

**THE UNITED REPUBLIC OF TANZANIA
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY
ISO 9001:2008 CERTIFIED**



POSTAL LICENSING PROCEDURES

1. INTRODUCTION

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

2. LICENSING PROCESS

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

2.1 APPLICATION

Any person or entity wishing to start courier business will have to apply for a licence from the Authority. An applicant will make payment of the prescribed non-refundable application fee as shown on the fee table below. The applicant will be required to fill in the application form which can be downloaded from Authority website www.tcra.go.tz and return it to the Authority.

2.2 IMPORTANT CONDITIONS FOR ALL APPLICANTS

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

a) Documents to be submitted

- i. A Certified copy of business licence from the District Trade Office/Municipality or Ministry of Trade;
- ii. Must be registered with the Tanzania Revenue Authority for Tax purposes (TIN Number);
- iii. A Certificate of Incorporation or Business Name Registration. Must be registered as a Company or Business in Tanzania;
- iv. Memorandum of Association;
- v. A shareholding structure of the company – *As per Regulations (EPOCA)*
- vi. Business plan for the proposed services which will include service performance plan – projection of quality of services targets and rollout plan;
- vii. Adequate means of transport (means of transport available for providing the services) – Proof of ownership of vehicle, motorcycle and bicycle for conveyance and distribution of mail;
- viii. List of Management Team;
- ix. Tariffs;
- x. Schedule of delivery standards.

b) Operating premises

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

- i. Well built acceptance and delivery counters;
- ii. Secure and clean storage facilities;
- iii. Well ventilated or air-conditioned lobby for customers waiting for service;
- iv. Must have a monitoring technique for mail movement preferably computer tracing and tracking system.

c) Human Resources

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

d) Compensation to customers

A customer will have the right to compensation in case a postal article will be lost or misplaced within the operator's network or system. The Authority requires an

applicant to produce a compensation policy including any insurance arrangement for enhancing security of postal articles.

3. ISSUANCE OF LICENCE

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

4. LICENCE CATEGORIES AND FEES

Postal Licenses are issued in categories as indicated below including duration and fees payable to the Authority.

S.No	Licence Category	Application Fees(Tshs)	Initial Licence Fee(Tshs)	Annual Licence /Royalty Fee (Tshs)	Duration (Years)
1	Public Postal Operator – <i>Designated Postal Operator</i>	500,000	80,000,000	0.8% of Gross Revenue	25
2	International Courier - <i>Handling of exports and imports of courier items in Tanzania</i>	100,000	15,000,000	15,000,000	4
3	East Africa Courier - <i>Courier operations within the borders of East African countries</i>	50,000	5,000,000	5,000,000	3
4	Domestic Courier - <i>Courier operations within the borders of the United Republic of Tanzania</i>	20,000	3,000,000	3,000,000	3
5	Intra-City Courier - <i>For collection, conveyance and distribution/delivery of courier items within one town/city</i>	20,000	1,000,000	1,000,000	1

6	Intercity Courier - <i>For collection, conveyance and distribution/delivery of courier items between and within two cities in United Republic of Tanzania</i>	10,000	500,000	500,000	1
7	Intercity Courier (Transporters) - <i>For collection, conveyance and distribution/delivery of courier items between and within two cities in United Republic of Tanzania mainly buses.</i>	10,000	400,000	400,000	1

**ISSUED BY:
DIRECTOR GENERAL
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