

## HABARI KITAIFA/MATANGAZO

### USAFIRI

# LATRA yatoa siku 14 mabasi ya mikoani kuungwa tiketi mtandao

Na Elizabeth Zaya

MAMLAKA ya Udhhibiti Usafiri Ardhini (LATRA), imetoa siku 14 kwa wasafirishaji wa mabasi ya mikoani ambao hawajaunganisha mfumo wa tiketi mtandao kuhakikisha wanatekeleza vinginevyo hatua kali zitachukuliwa.

Kwa mujibu wa Mkuu Kitengo cha Uhusiano na Mawasiliano

LATRA, Salum Pazy, hadi Februari 15 mwaka huu, wasafirishaji ambao mabasi yao yako kwenye mifumo isiyoidhinishwa, wanatakiwa kufikia tarehe hiyo, wawe wamehamia kwenye mifumo iliyoidhinishwa.

Alisema baada ya tarehe hiyo, watoa huduma ambao watakakuwa hawajajiunganisha, hawatoruhusiwa kutoa huduma kwa kutumia mifumo isiyoidhin-

ishwa.

"Maelekezo kwa watoa huduma kwa mabasi yaendayo mikoani na nchi jirani ni kwamba, kuanzia tarehe ya taarifa hii, wamiliki wa mabasi wanaelekezwa kutumia mifumo ya tiketi mtandao iliyoidhinishwa pekee, baada ya tarehe hiyo, hawatoruhusiwa kutoa huduma kwa kutumia mifumo isiyoidhinishwa," alifafanua Pazy.

**Maelekezo kwa watoa huduma kwa mabasi yaendayo mikoani na nchi jirani ni kwamba, kuanzia tarehe ya taarifa hii, wamiliki wa mabasi wanaelekezwa kutumia mifumo ya tiketi mtandao iliyoidhinishwa pekee, baada ya tarehe hiyo, hawatoruhusiwa kutoa huduma kwa kutumia mifumo isiyoidhinishwa,"**

Pia alisema kuanzia Februari 15, utoaji na uhuishaji wa leseni za usafirishaji wa abiria utazingatia matumizi ya mifumo ya tiketi mtandao iliyoidhinishwa pekee.

Kadhalika, Mamlaka hiyo iliwakumbusha watoa huduma hiyo, kuhakikisha wanatumia wahudumu waliosajiliwa, na ambao watahakikisha kila abiria anatiketi mtandao.

"Maelekezo kwa abiria ni kuwasisitiza wahakikishe wananunua tiketi mtandao na abiria akiwa na malalamiko anakumbushwa kuwasilisha malalamiko kwa mtoa huduma kwanza, kisha kama hajaridhika na suluhisho la msafirishaji alete malalamiko LATRA.

Kwa mujibu wa taarifa iliyo-tolewa na Mamlaka hiyo Desemba mwaka jana, ni asilimia 11 tu ya abiria wanaosafiri na mabasi, ndio wanakata tiketi kwa njia ya mtandao, na asilimia 89 bado wanakata tiketi kwa fedha taslimu.

LATRA inashauri abiria kukata tiketi kwa njia ya mtandao kuna faida nyingi ikiwamo jina la abiria kuingizwa kwenye mfumo na kwamba endapo itatokea shida yoyote kwenye gari inakuwa rahisi kusaidiwa.

Kanuni za tiketi mtandao za LATRA, za mwaka 2024, zilozatangazwa na Serikali, tangazo Na. 23 la 12 Januari 12 mwaka 2024, inaweka sharti kwamba mifumo yote ya tiketi mtandao inapaswa kujaribiwa, kuidhinishwa na mmiliki wake kupata kibali cha mamlaka hiyo ili itumike rasmi kutoa huduma kwa

## Latra gives bus operators 14 days to use e-ticket systems

By Guardian Reporter

THE Land Transport Regulatory Authority (Latra) has given upcountry bus operators 14 days to switch to government-approved online ticketing systems or risk losing the right to operate.

The directive issued in Dar es Salaam at the weekend aims to modernize Tanzania's passenger transport, improve service delivery and enhance accountability.

According to Salum Pazy (pictured), head of communication at Latra, operators whose buses remain on unapproved ticketing platforms must complete the transition by February 15, 2026, or face strict enforcement measures.

"Bus operators providing intercity and cross-border services are instructed to use only approved online ticketing systems. After the deadline, those still operating on unapproved platforms will not be allowed to provide services," he said.

Latra emphasized that compliance with approved e-ticket systems will become a condition for the issuance and renewal of passenger transport licenses starting from February 15. Operators are also required to employ registered personnel to ensure that every passenger holds a valid electronic ticket.

The authority encouraged passengers to purchase tickets exclusively through official online systems and advised them to first report any

complaints to operators. If unresolved, the issues can be escalated to Latra for further action.

Currently, only 11 percent of passengers purchase tickets online while the majority, 89 percent, still rely on cash transactions, according to Latra data. The authority noted that online ticketing not only facilitates the registration of passenger details—making assistance faster in case of emergencies—but also reduces revenue leakage and operational inefficiencies.

The initiative aligns with Latra's E-Ticketing Regulations of 2024, which mandate that all ticketing systems used for public transport must be tested, licensed, and approved by the authority before deployment. The authority has been gradually encouraging operators to adopt these systems as part of a broader effort to modernize Tanzania's land transport sector.

"Modern e-ticketing enhances transparency, efficiency, and passenger safety," Pazy said. "It also helps in collecting accurate data for planning and improving transport services across the country."

Industry stakeholders have been urged to comply immediately, as Latra plans to conduct inspections and audits following the February 15 deadline. Non-compliant operators may face suspension of services, fines, or cancellation of licenses.

The move is expected to accelerate digital transformation in Tanzania's public transport sector, supporting both operators and passengers with a safer, more reliable, and traceable service.

