

Tiketi haki ya kisheria inayopuuzwa

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Dar es Salaam. Mara kadhaa imeshuhudiwa zogo kwenye usafiri wa umma, iwe ni kwenye daladala za mijini au mabasi ya mikoani liki-husu abiria kudai tiketi.

Wakati mwingine mtu anayesi-mama kidete kudai haki ya kupewa tiketi hujikuta akiingia kwenye mzo- na konkata aliyedai hakuwa amelipa nauli, hivyo kumtaka alipe licha ya kuwa alishafanya malipo lakini hakupewa tiketi.

Licha ya hilo, wapo makondakta hususani wa daladala ambao hutoa tiketi za magari tofauti na alilopan-da abiria.

Amina Mfaume, mkazi wa Kimara jijini Dar es Salaam anashuhudia alivyojikuta akiingia kwenye mzo- na konkata aliyedai hakuwa amelipa nauli, hivyo kumtaka alipe licha ya kuwa alishafanya malipo lakini hakupewa tiketi.

"Sikuwa nimepewa tiketi nili-pomkumbusha akanitolea maneno makali, tangu siku hiyo ninalazimi- ka kudai tiketi kila mara na bila tike- ti kuma ushahidi wowote kwamba umelipa," anasema.

Yaliyomfika Amina huwafika wen- gi, lakini lipo la kujuliza zaidi ya hili la kudaiwa malipo mara mbili. Je, ikiwa umepoteza mzigo au imetokea ukapata ajali, nani atakutetea?

Tiketi ni haki kisheria

Kwa mujibu wa Kanuni za Mam- laka ya Udhhibiti Usafiri Ardhiini (Latra) za mwaka 2020, kila abiria wa usafiri wa umma, iwe ni dalada- la, basi au mwendokasi, anapaswa kupewa tiketi yenye taarifa muhimu ya jina la kampuni ya usafirishaji, namba ya usajili wa gari, tarehe ya safari, kiasi kinacholipwa na namba ya huduma kwa mteja.

Mkurugenzi Udhhibiti Usafiri wa Barabara Latra, Johansen Kahatano Mei 6, 2025 kwenye kikao na wadau wa usafirishaji alisema ni kosa kwa daladala kutotoa tiketi au kutoa tiketi za gari nyingine.

"Sheria zinakataza na sisi tuki- kukamata kwa kosa hilo faini yake ni Sh50,000 hadi Sh100,000, tun- awambua abiria kutupa ushirikiano kati kutekeleza jambo hili," alise- ma.

Kahatano alisema hiyo ni sheria na si ombi, lakini hali halisi mita- ani ni tofauti ambako abiria wengi hawadai tiketi na makondakta hawatoi.

Kwa upande wake, konkata Musa Ally, mwenye uzoefu wa miaka saba katika kazi hiyo akizungumza na *Mwananchi* anakiri kuwa, kutotoa tiketi ni kosa.

"Wakati mwingine hatuwezi kutoa tiketi kwa kila mmoja sababu ya msongamano. Abiria nao hawat-



aki. Ukimpa tiketi anaichana au kui- tupa," anasema.

Suzy Raphael, konkata wa basi linalotoa huduma kati ya Chanika na Machinga Complex, anasema aliwahi kuadhibiwa kwa kutokuwa na tiketi. "Nilikamatwa kwa kosa lingine lakini nilipambiwa nione- she tiketi za siku hiyo, nilikuwa na za gari jingine. Nikaandikiwa faini ya Sh100,000," anasema.

Ramadhani Charles, konkata wa daladala linalofanya safari kati ya Mwenge na Tegeta anasema tiketi ni msaada kwa pande zote mbili.

"Kama abiria ana tiketi, hata akilalamika kuwa hakupewa hudu- ma vizuri ni rahisi kututa. Tike- ti inaonesha tarehe, muda na hata gari, hivyo tunatakiwa kuwa makini zaidi," anasema.

Onyo la Darcoboa

Kaimu Katibu Mkuu wa Chama cha Wamiliki wa Daladala Dar es Salaam (Darcoboa), Shifaya Anaselema anasema kutokuwa na tiketi ni kosa kubwa. "Kila abiria anatakiwa awe na tiketi halali, zinapoisha konkata anapaswa kutoa taarifa kwa dereva ambaye naye humuarifu mmiliki. Kila gari lazima liwe na tiketi zake halali," anasema.

Anaselema anasema kosa hilo linahatarisha maisha ya wasafiri kwani endapo ajali itatokea, mtu asiye na tiketi atakosa ushahidi kuthibitisha kuwa, alikuwa ndani ya gari hilo.

"Ajali ikitokea, majeruhi wengi hushindwa kupata fidia ya bima kwa sababu hawana tiketi. Tiketi ni ush- ahidi wa msingi, bila hiyo huwezi kuthibitisha kama ulikuwa kwenye gari," anasema.

Anasema kwenye ajali nyingi za daladala kumekuwa na changamo- to ya kubaini idadi kamili ya abiria waliokuwamo kutokana na kutoku- wa na tiketi, hivyo hukosa msaada wa matibabu kupitia bima.

"Wengine wana tiketi lakini wal- ishaitumia vibaya kwa kuchokonolea masikio au kuikunjakunjua hadi haeleweki. Wengine wanatupa chi- ni, hii inakuwa changamoto kubwa kwa polisi na kampuni za bima," anasema.

Anaselema anasema tatizo hilo lina mizizi miwili mikuu; abiria kutotambua haki zao na uzembe wa makondakta wanaochukulia tiketi kama jambo la hiari.

"Ni kutojitambua, mtu anadhani anapopanda gari bila tiketi amepata upendeleo. Lakini anajiweka hatari- ni kwa sababu anaweza kukosa fid- ia iwapo ajali itatokea au kusahau mizigo yake yoyote," anasema.

Mtaalamu wa bima

Mtaalamu wa masuala ya bima, Dk Anselmi Anselmi anasema sheria inazitaka daladala zote zinazobeba abiria nchini kukata bima ya abiria (passenger liability insurance), lakini bado kuna sintofahamu na malalamiko kutoka kwa abiria kuhu- su ulipaji wa fidia pindi ajali zinapo- tokea, hasa kwa wale wasiokuwa na tiketi halali.

ZAIDI >

Umuhimu wa tiketi

Katika usafiri wa umma nchini, hasa kwenye daladala na mabasi ya mikoani, kumekuwa na malalamiko ya abiria kudhulumi- wa kwa kutopatiwa tiketi licha ya kulipa nauli.

Hili huwafanya baadhi yao kudaiwa tena au kukosa fidia endapo ajali itatokea. Unapokuwa na tiketi huwezi kudaiwa tena nauli.

"Kati- ka madai ya bima kwa abiria walioumia au kufariki kwenye ajali, tiketi ni uthibitisho wa kwanza unaotumika kuonesha mhusika alikuwa ndani ya chombo kilichopata ajali. Bila tiketi ni vigu- mu kuthibitisha hilo na mara nyingi kampuni ya bima huweza kukataa kulipa," anasema Dk Anselmi.

Anasema hali hiyo huleta shi- da kwa abiria wengi ambao ama hawapewi tiketi kabisa au wana- pewa na kuitupa muda mfupi baad- i ya kuipokea. Pia, wale wanaok- abidhiwa tiketi ya basi tofauti na waliolopanda. Changamoto nyingine anasema ni kuzidisha abiria, akiele- za daladala nyingi zina viti 26 hadi 29, lakini abiria wanaobebwa hufi- ka zaidi ya 40, hasa nyakati zenye abiria wengi.

Katika hali kama hiyo, Dk Anselmi anasema kampuni za bima hulipa fidia kwa abiria walioketi kwenye viti pekee, huku wale waliosima- ma, fidia huwa ngumu kupatikana kutokana na ugumu wa kuthibitisha walikuwa ndani ya gari na walikuwa wamesimama.

Anasema ili kuondoa lawama wanakuwa na maofisa wa uchunguzi wanaopeleka taarifa wakishirikiana na Jeshi la Polisi ili kupata uhalali wa watu waliokuwapo.

"Kwa kawaida, ripoti ya polisi na uchunguzi wa wataalamu wa aja- li hutumika kubaini idadi ya watu waliokuwapo kwenye basi na kama walikuwa wamekaa au wamesima- ma. Lakini bado ni changamoto kwa waliokuwapo wamesimama kuingiz- wa kwenye orodha ya waliotahili fidia," anasema Dk Anselmi.

Anasema pia, kuna udanganyifu unaofanywa na baadhi ya makonda- kta ambao huandika tiketi za magari mengine badala ya yale wanayoya- tumia kwa safari.

Hatua hiyo husababisha mata-

tizo ajali inapotokea, kampuni ya bima inapatazama tiketi ya abiria na rekodi za gari lililopata ajali huwa havilingani, hivyo ni ngumu kulipwa fidia.

"Ni sawa na kuwa na bima ya mali zako zilizoko Mbezi, lakini aja- li ikatokea Tabata kwenye nyumba nyingine usiyoikatia bima. Kampuni ya bima haiwezi kulipa kwa mali isiyo kwenye eneo lililokatwa bima, ndiyo ilivyo kwa tiketi na namba ya gari," anasema Dk Anselmi.

Ofisa wa bima upande wa madai kutoka Kampuni ya Tanzania, Richard Ntogwisangu anasema wananchi hawana elimu kuhusu bima, hivyo kuwa sababu ya kuko- kea daladala imepata ajali na abiria hawana tiketi, hulipwa kulingana na siti zilizopo kwenye gari.

"Kwa kawaida tunalipa kulingana na siti zilizopo ambazo ni 26, tuna- jua kwa maisha ya kwetu magari yanajaza, hivyo hatuwezi kulipa wote kwani wapo ambao wanaweza kujipenyeza. Ikitokea abiria wame- pewa risiti tofauti na gari tunafua- ta ripoti ya polisi kwa sababu ya upelekwaji wa kesi mahakamani," anasema Ntogwisangu.

Kwa magari ya mikoani na ndege anasema huwa wanatumia taarifa zilizowekwa wakati watu wanakata tiketi, kwa kuwa ni ngumu kwa watu hao kupoteza kwa sababu ya kum- bukumbu za kibiashara.

Ushahidi wa malipo

Tofauti na ilivyo kwenye dalada- la, mabasi yaendayo mikoani mengi hutumia mfumo wa tiketi za kiele- troniki ambazo ni lazima kutolewa.

Edward Mmbando, dereva wa basi linalofanya safari kati ya Dar es Salaam na Mbeya, anasema mfumo huo umepunguza malalamiko kuto- ka kwa abiria.

"Watu wanajua kuwa tiketi ndi- yo kigezo cha kupata kiti, awali mawakala walikuwa wanakata tike- ti moja kwa watu wawili, lakini kwa sasa kama hujaonesha tiketi huwezi kupanda hii inasaidia hasa kwenye msimu wa sikukuu na likizo kwa sababu kunakuwa na msongamano mkubwa wa abiria," anasema.

Mfumo huu wa tiketi mtandao, pia umesaidia kupunguza miyanya ya upotevu wa mapato.

"Kabla ya e-ticketing, fedha nyin- gi zilikuwa zinapotea kwa madere- va na makondakta kuripoti abiria wachache kuliko waliokuwapo, sasa mfumo unahesabu kila abiria na mapato yanaonekana moja kwa moja," anasema George Kiswaga, meneja wa kampuni ya mabasi ya Safari.

KERO INATATULIWA



SERIKALI inaendelea kujenga miundombinu ya usafiri kutatua kero za wananchi, pichani mafundi wa kampuni ya CCECC wakiendelea na ujenzi wa daraja la Uzi kisiwani kurahisisha usafiri maeneo hayo.

UCHAMBUZI

Uwekaji alama barabara ya Ole-Kengeja umesaidia kuepusha ajali

NA HAJI NASSOR, PEMBA

KUWEPO kwa alama za barabarani kwenye barabara ya Ole-Kengeja kumeweza kusaidia kwa kiasi kikubwa matukio ya ajali.

Barabara hii, inatajwa kuwa ni miongoni mwa barabara refu za Zanzibar, ikijumisha kilomita 35, na ikitumia na wananchi zaidi ya shehia saba.

Lakini wakati inafunguliwa barabara haikuwa na alama za barabarani 'road sign' jambo ambalo lingeweza kusababisha ajali kwa urahisi.

Na ndio maana changamoto hii imetatuliwa na Wizara husika ambayo hatuna budi kuipongeza kwa kazi nzuri ya kuiweka alama barabara hiyo.

Kukosekana kwa alama za barabarani tena kwa barabara ya kudumu, si jambo jema katika wakati huu tulionao ambapo vyombo vya usafiri vimeongezeka.

Kila mmoja ni shahidi kuwa, ukikumbana na madereva wanaopenda kufuata kanuni na sheria za usalama barabarani kwa vitendo, alama za barabarani huwa kinga kubwa ya ajali.

Kwa mfano, umuhimu wa hili lililofanywa la uwekaji wa alama za barabarani, linaonesha moja kwa moja, daraja, mpindo, njia za wakatisha kwa miguu ilipo.

Jingine ambalo ni muhimu kwa kuwepo kwa alama za barabarani, kumtanabahisha dereva kuwa, sasa anakaribia skuli, hospitali na hata sokoni, kusudi apunguze mwendo.

Kwa upande mwingine alama za barabarani, zinamtaka dereva kuongeza mwendo na wakati mwingine hata kumjulisha wapi anatakiwa kusimama.

Narejea tena, kwa hili la uwekaji wa alama za barabarani, kwenye barabara ya

Ole-Kengeja, ni jambo jema na kongole kwa Wizara husika.

Maana barabara hii, ambayo ina urefu wa kilomita 35, bila shaka inapitia katika mitaa na vijiji vyenye mikusanyiko ya watu, kama vile sokoni, skuli, hospitali, viwanja vya mpira na makaazi ya wananchi.

Kwa dereva wa gari au piki piki, huwa rahisi kujua kwa uhakika mbele yake ama kushoto na kulia kuna jambo gani, baada ya kuitafsiri alama ya barabarani.

Nakumbuka vyema wakati, Rais wa Zanzibar na Mwenyekiti wa Baraza la Mapinduzi Dk. Hussein Ali Mwinyi, akiifungua barabara ya Birikau wilaya ya Chake chake, alisisitiza kufuatwa kwa vitendo kwa alama za barabarani ili kuondokana na ajali zisizo za lazima.

Hapa alikuwa na maana kwamba, hatua hiyo inaweza kuwa sababu ya kupungua au kuondokana kabisa na ajali za barabarani na hasa katika ulimwengu huu uliotawaliwa na piki piki 'boda boda' na bajaji.

Nani asiyejua kuwa, uwepo wa alama za barabara ni jambo moja, na kisha madereva kuzifuata, ili kuepusha ajali ni jambo jingine.

Yote kwa yote, madereva wetu wote wa vyombo vya moto, chonde chonde... alama hizo zinawekwa, tuhakikishe tunazitumia kwa vitendo, ili kupunguza ama kuondoa kabisa makali ya ajali.

Nasi watembea kwa miguu, ni wakati sasa kuwa makini na kutembea upande ambao vyombo vya moto tutakuwa tunaangaliana, ili kuepusha ajali zizizokuwa za lazima.

Chonde chonde, kila mmoja ni vyema akafuata kanuni, sera na sheria tena bila ya kusimamiwa, maana tumeshaambiwa na waliotutangulia kuwa, mjenga nchi ni mwananchi.

>>Usafirishaji



BRT awamu ya nne kutumia mabasi ya umeme

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Dar es Salaam. Mchakato wa Tanzania kuelekea kwenye mfumo wa usafiri ambao ni rafiki kwa mazingira umeanza kushika kasi huku Wakala wa Mabasi Yaendayo Haraka (Dart) ukitangaza kuwa awamu ya nne ya mradi wa Mabasi Yaendayo Haraka (BRT) itatumia mabasi ya umeme pekee.

Hayo yamebainishwa na Mtendaji Mkuu wa Dart, Dk Athumani Kihamia wakati akiiongea na vyombo vya habari kuhusu msemaji halali wa mradi wa BRT jijini Dar es Salaam kwamba Dart ndiyo mwenye mamlaka hayo.

Akizungumzia ujio wa mabasi, Dk Kihamia amesema jumla ya mabasi ya umeme 390 yanatarajiwa kutoa huduma katika awamu ya nne inayohusisha kilomita 30.1 kutoka Kivukoni - Mwenge kupitia barabara ya Ali Hassan Mwinyi ikihusisha, pia, kipande cha kutoka Mwenge hadi Simu2000.

"Hii ni hatua kubwa kuelekea azma ya Taifa ya kutumia nishati safi katika usafiri wa umma," amesema Dk Kihamia.

Amesema kwa awamu ya tatu na nne, mabasi yatakua zaidi 1,300 na kwa Dar es Salaam nzima kutakuwa na mabasi 3,000 ifakapo mwisho wa mwaka 2026.

"Nawaomba Watanzania wenye uzalendo na mitaji mikubwa, zikitangazwa kazi kama hizi wazikimbile ili Watanzania wengi ndio wawe wanazimiliki, kuongeza utajiri, vipato na mitaji yao na kuongeza na ajira nyingi za vijana na watu wengine.

"Hivi ninavyoongea, mabasi mengine yamepandishwa kwenye meli, katikati ya Septemba, jumla ya mabasi yatakayokuwa katika njia ya Mbagala yatakuwa mabasi 151 na mengine yakiendelea kuletwa nchini," amesema mkurugenzi huyo.

Amesema njia ya Mbagala itakuwa na mabasi 755, awamu ya kwanza (Kimara) itakuwa na mabasi mengine 177, kwa hiyo awamu mbili hizi zitakuwa na mabasi 932, yatakuwa yameondoa kabisa tatizo la msongamano na wananchi kuchelewa kutoka kituo kimoja hadi kingine.

Amesisitiza kwamba tatizo la kusubiri katika kituo kimoja kwa muda mrefu linakuwa limekwisha na kwamba sasa hivi nauli zitazokuwa zikikusanywa kwenye mabasi haya, zitakusanywa kwa mfumo wa kadi.

"Hii itapunguza upotevu wa fedha za Serikali hususani kwa watumishi wachache ambao sio waaminifu ambao hawajaanza kutumia kuzichukua fedha hizo kwa kulipa keshi badale yake fedha zisionekane kwenye mfumo.

Kuhusu usemaji wa mradi huo, Dk Kihamia amesisitiza kwamba hakuna mtoa huduma anayeruhusiwa kuzungumza na vyombo vya habari kuhusu masuala ya kifedha wala mikataba ya ununuzi wa mabasi.

Amesema kumekuwa na taarifa zisizo sahihi zilizotolewa na baadhi ya watoa huduma binafsi zikihusisha majukumu ya usimamizi, ununuzi wa mabasi na shughuli za waendeshaji wenzao. Amesema taarifa hizo ni batili na zinakiuka taratibu za mawasiliano zilizowe kwa na Dart.

"Wakala unasisitiza kuwa hakuna mtoa huduma anayeruhusiwa kuzungumza na vyombo vya habari kuhusu masuala ya kifedha, mikataba ya ununuzi wa mabasi," amesisitiza mkurugenzi huyo.

Wakati akieleza hayo, kampuni tatu binafsi za Kitanzania zimesaini mikataba ya kuleta mabasi ambapo Mofat Company Ltd inaleta mabasi 255 ya njia kuu (urefu wa mita 18), Metro City Link Ltd inaleta mabasi 334 ya njia za mlsho kwa njia 13 na YK City Link Ltd inaleta mabasi 166 kwa njia sita za mlsho.

Mabasi 150 ya Mofat tayari yamepakikiwa na yanatarajiwa kufika Bandari ya Dar es Salaam Agosti 15, 2025.

30.1

Kilomita za barabara zitakazopitiwa na mradi wa BRT kuanzia Kivukoni hadi Mwenge, na pia Mwenge - Simu2000

MIUNDOMBINU UHURU ASHAMI 7, AGOSTI 2025 UK-16



WAFANYAKAZI wa Kampuni ya Sinohydro, wakijenga barabara za Mradi wa Mabasi Yaendayo Haraka (BRT), makutano ya Barabara za Nyerere na Msimbazi, Dar es Salaam, jana. (Picha na Christopher Lissa).



Askari polisi wakiamuru madereva wa daladala kuondoa magari yao baada ya kugongana katika makutano ya Barabara ya Morogoro na Mabibo jijini Dar es Salaam jana. Picha na Said Khamis

MWANADUNI, ACHAMISI B, AGOSTI, 2025. UK' 9.

DAILY NEWS, THURSDAY, AUGUST 7, 2025

(1)

Boost for BRT services

By ALLY MAYALA



DAR ES SALAAM's public transport system is set for a significant transformation following the arrival of 99 brand-new rapid buses at the city's port, with operations scheduled to kick off within the next two weeks.

The arrival marks a significant milestone under a strategic investment by local firm, Mofat Company Limited, which plans to deploy a total

of 255 articulated buses valued at approximately 200bn/-. The initiative aims to enhance commuter services and ease congestion across key corridors in the commercial capital.

Each of the new 18-metre-long buses will run on compressed natural gas (CNG), which is in line with the government's climate action agenda aimed at reducing carbon emissions in the transport sector.

According to Mofat, the

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fleet will be rolled out under the Bus Rapid Transit Phase II project, covering a 20.3-kilometre route from Mbagala to Gereza via Kilwa Road, as well as extending to Magomeni and Chang'ombe.

The initiative is expected to significantly improve travel efficiency for thousands of daily commuters and support the city's long-term transport infrastructure goals.

Speaking to the 'Daily News' yesterday, Dar es Sa-

laam Rapid Transit Agency (DART) Executive Director Dr Athuman Kihamia, confirmed the arrival of 99 new articulated buses intended to enhance public transport services in the city.

"The buses arrived on Tuesday night. For the first time in the history of our country, articulated buses will be powered by natural gas," he said.

Dr Kihamia revealed that the new buses, currently sta-

tioned at the Dar es Salaam Port, are undergoing final logistical procedures and are expected to commence operations within the next two weeks, before August 30 this year.

He further disclosed that an additional 52 brand-new articulated buses, also owned by Mofat Company Limited, are en route to Dar es Salaam from China and are expected to arrive later this month.

The transformative investment follows the signing of two major contracts between DART and two operators

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Boost for BRT services

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Mofat Company Limited, a local firm, and Emirates National Group (ENG), a company based in Abu Dhabi. The contracts are aimed at strengthening urban mobility services in the region.

Under the agreement, ENG is set to inject over 150bn/- in the project, including the deployment of 177 new buses to operate on the BRT Phase I route, which stretches 20.9 kilometres from Kimara to Kivukoni via Morogoro Road, and from Magomeni Mapipa, Morocco, and Msimbazi to Gezezani along Kawawa Road.

In a related development, Dr Kihamia said ENG's new buses are expected to arrive in the country by October this year, further enhancing mobility in Dar es Salaam,

the country's busiest commercial city.

He noted that the combined investments are expected to create around 2,100 jobs, including 100 positions for drivers, with a condition that only local personnel will be recruited.

Commenting on the new buses, Economist Dr Isaac Safari from the Saint Augustine University of Tanzania (SAUT) said the investment initiatives will significantly modernise public transport by improving service delivery to citizens.

He said the buses are poised to reduce waiting times at bus stops, thereby enhancing mobility for residents in the country's commercial hub.

"The combination of the two investors, apart from adding a total of over 400

new buses, will also strengthen the management of the Bus Rapid Transit (BRT) system," he said.

Dr Safari noted that private investors are both profit- and quality service-oriented compared to public operators, who mainly focus on service provision.

However, he urged investors to strike a balance between profit-making and service delivery in order to ensure customer satisfaction.

He cautioned that a sole focus on profit could impede effective transport services, particularly for the many residents who rely on commuter buses to travel to and from their workplaces.

Dr Safari also advised the government to explore alternative modes of transport, including underground

roads and railway systems, as a long-term solution to address potential future congestion caused by the increasing number of buses and the growing urban population.

Urban Development Analyst, Dr Dotto Bulendu, commended the government for involving the private sector in the operation of the BRT system.

Dr Bulendu said Public-Private Partnerships (PPPs) are an instrumental model in driving urban transport services, with the goal of reducing waiting times at bus stands and stops.

He noted that most advanced countries in terms of public transport have set a maximum waiting time of five minutes at bus stands, made possible by supportive infrastructure and an adequate number of buses.