



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS AND TRANSPORT
LAND TRANSPORT REGULATORY AUTHORITY



CLIENT SERVICE
CHARTER

AUGUST 2022



THE UNITED REPUBLIC OF TANZANIA
Land Transport Regulatory Authority

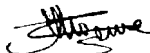
CLIENT SERVICE CHARTER
JUNE 2021

APPROVAL PAGE

The Land Transport Regulatory Authority Board has approved the implementation of the LATRA Client Service Charter.



.....
Eng. Dr. John S. Ndunguru
Chairman,
Land Transport Regulatory
Authority Board



.....
Gilliard W. Ngewe
Director General,
Land Transport Regulatory
Authority

Date: 30/11/2021

TABLE OF CONTENTS

1.0 INTRODUCTION	7
2.0 ABOUT LATRA.....	7
2.1 Vision.....	8
2.2 Mission	8
2.3 Core Values	8
3.0 ABOUT CHARTER	9
3.1 Scope.....	9
3.2 Objectives.....	9
3.3 Our Clients.....	10
3.4 Our Services.....	10
4.0 LATRA STANDARDS IN SERVICE DELIVERY	11
4.1 Staff attitude and relationship with clients	11
4.2 Quality of Services	12
4.3 Service Standards	13
4.4 Promises To Clients.....	18
5.0 RIGHTS AND RESPONSIBILITIES OF CLIENTS IN SERVICE DELIVERY	20
5.1 Clients' rights.....	20
5.2 Client's Responsibilities	21
6.0 LATRA RESPONSIBILITIES	21
7.0 CLIENTS' FEEDBACK AND COMPLAINTS HANDLING	22
7.1 Giving Feedback and Complaints Handling.....	22
7.2 Dispute Handling and Alternative Remedy	23
7.3 Complaints Handling Procedures	24
7.4 Other Means	24

8.0	MONITORING AND REVIEWING OF THE CHARTER	26
8.1	Monitoring	26
8.2	Reviewing	26
9.0	LATRA WORKING HOURS AND CONTACTS.....	27
9.1	Working Hours	27
9.2	Contacts.....	28

FOREWORD

This Client Service Charter is a written service commitment by the Land Transport Regulatory Authority (LATRA) with its clients. It describes all the services that LATRA offers, set service standards acceptable to our esteemed clients, time for processing such services, duties and responsibilities of both individual clients and institutions. It also sets out feedback mechanism including a system of handling public complaints. Client Service Charters provides a ‘social pact’ between LATRA as service provider and Clients, as service receivers. The charter was developed through consultative meetings with various clients and employees.

We are proud that LATRA is one among the public institutions in Tanzania to have prepared a Client Service Charter to commit itself and report periodically, both to its clients and to the Government, on our performance against this Charter.

The implementation of service charter initiatives has strong stimulus in improving the quality of service offered. Regular monitoring, evaluation and reporting the results can have a significant impact on the standards of services in order to meet expectations of stakeholders and raise awareness

of the need for corporate accountability. LATRA has, therefore, recognised the potential benefits of developing Client Service Charter as a tool to drive cultural change towards a more client-centred approach.

To be effective and successful, this charter has been considered as a living document, which is a product and the embodiment of the good governance that we endeavour to maintain with our clients, stakeholders and employees. We therefore invite our stakeholders to use the suggested mechanism to engage into a constructive dialogue with the Authority in order to improve the quality of our services.

Gilliard W. Ngewe
DIRECTOR GENERAL

June, 2021

1.0 INTRODUCTION

- 1.1 The purpose of this Client Service Charter is to create awareness on the quality of services offered by The Land Transport Regulatory Authority (LATRA). It provides an opportunity to our stakeholders to understand our commitment and readiness to deliver services beyond customers expectations. The Charter observes the principles of public service delivery and provides guidance to our stakeholders to claim their existing rights and also provide transparency, contact mechanisms, accessibility and complaints handling.
- 1.2 The Charter covers the following key areas: services offered, our commitment, our quality principles, our service standards, Our Service Principles, client's rights and responsibilities, LATRA's responsibilities, feedback mechanism and how to contact us.

2.0 ABOUT LATRA

The Land Transport Regulatory Authority (LATRA) is a Government Regulatory Authority established by the Act of Parliament No. 3 of 2019. The Act repealed the act of the former regulator, Surface and Marine Transport Regulatory Authority (SUMATRA). The Authority is set to regulate the land transport sectors particularly, transportation of goods and passengers (commuter buses, inter city buses, goods carrying vehicles, taxi, motor cycles and try cycles), railways and cable transport. LATRA has its Head Office in Dar es Salaam, and has regional offices in all twenty six (26) regions of the

Mainland Tanzania. In carrying out its responsibilities, LATRA is guided by its vision, mission and core values.

2.1 Vision

A leading continental regulator for safe, competitive and eco-friendly land transport services.

2.2 Mission

To regulate land transport through promoting competition, investment and deploying technologies for safe and efficient services that enhance sustainable development of Tanzania.

2.3 Core Values

a. **Accountability**

We perform our duties with readiness to take responsibility for our actions.

b. **Transparency**

We encourage open-ness while performing our duties with effective consideration of our stakeholders.

c. **Integrity**

We are committed to serve our stakeholders in ethical manner which demonstrates honesty and fairness.

d. **Efficiency**

We strive to provide quality services in a cost and time effective manner.

e. **Professionalism**

We execute our regulatory duties with high level of knowledge, skills and positive attitude.

f. Environmental-friendly

We are sensitive and protective to environment.

g. Team-work

We work together to effectively achieve our goals.

3.0 ABOUT CHARTER

3.1 Scope

This Charter aims at setting quality standards to the services provided by LATRA including all enquiries and complaints across the organization. It excludes legal related complaints and disputes.

3.2 Objectives

Objectives of this Charter are to:

- a. Develop and continually improve our service delivery;
- b. Enhance best practices and customers' confidence;
- c. Improve customers understanding of our services, the standards of services and the way those services are provided;
- d. Inform customers on proper feedback channels;
- e. Inform our clients on the procedures and channels for launching complaint(s) when service delivery does not meet the expected standards.
- f. Recognize, promote, and protect customers' rights;

3.3 Our Clients

For the purpose of this Client Service Charter, our clients include:

- a. Regulated Service Providers;
- b. Consumers of Regulated Services;
- c. Service Providers to LATRA;
- d. Government Ministries, Departments and Agencies (MDAs) and Local Government Authorities;
- e. Civil Societies;
- f. The Academic and Research Institutions;
- g. The Media;
- h. Investors;
- i. Politicians;
- j. Development Partners and
- k. The General Public.

3.4 Our Services

According to section 5 of the LATRA Act, No.3 of 2019 our services are:

- a. To issue, renew and cancel permits or licenses;
- b. Establish standards for regulated goods and regulated services
- c. Establish standards for the terms and conditions of supply of the regulated goods and services
- d. Regulate rates and charges
- e. To coordinate land transport safety activities;
- f. To register crew of regulated sector,
- g. To certify drivers of regulated sector;
- h. To certify worthiness of rolling stock and road worthiness

- of public service vehicles and goods vehicles;
- i. To monitor the performance of the regulated sectors including: Levels of investment, availability of safe, quality and standards of services, cost of services, efficiency of production and distribution of services, and other matters relevant to the Authority;
 - j. To facilitate resolution of complaints and disputes and
 - k. To disseminate information about matters relevant to the functions of the Authority,

4.0 LATRA STANDARDS IN SERVICE DELIVERY

4.1 Staff attitude and relationship with clients

- a. *Staff Attitude and Behavior*
We shall at all times, while performing our duties, serve and interact with our clients honestly, diligently, fairly and with mutual respect.
- b. *Relationship with our Clients*
We shall strive to maintain good relationship with our clients at all times by meeting their expectations.
- c. *Fairness and Equality*
We shall treat all our clients fairly and equally irrespective of their social status.
- d. *Self-Introduction (Phone calls)*
On receiving calls from clients, LATRA staff shall introduce themselves by names and organization.

e. Self-Introduction (other)

In meeting with clients, staff shall introduce themselves before serving them and will at all times wear Authority identity cards (IDs) while at Authority's premises. Staff will present their IDs or official introduction letter where such letter is required.

4.2 Quality of Services

a. Clarity

We shall provide clear and unambiguous procedures and requirements either in writing or verbal on case by case scenarios to satisfy clients' needs.

b. Accuracy

We shall strive to provide correct and accurate information to our clients to the best of our knowledge.

c. Responsiveness

We shall respond to enquiries within the response time as indicated in paragraph 6.3 of this charter. If somehow more time is needed to deal with query(ies), LATRA will inform the client of the time needed to provide a response and provide contact details incase of any further enquiries.

d. Emergencies

We shall respond promptly and professionally to all emergencies in line with laid down rules, procedures and guidelines.

e. Innovativeness

We shall strive to provide the best services at all times and

continue developing user friendly tools and procedures and improve them where needs arise.

4.3 Service Standards

The Authority aims at providing quality services to our clients. We will fulfill this by meeting the service standards as shown in the table below:

a) *Communication*

Types of Services	Standards of Service Delivery
Responding to telephone calls.	Within ten (10) seconds of ringing.
Acknowledgement and reply to written enquiries.	Within five (5) working days from the date of receipt.
Acknowledgement of official electronic mails (info@latra.go.tz)	Within twenty four (24) hours during working days.
Responding to written enquiries including media and all clients.	Within seven (7) working days from the date of receipt.
Responding to questions from the Parliamentarians.	Within seven (7) working days from the date of receipt.

b) *Tariffs Review and Approval*

Types of Services	Standards of Service Delivery
Acknowledgement of receipt of the application.	Within five (5) working days from the receipt date.

Preliminary review and issuing acceptance letter of the application.	Within five (5) working days from the date of receipt of a complete application.
Stakeholders meeting for reviewing tariff application	Within 21 days from the date of receipt of a complete application
Analysis of Tariff application	Within 60 days
Issuance of tariff decision.	Within ninety (90) working days from the date of acceptance of complete application

c) *Issuance of License*

Types of Services	Standards of Service Delivery
Acknowledgement of receipt of the application.	Within one (1) working day from the date of receipt
Preliminary review and issuing notification of the application.	Within one (1) working day from the date of receipt of complete application
Processing and issuance of Road service license	Within two (2) working days from the date of receipt the complete application.
Processing and issuance of Rail service license	Within ten (10) working days from the date of receipt the complete application.

d) *Issuance of Exclusive License*

Types of Services	Standards of Service Delivery
Acknowledgement of receipt of the application.	Within five (5) working days from the date of receipt
Preliminary review and stakeholders enquiry.	Within forty five (45) days from the date of receipt of complete application
Processing and issuance of Exclusive Road service license	Within twenty one (21) days from the date of receipt the complete application.
Processing and issuance of Rail service license	Within ten (10) working days from the date of receipt the complete application.

e) *Certification of Drivers (Road)*

Types of Services	Standards of Service Delivery
Verification of documents and registration of a driver	Within one (1) working day
Authentication of driver's knowledge and ability(ies)	Within five (5) working day
Issuance of Drivers Certificate of Authorization.	Within ninety (90) days

f) *Registration of Crew (Road)*

Types of Services	Standards of Service Delivery
Verification of documents and registration of a Crew	Within one (1) working day.

Issuance of Certificate of Registration	Within ninety (90) days
---	-------------------------

g) *Certification of Locomotive Drivers*

Types of Services	Standards of Service Delivery
Verification of documents for Certification of a Locomotive Driver	Within one (1) working day.
Issuance of Certificate of Locomotive Driver	Within one (1) working day.

h) *Registration of Train Crew*

Types of Services	Standards of Service Delivery
Verification of documents for Certification of a Train Crew.	Withi one (1) working day.
Issuance of Certificate of Registration.	Within one (1) working day.

i) *Solution of Complaints and Disputes*

Types of Services	Standards of Service Delivery
Informing service provider on a complaint submitted by a consumer and demand response within 21 days.	Within Seven (7) working days
Facilitation of mediation.	Within 60 working days

Hearing of complaint and resolution.	Within 90 working days after the failure of the parties to reach settlement.
--------------------------------------	--

j) Monitoring Performance of Regulated Sectors

Types of Services	Standards of Service Delivery
Provide feedback on the findings of inspections conducted in the regulated suppliers.	Within 30 working days after the date the inspection was conducted.

k) Dissemination of Information

Types of Services	Standards of Service Delivery
Publication of tariff determination.	Within seven (7) working days
Publication of complaint resolution in the public register.	Within seven (7) working days
Submission of Board Orders to the public.	Within 3 working days after Board approval.
Publication of tariff Orders and Notices.	Within 21 working days after Board approval.
Publication of LATRA annual report.	Within 60 days after issuance of Authority's Audited Financial Statements by the CAG.

4.4 Promises To Clients

The Authority also provides the following promises to its clients in accordance with the quality policy statement and staff code of conducts.

a. Equality when dealing with clients

We will treat all our clients fairly and professionally. Any discrimination based on the places of origin, race, gender, religion, ethnic group, political views, or personal considerations are prohibited;

b. Staff conduct

Our staff will identify themselves to clients by wearing identity cards and/ or name tags during working hours and identify by names where necessary. They will be polite, courteous, friendly, considerate and caring to clients, helpful and cooperative all the time.

c. Accessibility

We will be accessible physically in our Headquarters and Regional offices by phone, fax and email between Mondays to Fridays, from 8.0am to 5.00pm excluding public holidays. However, our website www.latra.go.tz is open all the time and all information about LATRA, regulatory activities and guidelines are directly accessible.

d. Clarity

We will ensure that all our letters and reports are written with clarity to avoid ambiguity.

e. Use Resources Effectively

We will use resources effectively and efficiently to provide best practice services and accountability to taxpayers, donors and other stakeholders.

f. Innovate and Improve

We will continually look for ways to improve our services and facilities offered.

g. Work with Other Service Providers

We will work with the Ministries, Departments and Agencies (MDAs) and other service providers to ensure that services are simple to use, effective and co-ordinated, and facilitate MDAs to deliver better services to their end-users where LATRA has responsibility for crosscutting issues.

h. Other Promises

- Promote effective competition and economic efficiency of regulated sectors.
- Promote safety of regulated sectors including consumers of regulated sectors.
- Protect the interests of consumers in relation to costs, quality and standards of transport services.
- Protecting the financial viability of efficient suppliers.
- Promoting the availability of regulated services to all consumers including low income, rural and disadvantaged consumers.

5.0 RIGHTS AND RESPONSIBILITIES OF CLIENTS IN SERVICE DELIVERY

5.1 Clients' rights

Our clients have the right to:

- a. Seek and obtain information and services appropriate to their needs;
- b. Privacy and confidentiality;
- c. Comment on the quality of services; and
- d. Lodge complaints and seek alternative remedies if dissatisfied.

5.2 Client's Responsibilities

As our Client, you have the responsibilities to:

- a. Voluntary comply with the LATRA Act No.3 of 2019;
- b. Treat our staff with respect and courtesy;
- c. Read and understand this Charter, Regulations, Guidelines and other documents relevant to regulated services offered by LATRA;
- d. Provide complete, timely and accurate information in respect to services needed from the Authority;
- e. Make Timely payments of fees and charges for regulatory services provided by LATRA;
- f. Comply with our orders and directives;
- g. Not to offer gifts, bribes, favors or inducements to our staff;
- h. Provide feedback for the Authority's services when expectations are not met at the appropriate time without

- fear; and
- i. Attend scheduled meetings and keep appointments and fulfil other undertakings as agreed.

6.0 LATRA RESPONSIBILITIES

We guarantee to provide quality services through:

- a. Identifying ourselves when speaking to our clients;
- b. Listening actively and responding to your needs;
- c. Seeking to understand your requirements and identify what is important to you;
- d. Being clear and helpful in our dealings with you and giving reasons for our decisions;
- e. Acting with care and diligence as we serve you and to conduct ourselves honestly and with integrity;
- f. Timely response to your inquiries and delivery of services;
- g. Providing correct and reliable information whenever changes arise in our service provision;
- h. Maintaining competence on our area of responsibilities;
- i. Ensuring participation of our customers in improving our services;
- j. Addressing promptly our operational shortfalls;
- k. Continual improvement of our services through innovation; and
- l. Enforcement of applicable rules, regulations and guidelines.

7.0 CLIENTS' FEEDBACK AND COMPLAINTS HANDLING

7.1 Giving Feedback and Complaints Handling

LATRA employees are committed to provide quality services to all our clients. However, we expect to receive comments and feedback on the quality of services provided. Therefore, we will respond promptly to any comments, proposals, complaints and opinions.

The Authority welcomes feedback on the quality of our services by means of letters, verbal communication, telephone, e-mail and fax. Written feedback and comments should be addressed to the Director General, at the address given on the last page or through suggestion boxes. We will respond to all feedback received and undertake to investigate all client queries and complaints.

LATRA encourages all clients to identify themselves by names and address when they lodge a complaint or give us feedback. We value the feedback that our clients and stakeholders give as this will help us to improve our services. Your comments and feedback will be treated with the utmost confidentiality.

Feedback received from the clients will be recorded with a view to measure and improve our services delivery and performance and assist in our annual self-assessment.

7.2 Dispute Handling and Alternative Remedy

LATRA shall strive to resolve disputes in case of misunderstandings and inconveniences that might arise

between suppliers and consumers of the regulated services. Addition to that, in case you are dissatisfied with the services rendered by us, you are at liberty to seek remedy in other avenues which include but not limited to the following:

- i) The Fair Competition Commission
- ii) The Fair Competition Tribunal;
- iii) The Courts;
- iv) The Ethics Commission;
- v) The Public Procurement Regulatory Authority - PPRa;
- vi) The Police; and
- vii) The Prevention and Combating of Corruption Bureau - PCCB.

7.3 Complaints Handling Procedures

Complaints for regulated services will be handled as per LATRA (Review) Rule, 2020 .

7.4 Other Means

Customers can also file complaint with LATRA through the following means:-

i) By letter

It is best to put your complaint in writing as this will give LATRA a clear record of why you are unhappy and what you want us to do. If it is difficult for you to write, LATRA staff can write a summary of your complaint and ask you to confirm that it is accurate.

ii) By e-mail

You can also e-mail us your complaint via info@latra.go.tz

iii) Through the website

There is a complaints form on the website www.latra.go.tz. All you need to do is to fill in your details and the information shall be received by LATRA instantly.

iv) By Telephone

We can also be reached through our Hotline Numbers: 0800 110 019 and 0800 110 020.

v) Via Social media

You can further lodge your complaint through our social media pages: Facebook (LATRATz), Twitter (@LATRATZ), Instagram (latra_tz).

vi) In person

If you prefer to visit LATRA offices in person, our offices are located in all Regions of Tanzania Mainland.

vii) Suggestion Box

Your complaints can be received through suggestion boxes available in all LATRA offices.

The following information is required when lodging your complaint:

- a. Name of the Complainant;
 - b. Account Name and Account Number;
 - c. Contact details (phone numbers and physical address, etc), and;
 - d. A chronology of the issue affecting the customer.
- Upon receiving complaints, the following procedures will apply:

We will acknowledge receipt of the complaint(s) and may request you to submit more information if necessary. LATRA will investigate the submitted complaint revert solutions to the complaints accordingly. LATRA may also arrange for a hearing if necessary after which a decision is reached and communicated.

8.0 MONITORING AND REVIEWING OF THE CHARTER

8.1 Monitoring

LATRA will make regular monitoring and reporting on the extent to which we are complying with the level of standards we have set in this Charter to help us to achieve efficiency in the provision of the regulated services.

8.2 Reviewing

We shall review this Charter upon changes of our clients requirements and expectations, legislation, technology, Government policies and other factors. The review process of this Client Service Charter will be carried out on a participatory basis with our stakeholders.

9.0 LATRA WORKING HOURS & CONTACTS

9.1 Working Hours

Working Days: Monday to Friday

Working Hours: 8:00 am to 5 pm

1:00 pm to 2:00pm lunch break

The LATRA offices will be closed on Saturdays, Sundays and Public Holidays.

9.2 Contacts

HEAD OFFICE

P.O.Box 1742

41104 Tambukareli.

Te: +255 262 323 930

Toll Free: 0800110019

E-mail: info@latra.go.tz

Website: www.latra.go.tz

DODOMA

REGIONAL OFFICES /CENTRE

1. ARUSHA REGION

P. O. Box 2648

Tel: +255 27 252 0149

Fax: +255 27 252 0150

Mob: +255 738 000 057

Email: arusha@latra.go.tz

ARUSHA.

2. COAST REGION

P.O.Box 30851

Tel: +255 232 402 002

Fax: +255 232 402 004

Mob: +255 738 000 046

Email: pwani@latra.go.tz

KIBAHA.

3. DAR ES SALAAM REGION

P. O. Box 3093

Tel: +255 222 203 010/1

Mob: +255 738 000 044

Email: dar@latra.go.tz

DAR ES SALAAM.

-
4. **DODOMA REGION**
P. O. Box 914
Tel: +255 26 232 0046
Fax: +255 26 232 0091
Mob: +255 738 000 069
Email: dodoma@latra.go.tz
DODOMA.
 5. **GEITA REGION**
P.O.Box
Tel: +255 738 000 070
Mob: +255 738 000 070
Email: geita@latra.go.tz
GEITA
 6. **IRINGA REGION**
P. O. Box 858
Tel: +255 26 270 3151
Mob: +255 738 000 067
Email: iringa@latra.go.tz
IRINGA.
 7. **KAGERA REGION**
P. O. Box 677
Tel: +255 28 222 0363
Fax: +255 28 222 0363
Mob: +255 738 000 051
Email: kagera@latra.go.tz
BUKOBA.

8. KATAVI REGION

P.O.Box

Tel: +255 738 000 061

Mob: +255 738 000 061

Email: katavi@latra.go.tz

KATAVI.

9. KIGOMA REGION

P. O. Box 1256

Tel: +255 28 280 2445

Mob: +255 738 000 048

Email: kigoma@latra.go.tz

KIGOMA.

10. KILIMANJARO REGION

P. O. Box 6917

Tel: +255 27 275 0904

Mob: +255 738 000 066

Email: kilimanjaro@latra.go.tz

MOSHI.

11. LINDI REGION

P. O. Box 727

Tel: +255 23 220 2914

Mob: +255 738 000 060

Email: lindi@latra.go.tz

LINDI.

12. MANYARA REGION

P. O. Box 191

Tel: +255 27 25 100 54

Mob: +255 738 000 052

Email: manyara@latra.go.tz

BABATI.

13. MARA REGION

P. O. Box 1317

Tel: +255 28 262 0414

Fax: +255 28 262 0414

Mob: +255 738 000 058

Email: mara@latra.go.tz

MUSOMA.

14. MBEYA REGION

P. O. Box 754

Tel: +255 25 250 3466/3493

Fax: +255 25 250 3072

Mob: +255 738 000 063

Email: mbeya@latra.go.tz

MBEYA.

15. MOROGORO REGION

P. O. Box 1417

Tel: +255 23 261 3863

Mob: +255 738 000 054

Email: morogoro@latra.go.tz

MOROGORO.

16. MTWARA REGION

P. O. Box 925

Tel: +255 23 233 3179

Mob: +255 738 000 068

Email: mtwara@latra.go.tz

MTWARA.

17. MWANZA REGION

P. O. Box 2624

Tel: +255 28 254 0690

Mob: +255 738 000 065

Email: mwanza@latra.go.tz

MWANZA.

18. NJOMBE REGION

P.O.Box

Tel: +255 738 000 056

Mob. +255 738 000 056

Email: njombe@latra.go.tz

NJOMBE.

19. RUKWA REGION

P.O. Box 128

Tel: +255 25 280 0511

Fax: +255 25 280 0577

Mob: +255 738 000 047

Email: rukwa@latra.go.tz

SUMBAWANGA.

20. RUVUMA REGION

P. O. Box 627

Tel: +255 25 260 2985

Mob: +255 738 000 050

Email: ruvuma@latra.go.tz

SONGEA.

21. SHINYANGA REGION

P. O. Box 87

Tel: +255 28 276 2743
Fax: +255 28 276 2743
Mob: +255 738 000 049
Email: shinyanga@latra.go.tz
SHINYANGA.

22. SIMIYU REGION

P.O.Box 342
Tel: +255 28 270 0194
Mob: +255 738 000 055
Email: simiyu@latra.go.tz
BARIADI.

23. SINGIDA REGION

P. O. Box
Tel: +255 262 605 385
Mob: +255 738 000 062
Email: singida@latra.go.tz
SINGIDA.

24. TABORA REGION

P. O. Box 82
Tel: +255 26 260 5385
Fax: +255 26 260 5385
Mob: +255 738 000 042
Email: tabora@latra.go.tz
TABORA.

25. TANGA REGION

P. O. Box 657
Tel: .+255 27 264 2083
Fax: +255 27 264 2083

Mob: +255 738 000 064

Email: tanga@latra.go.tz

TANGA.

26. SONGWE REGION

P. O. Box 23

Tel: .+255 25 258 0305

Mob: +255 738 000 059

Email: songwe@latra.go.tz

VWAWA.

VEHICLE TRACKING SYSTEM (VTS)



LAND TRANSPORT REGULATORY AUTHORITY

**P.O. Box 1742 , 41104 Tambukareli
DODOMA, TANZANIA**

Mobile: +255 262 323 930

Email dg@latra.go.tz

Website: www.latra.go.tz