuongeza salio kutoka asimilia 10 hadi 15. Aidha kulianzishwa kodi kwenye matumizi ya data kupitia intaneti na vifaa vya mkononi na simu za mezani za waya.

Awali kulikuwa na ukosoaji mkali wa hatua hizi. Kulikuwa na athari hasi za matumizi ya huduma za simu za mkononi baada ya kuanza kutoza za kodi ya asilimia 10 kwa miamala pesa kupitia simu za mkononi; ambapo ndani ya miezi mitatu miamala ilipungua kwa asilimia tano (5%).

Utekelezaji wake ulifanyiwa marekebisho yaliyowezesha kodi na tozo hizo kuwa endelevu.

Huduma za pesa kupitia simu za mkononi zimewezesha watu wengi kujumuika katika mfumo wa kifedha; hasa ikizingatiwa kwamba wengi hawana akaunti za benki. Ingawaje kwa sasa tozo na kodi hizi zinalalamikiwa, faida za kuwa katika mfumo wa malipo na miamala kupitia simu za mkononi ni kubwa.

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Vilevile huduma ya pesa kutia simu za mkononi zinawezesha watumiaji kuweka akiba zao mtandaoni, kupata mikopo midogo midogo ya muda mfupi na kuongeza ajira – mfano kupitia wakala wa huduma hizo.

Pesa mtandao zaboresha ustawi wa Watanzania

Na Mwandishi Wetu

Simu ya bibi Ramuna Kapufi wa Kijiji cha Mwezya, Mpanda mkoa wa Katavi ina kumbukumbu ya majina 20 tu, yakiwemo ya watoto wake wanne, ya mganga wa zahanati na ya paroko wa kanisa la eneo hilo. La kwanza kabisa ni la mwanae John, anayeishi na kufanya shughuli zake Hifadhi ya Taifa ya Mlima Kilimanjaro, kilometa zaidi ya 1,100 kutoka Mpanda. Leo ni tarehe ya mwisho wa mwezi ambayo bibi anasubiri ujumbe kutoka kwa John.

Bibi kavalia vizuri; kwani ametoka kanisani ambako alimwombea John, ili kama kawaida ujumbe wake uje na baraka. Wamekubaliana na mwanae huyo kuwa atakuwa anamtumia pesa za matumizi kila Jumapili ya mwisho ya mwezi. Na leo ni tarehe 29 Agosti 2021. Jioni saa kumi na dakika kadhaa, simu inatoa mlio kuashiria ujumbe unaoingia. John ametuma pesa. Mama anatembea mwendo mfupi kutoka nyumbani hadi kwa wakala wa huduma za pesa mtandao kutoa pesa za kumsukuma wiki hiyo.

Bibi anakumbuka namna alivyokuwa anahangaika kupokea pesa kutoka kwa binti yake mkubwa kwa njia ya posta. Baadae akawa anapokea kupitia mabasi ya abiria yaliyokuwa ama yanaanzia safari Mbeya au yaliyotoka Dar es Salaam hadi Sumbawanga na kukabidhi kwa mabasi yanayofika kijijini. Na sasa anapokea pesa na kuzitoa mita chache tu kutoka nyumbani kwake. Asante mfumo wa huduma za pesa kupitia simu za mkononi.

Shughuli kubwa ya huduma za fedha kupitia mitandao ya simu ni miamala ya kutuma na kupokea pesa na kulipia huduma na bidhaa. Mitandao ya fedha inawezesha watumiaji kuokoa muda na gharama za kupokea au kutuma pesa na zinahakisha usalama wa fedha zinazotumwa au malipo yanayofanyika.

Bibi Ramuna anakumbuka namna ambapo pesa alizokuwa ametumiwa kwa njia ya mabasi zilikuwa zinachelewa; na wakati mwingine kutofika kabisa.

Huduma ya pesa kupitia simu za mkononi imeanza Tanzania mwaka 2007 na ujio wake umebadili sio tu maisha ya wanaoitumia, bali jamii nzima na mfumo wa utawala na uendeshaji wa shughuli za umma, za kibinafsi na za taasisi za aina zote. Hata kanisa na misikiti inatumia huduma hii kupokea sadaka za zaka za waumini.

Tanzania ni mojawapo ya nchi zenye soko la fedha kupitia simu za mkononi lililoendelea sana Afrika na inaongoza kwenye eneo la Afrika Kusini mwa Sahara; kwa mujibu wa ripoti ya hivi karibuni kuhusu mabadiliko ya kidijitali Tanzania.

Huduma za pesa kupitia simu za mkononi zinawezesha kufikiwa kwa huduma za mawasiliano; zinaleta ufanisi na zinaendeleza nidhamu ya kifedha katika taasisi za umma kupitia uthibiti wa malipo na hatua kali za kusimamia fedha. Inawezesha ukusanyaji wa mapato na malipo.

Mfumo wa huduma za pesa kupitia simu za mkononi umewezesha Watanzania wengi kupata fursa za kutumia huduma za kifedha, ambazo awali zilikuwa zinatolewa kupitia benki na taasisi za kifedha. Kwa kuzingatia kwamba Tanzania, ambayo ina eneo la la kilometa za mraba zaidi ya 945,000, lina benki 42 na taasisi za fedha tisa (9) tu, huduma ya pesa kwa simu imewawezesha wengi kushiriki katika mfumo wa kifedha.

Huduma za pesa kupitia simu zinarahisisha maisha. Wananchi wanatumia simu za mkononi kufanya miamala ya kulipia gharama za huduma za kijamii, kununua umeme, kulipa bili za maji na kupata huduma za kibenki kwa ufanisi popote na muda wowote, hata ikiwa usiku wa manane.

Mtumiaji wa huduma za fedha kupitia simu za mkononi halazimiki kusafiri au kwenda ofisi za taasisi husika na kukaa kwenye foleni muda mrefu ili kulipia kodi, tozo na ankara husika.

Huduma za fedha kupitia simu za mkononi zimezalisha ajira kwenye sekta isiyo rasmi na imewezesha wahusika kulipwa ujira au sehemu ya mapato zinavyotolewa na watoa huduma za simu za mkononi kwa wakala wao na wengine kwenye mfumo mzima wa pesa kupitia mitandao, ikiwa ni pamoja na benki, ambazo zimekimbilia fursa ya kueneza huduma zao kwa kuwatumia wakala walioko sehemu mbalimbali.

Watoa huduma za pesa kupitia simu za mkononi wameanzisha mikopo midogo kwa wateja wao, hivyo kuchangia katika kukuza ujasiriamali na kuongeza ustawi wa watumiaji wa huduma hizi.

Haya yameleta matokeo makubwa kwenye mifumo ya kijamii, kiutamaduni na kiuchumi nchini kupitia kuongezeka kwa upatikanaji wa huduma muhimu, kuongezeka kwa tija na ufanisi kwenye maeneo ya kiuchumi.

Mifumo ya malipo kupitia simu za mkononi inapunguza uwezekano wa matumizi mabaya ya pesa zinazopokelewa kwa huduma mbalimbali kwani kumbukumbu za miamala ziko wazi wakati wowote. Inapunguza ufujaji wa mapato ya serikali, wakala wa serikali taasisi za umma na hata binafsi.

Kwa taasisi zinazopokea pesa hizi, huduma hii inadhibiti upotevu wa mapato, kwani kiasi kinachotakiwa kulipwa kinafika kama kilivyo.

Vilevile mfumo wa malipo kupitia simu unapunguza gharama za uendeshaji wa watoa huduma. Taasisi zinazotoa huduma za nishati, maji na kadhalika zinaweza kutumia mfumo wa malipo kwa simu za mkononi na hivyo kupunguza gharama za wakala nchini kote.

Kwa mfano kabla ya kujiunga na mfumo wa malipo ya serikali, yaani GePG, shirika la umeme, TANESCO lilikuwa kila mwaka linalipa zaidi ya shilingi bilioni 38 kwa wakala wa kuuza umeme, fedha ambayo sasa hawalipi tena.

Miamala kupitia simu za mkononi inachangia mapato ya serikali kupitia kodi za kampuni moja kwa moja, tozo na ada. Mifumo huu wa malipo ya serikali kupitia simu za mkononi umewezesha kuwepo mfumo mmoja wa mapato kwa serikali.

Aidha, vitendo vya rushwa vinadhibitiwa kwa kuwa kiasi kinachotakiwa kulipwa kwa kila huduma au bidhaa kinakuwa kwenye kumbukumbu za malipo katika mfumo wa kidijitali.

Pamoja na kwamba huduma za pesa kupitia simu za mkononi zimetoa changamoto kwa benki, shughuli hii imekuwa fursa kwa benki nyingi ambazo sasa zinatumia maeneo ya kutolea huduma za pesa mtandao na wakala waliopo kutoa huduma za kibenki.

Taarifa ya mwaka 2019/20 ya Benki Kuu ya Tanzania (BOT), iliyotolewa Desemba 2020 inaonyesha kwamba kulikuwa na wakala 623,867 wa huduma za fedha mtandaoni nchini kote Juni 2019.

Mfumo wa malipo kupitia simu umeenea popote kwenye huduma ya simu za mkononi na zinapatikana kwa watoa huduma za simu za mkononi sita. Kampuni hizo na majina yao ya huduma katika mabano ni Airtel Tanzania Limited (Airtel Money), MIC Tanzania Limited (TigoPesa), Shirika la Mawasiliano Tanzania - Tanzania Telecommunications Corporation Limited (T-Pesa), Viettel Tanzania Limited (Halopesa), Vodacom (M-Pesa) na Zantel (EazyPesa).

Kwa pamoja, watoa huduma hawa walisajili akaunti mpya 3,622,583 za simu za mkononi kati ya Juni 2020 na Juni 2021. Kulikuwa na jumla ya akaunti 33,282,544.

Juni 2021 kulinganisha na 29,659,961 Juni 2020; ongezeko la asilimia 12.21; kwa mujibu wa takwimu zilizochapishwa kwenye tovuti ya Mamlaka ya Mawasiliano Tanzania.

Jumla ya akaunti za huduma za pesa kupitia simu za mkononi zinazosajiliwa kila mwezi imepita idadi ya laini zinazosajiliwa , hali inayoashiria kuenea kwa kasi kwa matumizi ya miamala ya kielektroniki, takwimu za hivi karibuni zinaonyesha.

Laini za simu zilizosajiliwa 53,111,246 hadi Juni 2021 kulinganisha na 48,056,689 zilizokuwepo Juni 2020; ongezeko la asilimia 10.51.

Kwa mujibu wa taarifa ya mwaka 2019/2020 ya BOT, ukubwa wa miamala ya fedha kupitia simu imeongezeka kwa asilimia 21.8 na thamani yake kwa asilimia 8.9 mwaka 2019/2020 kulinganisha na mwaka 2018/19.

Mfumo wa huduma za pesa kupitia simu na malipo ya kielektroniki ni msingi wa ujenzi wa Tanzania ya kidijitali.

Nchi inatekeleza mpango wa pili wa mfumo wa fedha shirikishi kuanzia 2018 hadi 2022 kwa lengo la kuongeza asilimia ya Watanzania wanaotumia huduma rasmi za kifedha kufikia asilimia 75 ifikapo 2022 kutoka asilimia 65 mwaka 2017.

Ili kuimarisha na kupanua huduma , BOT inasema inashirikiana na wadau kufanikisha upatikanaji wa huduma moja kwenye mitandao tofauti ya watoa huduma za kifedha.

TCRA imeeleza kwamba itaendelea kushirikiana na BOT na wadau wengine kuimarisha mifumo ya mawasiliamo na huduma za pesa kupitia simu za mkononi.

Hii ni pamoja na kusimamia kikamilifu mfumo wa Mamlaka ya Mawasiliano Tanzania wa kusimamia na kuratibu mawasiliano ya simu (TTMS), ambao pia unaratibu huduma za pesa kupitia simu za mkononi na kusimamia usajili wa laini za simu kibiometria kama sehemu ya kuimarisha usalama wa mitandao. Ikumbukwe pia kwamba TCRA ndiyo inayopanga na kutoa namba fupi zinazotumika katika huduma za pesa mkononi.

Aidha, TCRA imesisitiza kwamba itaendelea kutoa elimu kwa watumiaji wa huduma za pesa kupitia simu za mkononi ili waweze kutumia kikamilifu fursa zake na pia kujilinda dhidi ya uhalifu mtandaoni.

Bilioni 348/= Tanzania kidijitali

Tanzania itakuwa ya kidijitali kabisa ndani ya miaka 10 ijayo, ikiwa ni pamoja na kuboreshwa kwa mawasiliano vijijini, kupunguza gharama za uendeshaji serikali na kuifanya kuwa kitovu cha biashara mtandao eneo hili la Afrika.

'Mradi wa Tanzania ya Kidijitali', ambao unategemewa kuwapunguzia wananchi gharama za kufuatilia huduma za serikali, kuinua viwango vya uelewa wa matumizi ya teknolojia ya habari na mawasiliano kwa Watanzania na kuhamasisha uwekezaji katika TEHAMA, unatekelezwa kati ya 2021 na 2026 kwa mkopo wa Benki ya Dunia wa shilingi bilioni 348 (dola za Kimarekani milioni 150).

Mipango mingi itatekelezwa kati ya 2021 na 2026; sambamba na Mpango wa Maendeleo wa Miaka Mitano (2021/22–2025/26). Utekelezaji wa mradi huo unatarajiwa kuongeza mchango wa sekta ya mawasiliano kwa pato la taifa kutoka asilimia 1.5 hadi tatu (3) ifikapo 2025.

Mradi huo umetambua nafasi ya mifumo ya kidijitali katika kukuza uchumi na kuendeleza viwanda, kuzalisha ajira na kuleta ufanisi wa uendeshaji wa taasisi za serikali na umma. Watumishi wa serikali watanolewa ili waweze kusimamia kikamilifu mifumo ya kidijitali na uelewa wa wananchi kuhusu masuala ya teknolojia ya habari na mawasiliano utapanuliwa.

Inatarajiwa kwamba matumizi ya mifumo ya kidijitali kwenye huduma za serikali yataongezeka hadi asilimia 30 ndani ya miaka 10 kutoka asilimia tano za sasa.

Malengo mengine ya mradi huo ni kurefusha mkongo wa taifa wa mawasiliano ya kasi hadi kilometa 15,000 ifikapo 2025, kuhakikisha kwamba asilimia 80 ya Watanzania wanapata in-taneti ya kasi ifikapo mwaka huo na kuanzisha vituo 31vya kutoa huduma za serikali kwa jamii sehemu moja ifikapo 2026.

Huduma zimeanza kutolewa kwenye ofisi za Shirika la Posta Tanzania, ambapo kituo cha kwanza kimezinduliwa Posta Kuu jijini Dar es Salaam tarehe 6 Septemba 2021 kikiwa ni kimojawapo kati ya vinane vitakavyoanzish-wa Tanzania Bara na viwili Zanzibar ifikapo 2023.

Inatarajiwa kwamba vituo hivyo vitawezeshwa kutoa huduma 32 za kiserikali, ikiwa ni pamoja na maombi ya leseni mbalimbali, masuala ya kodi, uhamiaji, bima ya afya na usajili wa kampuni na majina ya biashara.

Inakadiriwa kwamba iwapo serikali itahamishia na kutoa robo ya huduma zake mtandaoni, itaweza kuokoa jumla ya dola za kimarekani milioni 341 (shilingi bilioni 815 ndani ya miaka 10; kiasi ambacho kinaweza kulipa mkopo wa Benki ya Dunia wa dola milioni 150, zaidi ya mara mbili.

Mradi huo una mipango ya namna ya kupunguza tofauti za matumizi ya TEHAMA kati ya wanaume na wanawake. Taarifa ya 2021 iliyotolewa na taasisi ya kimataifa ya GSMA, ambayo inawakilisha maslahi ya watoa huduma za simu za mkononi inaonyesha kwamba wanawake wako nyuma katika kumilki, kumudu na kutumia vifaa na huduma za TEHAMA.

Wasio na leseni kusafirisha vifurushi wapewa hadi 31 Oktoba kuhahalisha

Taarifa hii imetolewa tarehe 9 Septemba 2021 na Mkurugenzi Mkuu, TCRA

Katika kutekeleza majukumu yake, TCRA imebaini kuwepo kwa Kampuni (Mabasi) au watu binafsi wanaofanya biashara ya usafirishaji vifurushi na vipeto bila kuwa na Leseni kutoka TCRA.

Kwa mujibu wa Kifungu, cha 36 cha Sheria ya Mawasiliano ya Kielektroniki na Posta Namba 3 ya 2010, mtu yeyote haruhusiwi kutoa huduma za Posta/Vipeto katika Jamhuri ya Muungano isipokuwa kama mtu huyo ana leseni iliyotolewa na TCRA.

TCRA, inautaarifu umma na wafanyabiashara ya mabasi wote wanaotoa huduma ya usafirishaji wa vifurushi na vipeto bila kuwa na leseni kutoka TCRA kuhalalisha huduma hiyo kwa kupata leseni kutoka TCRA kabla ya tarehe 31 Oktoba, 2021.

Kwa ambaye atashindwa kutekeleza ilani hii, TCRA itakuchukua hatua stahiki za kisheria bila kutoa taarifa nyingine.

Utaratibu wa kuomba leseni za huduma za kusafirisha vifurushi na vipeto

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

Mwombaji wa leseni ya kuanzisha biashara ya usafirishai wa vifurushi na vipeto anatakiwa kuomba

leseni kutoka TCRA. Mwombaji atatakiwa kulipa ada ya maombi iliyowekwa ambayo hairejeshwi na atatakiwa kujaza fomu ya maombi ambayo inaweza kupakuliwa kutoka tovuti ya TCRA - *www.tcra.go.tz* na kuiwasilisha kwa Mamlaka, ama makau makuu au kwenye ofisi ya Zanzibar na kanda.

Ada za leseni kusafirisha vifurushi na vipeto

Na	Aina ya leseni na ada (kwa shilingi)				
	Aina ya leseni za huduma za kusafirisha vifurushi na vipeto	Ada ya maombi	Ada ya awali ya Leseni	Mrabaha wa mwaka wa leseni	Muda (Miaka)
1	Usafirishaji kimataifa	100,000	15,000,000	15,000,000	4
2	Usafirishaji ndani ya mipaka ya Afrika Mashariki	50,000	5,000,000	5,000,000	3
3	Usafirishaji ndani ya mipaka ya Tanzania	20,000	3,000,0000	3,000,0000	3
4	Huduma ndani ya miji	20,000	1,000,000	1,000,000	1
5	Huduma kati ya miji	10,000	500,000	500,000	1
6	Usafirishaji, hasa kwa mabasi kati ya miji miwili Tanzania	10,000	400,000	400,000	1

OFISI ZA MAMLAKA YA MAWASILIANO TANZANIA

ISO 9001:2015 CERTIFIED

OFISI YA KANDA YA ZIWA | **Mwanza**

OFISI YA KANDA YA KASKAZINI | **Arusha**

OFISI YA ZANZIBAR **Unguja**

OFISI YA KANDA YA KATI | **Dodoma**

MAKAO MAKUU **Dar es Salaam**

OFISI YA KANDA YA MASHARIKI **Dar es Salaam**

OFISI YA KANDA YA NYANDA ZA JUU KUSINI | **Mbeya**

■ MAKAO MAKUU

◆ OFISI YA ZANZIBAR

● OFISI ZA KANDA

MAKAO MAKUU

Mawasiliano Towers

20 Barabara ya Sam Nujoma

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Simu +255 22 2775110
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ISO 9001:2015 CERTIFIED

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

Maeneo yanayosimamiwa

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

Kazi za TCRA

- Kutoa leseni, kuongeza muda wa leseni na kufuta leseni
- Kuweka viwango kwa bidhaa na huduma zinazosimamiwa
- Kuweka viwango vya kanuni na masharti ya kusambaza bidhaa na huduma zinazosimamiwa
- Kudhibiti viwango na bei
- Kufuatilia utendaji wa sekta ya mawasiliano kuhusiana na viwango vya uwekezaji; upatikanaji wa huduma, ubora na viwango vya huduma; gharama za huduma; ufanisi wa bidhaa na usambazaji wa huduma.
- Kufanikisha utatuzi wa malalamiko na migogoro baina ya watoa huduma na kati ya mtoa huduma na mtumiaji wa huduma.
- Kufanya kazi na kutekeleza majukumu mengine kwa mujibu wa sheria husika
- Kusambaza taarifa kuhusu mambo ambayo ni muhimu kwa ajili ya shughuli za Mamlaka.

TCRA na ustawi wa Watanzania

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