PUBLIC NOTICE

RIDE HAILING SERVICE OPERATOR LICENSE GUIDE

Ride hailing services are part of private hire services that are system based. The passenger books for the ride through a ride hailing system by selecting destination and source and gets picked up from the source. These operate under regulated fares.

The following are some requirements that are to be fulfilled by an applicant who wishes to operate a ride hailing system. After these are fulfilled, the applicant shall be able to acquire a ride hailing service operator license.

Stage 1. Operational Requirements

The applicant should have a functioning app which will be tested by LATRA officers on the following criteria**.**

i.   Presence of Customer registration procedure, for instance; filling of customer details, OTP verification to enhance security.

ii. Presence of vehicle registration details

iii. Presence of driver's details such as name and photo.

iv. Ability to request a ride, and set accurate locations for both starting point and destination

v.   Presence of real time estimate, it involves the time estimate for a driver to reach a pick up point after accepting a trip request.

vi. Vehicle movement involves ability of the app to show vehicle movement to the pick-up point and destination point, also ability to show route to the destination point.

vii. Presence of trip cancellation; the app should not charge a customer when a trip has not started, nor the driver has arrived the pick-up point

viii. The app should have contact or emergence contact

ix. Ending of trip, the app should charge a customer based on the location of the trip ended

x.   There should be a receipt, after ending of a trip there should be a receipt, it should include starting point, ending point, fares and time.

xi.   Ability to notify a customer when the driver arrives, trip starts, and trips ends.

Stage 2. Technical Requirements

The Ride Operator should make an API that will be integrated to LATRA systems based on the following dataset requirements: -

i.   Trip ID

ii.   Origin Coordinates (Longitude and latitude separated by comma)

iii.   End Coordinates (separated by comma)

iv.   Start Time (local time without "T" and decimal after seconds)

v.   End Time (local time without "T" and decimal after seconds)

vi.   Total Fare Amount

vii.   Trip Distance (integer - only in meters)

viii. Rating

ix.   Driver's Earning

x.   Driver License Number

xi.   Vehicle Registration Number

NB: API should accept two inputs (Start Date and End Date) and return all the completed rides available in that particular date range in JSON format. Authentication and Authorization should be OAuth 2.0 industry standard protocol.

On the other hand, our Vehicle verification API will be provided to enable verification of LATRA licensed vehicle before you bring them on board.

Stage 3. Requirement to Apply Online

Attachments required to be summited online for ride hailing operator's license.

An applicant (company) will first register itself in the website (rrims.latra.go.tz) as a company. Then, the applicant will go to license application section in a category of ride

operator, where the applicant will fill all required information and attach required documents as listed below, then submit the application for review**. The attachments are;

1. Certificate of incorporation, and certificate of registration of the business name in case the name is different from the company registered.
2. Business plan.
3. Strategic plan.
4. Emergency plan.
5. Recently audited financial statements, or *for new companies* a prove of financial transitions showing establishment of the company.
6. Memorandum of understanding in case of partnership.
7. Tin certificate.
8. Tax clearance/ vat certificate.
9. A proof of levy.

N.B: These stages are to be followed in sequence for a new applicant, while for applicants that are renewing the license, they are to submit the required documents. (Stage 3 only)

For further Guidance Call: 0758807731 or TOLL Free: 0800110019, 0800110020**.

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Issued by;

CPA Habibu J.S. Suluo

Director General

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