

THE UNITED REPUBLIC OF TANZANIA



Land Transport Regulatory Authority

IN THE MATTER OF LAND TRANSPORT REGULATORY AUTHORITY

AND

IN THE MATTER OF RIDE-HAILING TAXI SERVICE FARES ORDER (ORDER
NO.LATRA/01/2022)

AND

IN THE MATTER OF COMPLIANCE ORDER TO UBER A RIDE HAILING
OPERATOR

COMPLIANCE ORDER NO: 02/2022

*(Made under Section 40(1) of the Land Transport Regulatory Authority Act, Cap. 413,
Regulation 18(c) of the Land Transport Regulatory Authority (Private Hire Services)
Regulations, 2020 and Regulation 16(1)(b) of the Land Transport Regulatory Authority
(Tariff) Regulations.2020))*

INTRODUCTION

On 14th March, 2022 the Land Transport Regulatory Authority (LATRA) issued an Order for ride-hailing taxi service fares (the Order). On 26th March, 2022, the fares were published in Mwananchi and Daily News papers. It has come to the knowledge of the Authority that, UBER TANZANIA LTD (UBER) a ride hailing operator has not complied with the Fares Order mentioned above.

On 4th April, 2022 the Authority met with UBER at the Authority's Offices in Dar es Salaam and UBER was directed to comply with the Order. To date, UBER is yet to comply with the Order which *inter alia* approved the maximum commission to be 15%.

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According to section 40 (1) where the Authority is satisfied that a person has committed or is likely to commit an offence against this Act or sector legislation it may make a compliance order under this section.

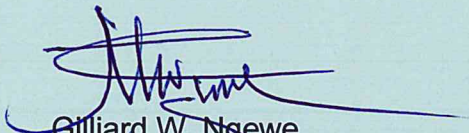
The conduct of UBER to disobey the Order is contrary to the Regulation 18(c) of the Land Transport Regulatory Authority (Private Hire Services) Regulations, 2020, which requires the ride-hailing operator to intergrate with the Authority's licencing system.

Also, the conduct of applying non-approved tariff is an offence under Regulation 16(1)(b) of the Land Transport Regulatory Authority (Tariff) Regulations, 2020.

It is hereby Ordered that:

- a) UBER to refrain from disobeying the Order issued by the Authority regarding ride-hailing taxi service fares;
- b) To show cause within seven (7) days from the date of receipt of this Compliance Order as to why the Authority should not suspend the Certificate of Registration.

GIVEN under the Seal of the Land Transport Regulatory Authority this ^{11th} day of APRIL, 2022.


Gilliard W. Ngewe
DIRECTOR GENERAL

Order served upon and received by:

Name: Monica Mziray

Signature: M

Designation: Operations lead

(official stamp)

Date: 11th April 2022