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LATRA approves three e-ticketing companies

By **SAMWEL
MWALONGO**

THE Land Transport Regulatory Authority (LATRA) has officially approved three companies offering electronic ticketing systems after meeting the required legal criteria for providing such services in the country.

The development comes as the authority announced July 1, this year the deadline for ticketing system integration with the Latra Ticketing System and the Tanzania

Revenue Authority's Electronic Fiscal Device Management System (EFDMS).

According to the authority, as of June 30, 2025, only three service providers have met the qualifications necessary to obtain a license in accordance with the law.

Addressing journalists in Dar es Salaam on Wednesday, Head of Public Relations and Communications Unit at LATRA, Mr Salum Pazy, named the companies that have met the requirements as Ottap Agency

Company Limited, Hashtech Tanzania Limited and Iyishe Company Limited.

Beside confirming three companies to provide services, Mr Pazy outlined six companies that have shown positive progress but have minor challenges, urging them to rectify their shortcomings as per LATRA's requirements within 14 days.

The companies are AB Courier Express Limited, Busbora Company Limited, Ogix Company Limited, Mkombozi Infotech Com-

pany, Sepatech Company Limited and Web Corporation Limited.

"The Authority gives these companies 14 days to address their challenges in accordance with LATRA's expectations," he said.

In line with this news, the authority issued a seven-day ultimatum to Duarani Innovative Company and Itule Company to ensure they comply with the authority's standards, saying failure to comply would result in them being barred from continu-

ing to offer e-ticketing services and their clients would be advised to switch to providers who have fulfilled all regulatory requirements.

The Authority also urged transport operators to only engage with recognised e-ticketing service providers to avoid inconveniences during inspections, which will be conducted continuously after the deadline has passed.

"All service providers not listed are not recognised by the Authority under the

law," he insisted.

He said all service providers must complete and continue to implement the legal requirement of integrating their systems with the Central e-Ticketing System (CeTS), including entering the information of all buses they service into the authority's Universal Ticketing System (UTS).

"We will continue to carry out regular inspection and any service providers found to be in violation will face legal action," he pointed out.

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Latra issues 14-day ultimatum to online ticketing companies

By Hellen Nachilongo
@musanachi60
hnachilongo@tz.nationmedia.com

Dar es Salaam. The Land Transport Regulatory Authority (Latra) has issued a 14-day ultimatum to online ticketing service providers to complete integration with government digital systems or risk being barred from operating.

The directive is part of efforts to enforce the Online Ticketing Regulations, 2024, which require service providers to meet key standards, including cybersecurity safeguards and system compatibility with government platforms, before receiving permits.

Latra public relations and communications head-Salum Pazy said yesterday that six online ticketing firms have shown promising progress but must address minor challenges to fully comply.

The six companies are AB Courier Express Limited, Busbora Company Limited, Ogix Company Limited, Mkombozi Infotech Company, Sepatech Company Limited and Web Corporation Limited.

"These companies have until July 16, 2025, to complete the integration process. Those that fail will not be allowed to operate online ticketing services," Mr Pazy said.

As of June 30, 2025, only three companies—Ottap Agency Company Limited, Hashtech Tanzania Limited Iyishe Company Limited—had met the criteria and were cleared to make permit payments, after which they will be issued licences.

The 2024 regulations, published under Government Gazette No. 20 of December 1, 2024, stipulate in Regulation 5 that all online ticketing systems must obtain official permits. These systems must demonstrate resilience against cyberattacks and full interoperability with the Central e-Ticketing System (CeTS).

Latra says the enforcement drive is aimed at enhancing the safety, convenience efficiency of transport services for passengers, operators the government.

"We've been working closely with IT experts and system owners to support compliance. But ultimately, only those who meet the legal requirements will be recognised," Mr Pazy said.

He also disclosed that two additional firms were flagged for significant shortcomings and given seven days to address them or face disqualification.

"Failure to meet the standards will result in deregistration their clients will be advised to shift to compliant providers," he noted.

Mr Pazy emphasised that all unlisted providers are not recognised by the authority and should not be used.

"Operators must ensure they use only approved systems to avoid service disruptions during routine inspections, which will intensify once the deadlines lapse," he warned.

All service providers are required to integrate their systems with CeTS and register their fleet details in the authority's Universal Ticketing System (UTS). Latra inspectors will continue auditing compliance legal action will be taken against violators.

The universal online ticketing system is also expected to support bookings across various transport modes, including the standard gauge railway (SGR), metre gauge railway (MGR) and long-distance road services, accessible via smartphones or computers.

Those that will not complete the integration process will not be allowed to operate online ticketing services

MR SALUM PAZZY | LATRA

E-ticketing: Three firms get the nod from LATRA

"We urge all transporters and stakeholders to use only systems that have been legally recognised by LATRA to avoid disruptions during inspections"

By Getrude Mbago

IN a key step toward strengthening transparency and efficiency in the land transport sector, the Land Transport Regulatory Authority (LATRA) has approved three companies to operate electronic ticketing systems.

Salum Pazy, the LATRA head of public relations and communications said at a press briefing in Dar es Salaam on Wednesday, that the step is a milestone in the country's push toward fully digitized public transport services. Demanding electronic ticketing is part

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of implementation of electronic ticketing regulations published in Government Gazette No. 20 of 1 December 2024, where regulation five requires electronic ticketing service providers to obtain a licence from the regulator.

Key requirements include having operational systems secured against cyber-based attacks and facilitated to integrate with government systems, he said, listing approved providers as Ottap Agency, Hashtech Tanzania Ltd and Iyishe Co.

The companies have met all legal and technical conditions as outlined in the regulations and will soon be issued with formal licences to begin service provision, he said.

While three companies have crossed the final threshold, six more firms including Busbora, Logix, Mkombozi Infotech, Sepatech, AB Courier Express and Web Corporation have been given 14

days from July 2, to meet outstanding regulatory requirements or risk being barred from operations, he explained.

Duarani Innovative Co. and Itule Co. were found to have major compliance gaps, and handed a seven-day grace period to rectify them, he stated.

"If they fail to meet the minimum criteria, their operations will be suspended and customers advised to shift to authorised platforms.

"We urge all transporters and stakeholders to use only systems that have been legally recognised by LATRA to avoid disruptions during inspections," he specified.

Approved ticketing systems must be linked with LATRA's centralised e-ticketing system and unified transport system for real-time tracking, data reporting and integration across intercity buses.

It also covers standard gauge railway, meter gauge railway and cross-

border bus services.

The platform is accessible at the LATRA website via smartphones and computers, with the rollout of legally compliant digital ticketing systems part of a broader effort to modernise public transport, improve revenue collection, reduce fraud and informal transactions in the passenger traffic sub-sector, he said.

Regular monitoring and enforcement will be conducted, he said, warning that non-compliant operators will face legal action, pledging to work closely with ICT experts and transport stakeholders to ensure operational safety and quality of services.

Cooperation extended by the Tanzania Railway Corporation (TRC), the Tanzania Bus Owners' Association (TABOA) and other service providers is essential in transforming the passenger transport ecosystem, he added.