

UNITED REPUBLIC OF TANZANIA



For Competitive, Efficient, Quality and Safe Transport Services

Surface and Marine Transport Regulatory Authority
Mamlaka ya Udhhibiti Usafiri wa Nchi Kavu na Majini

REGISTERED COMPLAINTS

S/N	Applied	Received	Complainant Contact	Locatiuon	Service Provider	ID Number	Nature of Complaint	Department	Action Taken	Dead line	Remarks
1	07.03.2006	07.03.2006	SAHUSE SERVICES LIMITED P.o.Box DSM	DSM	TRANS Ocean Shipping (T) Limited	SMTRA/HO/CM/2006/01	Refund of outstanding amount on consolidation charges	PORTS & SHIPPING	Trans Ocean (T) Ltd agreed to refund the amount and adhere to SUMATRA rates	13.3.2006	CLOSED
2			Mega Speed Liners (T) Ltd (owner of M/s SEPIDEH)		Other boat owners	SMTRA/HO/CM/2006/02	Piracy of tickets (Speed Ferries) Interferance of the schedule by other operators (Cartel)	PORTS & SHIPPING	Operators were directed to adhere to the regulations and fair competition rules	15.02.2006	CLOSED
3	28.7.2006	28.7.2006	Excellent Services Ltd P.o.Box DSM	DSM	Container Shipping Agencies (CSA) P.o.Box DSM	SMTRA/HO/CM/2006/03	Delays on container deposit refund	PORTS & SHIPPING	CSA directed to refund the deposits within 3 days	31.07.2006	CLOSED
4	28.07.2006	28.07.2006	Florence Mushi P.o.Box 810 DSM	DSM	Daladala operating along Morogoro and Sam Nujoma roads	SMTRA/HO/CM/2006/04	Overcharging bus fares	ROAD	Appoved bus fares were provided to the complainant Passengers were insisted to demand bus tickets and report any abnormality	31.06.2006	CLOSED
5	11.08.2006	11.08.2006	Kabengwe Z.M.M. P.o.Box 2100 MWANZA Tel.0756 843926	MWANZA	Mohamed Trans P.o.Box 492 Shinyanga	SMTRA/HO/CM/2006/05	Poor bus services	ROAD	Referred to the court of law	25.07.2006	CLOSED
6	27.11.2006	05.01.2007	Patrick	SINGIDA	Mohamed	SMTRA/HO/CM/2006/06	Fare refund	ROAD	The complainanat	31.12.2007	CLOSED

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			Rugabandana P.o.Box 914 Singida		Trans P.o.Box 492 Shinyanga		amounting to TZS 40,000/= after safari cancellation		failed to provide supporting evidence on cancellation procedures		
7	29.12.2006	29.12.2006	Cross Boarder Association Box 8635 DSM	DSM	TICTS Box DSM TPA Box DSM	SMTRA/HO/CM/2006/07	Delays on transhipment of containers from port to KICD	PORTS & SHIPPING	Advised to avoid delays		CLOSED
8	31.01.2007	31.01.2007	Faustin Mvula P.o.Box 69031 DSM	DSM	Alheelam C&F Co. P.o.Box 50174 DSM	SMTRA/HO/CM/2007/01	Overcharged, freight bill from Sharjalan to DSM port	PORTS & SHIPPING	The parties agreed to reconcile the transactions and solve the problem amicably		CLOSED
9	06.02.2007	06.02.2007	Josephat John Dungunyi Mission P.o.Box 175 Singida	SINGIDA	Taqwa Coach Box 4804 DSM & Seleman Seif Ally Box. 22367 DSM	SMTRA/HO/CM/2007/02	Compensation for treatment expenses after road accident invovling Taqwa Bus T.524 ABQ later sold to Seleman.S.A	ROAD	Mr.Seleman S. Ally agreed to compensa te TZS 500,000/= requested by the claimant	02.08.2007	CLOSED
10	06.02.2007	06.02.2007	Tarcirio M. Kavindi P.o.Box 63195 DSM	DSM	Summry High Class Ltd P.o.Box 345	SMTRA/HO/CM/2007/03	Disembarking a passenger at Kimara instead of	ROAD	Summry H.C was diredted to refund the fare and othe iccured	18.04.2007	CLOSED

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					Sumbawanga		Mafinga		expenses, total TZS 65,000/=		
11	07.02.2007	07.02.2007	Kuyega Investment Ltd Box 383887 DSM	DSM	Maersk Line (T) Ltd P.o. Box 77264 DSM	SMTRA/HO/CM/2007/04	Bank guarantee 500% of cargo value in order to deliver cargo with lost bill of lading No. 510365119	PORTS & SHIPPING	Bank guarantee was reduced to 100% of the cargo value	06.03.2007	CLOSED
12	12.2.2007	14.02.2007	Bagamoyo Bus Drivers Dev. Group Box 6118 DSM	DSM	Kinondoni Manicipal Council P.o.Box DSM	SMTRA/HO/CM/2007/05	High charged parking fees at Mwenge bus terminal	ROAD	The treminal for Bagamoyo buses been transfred to Makumbusho		CLOSED
13	Feb.2008	Feb.2008	ICD Consumers P.o. Box DSM	DSM	ICD Operators	SMTRA/HO/CM/2007/06	High tariffs	PORTS & SHIPPING	Tariffs were reduced by 50% after discussions with stakeholders on 7,10 &11/01/2008 (old rates)		CLOSED
14	26.02.2007	26.02.2007	Yongesh Parmar Box 1136 MWANZA	MWANZA	Air Transport Inc. Multimodal	SMTRA/HO/CM/2007/07	High consolidation fees	PORTS & SHIPPING	Warning		CLOSED
15	27.2.2007	27.2.2007	Zainab Ally P.o.Box DSM	DSM	Daladala	SMTRA/HO/CM/2007/08	Accident knocked & leg broken therefore needed compensation	ROAD	It is a civil case therefore refered to TAWLA for legal assistance	27.2.2007	Referred to Court of Law
16	29.03.2007	29.03.2007	Interchem	DSM	Diamond	SMTRA/HO/CM/2007/09	High	PORTS &	DSSL directed to		CLOSED

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			Phama Ltd C/o B&J Co Ltd Box 7783 DSM		Shipping Services Ltd Box 75970 DSM		consolidation fees	SHIPPING	refund extra charged amount		
17	14.03.2007	14.03.2007	Quality Business Consultant Box 5652 DSM	DSM	Simpet Global Logistics Box 12386 DSM	SMTRA/HD/CM/2007/010	Arbitrary charges	PORTS & SHIPPING	Warning		CLOSED
18	22.03.2007	22.03.2007	Car & General Trading Co.		Marine Shipping Consultant Ltd C&F Box 70377 DSM	SMTRA/HD/CM/2007/11	High consolidation fees	PORTS & SHIPPING	Warning		CLOSED
19	N/A	3.4.2007	Mombasa V.I.P Raha P.o.Box 80488 DSM	DSM	RPC Shinyanga P.o.Box Shinyanga	SMTRA/HD/CM/2007/12	Tourts causing harasment to passengers at Shinyanga bus stand	ROAD	Police removed the tourts	17.04.2007	CLOSED
20	05.04.2007	10.04.2007	G. Ishengoma P.o.Box 16062 DSM Tel.0754 564836	DSM	Crews of bus No. T.538 AKR Kibaha-DSM	SMTRA/HD/CM/2007/13	Harasment	ROAD	Complainant failed to cooperate during the investigations process	11.04.2007	CLOSED
21	07.05.2007	14.05.2007	Scandnavian Express Box. 2414 DSM	DSM	Shabiby Bus Serv. Box. 9 Gairo	SMTRA/HD/CM/2007/14	Restricting disembarking and embarking passengers at Dodoma	DOAD	The complainant was educated because Shibiby worn the tender which was	06.06.2007	CLOSED

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							Railway Station		advertised by TRC		
22	11.05.2007	16.05.2007	Happy Nation Company Ltd Box. 90438 DSM	DSM	Shabiby Bus Serv. Box. 9 Gairo	SMTRA/HO/CM/2007/15	Restricting disembarking and embarking passengers at Dodoma Railway Station	ROAD	The complainant was educated because Shibiby worn the tender which was advertised by TRC	17.05.2007	CLOSED
23	17.07.2007	20.07.2007	Mudy K. Rashid P.o.Box 3233 DSM	DSM	Mohamed Trans P.o.Box 492 Shinyanga	SMTRA/HO/CM/2007/16	Compensation agaist injuries and medical expenses resulting from road accident bus T.432 AFW	DROAD	The complainant was advised to channel the complaint through the Insurance Agent. In case of any problem to communicate for assistance	30.07.2007	CLOSED
24	17.05.2007	17.05.2007	AMICO Trading Company Box 76535 DSM	DSM	Maersk Line Box 77264 DSM	SMTRA/HO/CM/2007/17	Recovery of missing containers	PORTS & SHIPPING	Parties were advised to negotiate		
25	21.05.2007	21.05.2007	Quantum International & New Africa Hotel (1993) Ltd	DSM	B&J Co. Shipping Agencies Box DSM	SMTRA/HO/CM/2007/18	High consolidation fees	PORTS & SHIPPING	Warning		

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26	04.06.2007	04.06.2007	Mpokoma Manenga		Koru Freight Box 10741 DSM & Emirates Shipping Line	SMTRA/HO/CM/2007/19	Extra charges amounting to USD 270.00	PORTS & SHIPPING	Emirate Shipping Line directed to refrain collection of extra charges		CLOSED
27	03.08.2007	03.08.2007	Dr. Betram Kiwanga P.o.Box 2461 DSM	DSM	Summy High Class Ltd P.o.Box 345 Sumbawanga	SMTRA/HO/CM/2007/20	Delaying passengers at Makambako road weigh bridge	ROAD	The owner was warned to adhere to the regulations for safety reasons	10.08.2008	CLOSED
28	11.08.2007	16.08.2007	Kiluvya Residents	SDM	Bus operators Kiluvya to City Center	SMTRA/HO/CM/2007/21	Overcharging passengers	ROAD	Fare tables distributed and surprise cheks were made to ensure that approved fared are adhered to	20.08.2007	CLOSED
29	15.08.2007		Adrew Enock Mwanyika P.o.Box 1069 DSM	DSM	Dar Urban Bus operators	SMTRA/HO/CM/2007/22	Inconviniences of commuter buses in Dar es salaam	ROAD	Routine inspections were made and bus owners violating the rules were penalized		CLOSED
30	Oct.2007		Matata &Co. Advocates P.o.Box 2442 MWANZA	MWANZA	SUMATRA	SMTRA/HO/CM/2007/23	Low rates of for urban Transport Tsh 25/pkm	ROAD	The fares based on stakeholders meeting agreement held on23.08.2007		CLOSED
31	07.11.2007	15.11.2007	Moshi Residents C/o RTO P.o.Box 3040 MOSHI	MOSHI	Moshi bus owners	SMTRA/HO/CM/2007/24	Overloading passengers & overspeeding buses in Moshi rural and urban	ROAD	Police & SUMATRA advised them to report the cases to Traffic Police Offices for necessary actions	15.11.2008	CLOSED

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32	20.11.2007		Jeremiah Ndomo P.o.Box DSM	DSM	Bus s operators from Kawe to Kariakoo	SMTRA/HO/CM/2007/25	Route short cutting	ROAD	Routine inspections were made and bus owners violating the rules were penalized		CLOSED
34	09.12.2007	09.12.2007	Tahseenali Dewji C/o Anymer Freight Ltd Box 21875 DSM	DSM	Diamond Shiping Service Ltd Box 75970 DSM	SMTRA/HO/CM/2007/26	High consolidation fees	PORTS & SHIPPING	Warning		
35	Jan.2008	Jan.2008	Consumers	VARIOUS	Tanzania Railways Limited P.o.Box 468 DSM	SMTRA/HO/CM/2008/01	Increasing tariffs by 50%	RAILWAY	Tariffs were reduced from an increament of 50% to 35% with effect from 01.02.2008		CLOSED
36	04.01.2008	04.01.2008	B&J Co. Ltd Box 9783 DSM	DSM	Barwil Unitor Ship Serv. Box 43013 & Scan Shipping Agent	SMTRA/HO/CM/2008/02	High consolidation fees	PORTS & SHIPPING	Scan Shipping directed to amend the invoice to normal charges of USD 290.00		CLOSED
40	17.01.2008	17.01.2008	B&M Freight P.o.Box 25222 DSM	DSM	MCCL Box DSM	SMTRA/HO/CM/2008/03	Reduced grace period from 21 to 7 days	PORTS & SHIPPING	Parties were advised to reconcile		
41	22.01.2008	28.01.2008	Nenkatesh Enterprises (Zambia)		City Freight Fowarders & APL Egypt	SMTRA/HO/CM/2008/04	High consolidation fees for cars imported from	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents were given a	25.06.2008	CLOSED

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							Japan		warning		
42	24.01.2008	24.01.2008	Trevor Mwenya Zambia		Mawenzi Freight Services Box 12937 DSM	SMTRA/HO/CM/2008/05	High consoli- dation fees for imported vehicle USD 220.00 instead of USD 72.00	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents were given a warning	25.06.2008	CLOSED
43	29.01.2008	29.01.2008	Abdon Mapunda Box 90169 DSM	DSM	Scan Shipping Agency Box 43013 DSM	SMTRA/HO/CM/2008/06	Charges on imported vehicles	PORTS & SHIPPING	Parties were advised to reconcile their transactions		
44	31.01.2008	31.01.2008	Vidoba Freight Box DSM	DSM	Scan Shipping Agency Box 43013 DSM	SMTRA/HO/CM/2008/07	Unfair charges	PORTS & SHIPPING	SSA agreed to reconcile the transations	04.02.2008	CLOSED
45	04.02.2008	04.02.2008	WHO & ESC (T) Limited Box 12386 DSM	DSM	Phonix Freight Limited Box 179 DSM	SMTRA/HO/CM/2008/08	Excessive cargo clearance fees - USD 568	PORTS & SHIPPING	The parties reconciled the transactions to USD 100.00		CLOSED
46	11.02.2008	11.02.2008	Koru Freight	DSM	Sharaf Emirates Diamond Box 75924 DSM	SMTRA/HO/CM/2008/09	Excessive charges by Shipping Companies	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents were given a warning	25.06.2008	CLOSED
47	12.02.2008	12.02.2008	Koru Freight Box 10741 DSM	DSM	Sharaf Emirates Diamond Box 75924 DSM	SMTRA/HO/CM/2008/10	Excessive charges by Shipping Companies	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents were given a warning	25.06.2008	CLOSED
48	12.02.2008	12.02.2008	Joel K. Kashba P.o.Box 9984 DSM	DSM	Barwil Unitor Ship Services	SMTRA/HO/CM/2008/11	Unknown charges raised by the Agent	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents	25.06.2008	CLOSED

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					Box 43013 DSM				were given a warning		
4*9	20.02.2008	20.02.2008	Royal Shipping Company Box 9948 DSM	DSM	TICTS/TPA Box 13412 DSM	SMTRA/HO/CM/2008/12	Delays of feeder Vessels from Zanzibar	PORTS & SHIPPING	Directed to review their priorities and allocate equipment timely		CLOSED
50	28.02.2008	28.02.2008	B& M Freight Fowarders Co. Box 9783 DSM	DSM	TICTS Box 13412 DSM	SMTRA/HO/CM/2008/13	Waiver of storage caused by TICTS delays	PORTS & SHIPPING	TICTS was given new arrangement and penalties in case of their delays		CLOSED
51	13.03.2008	14.03.2008	Moona Pharmacy Ltd Box 2888 DSM	DSM	Excellent Service Ltd	SMTRA/HO/CM/2008/14	Increased cargo clearance fees to USD 779.89	PORTS & SHIPPING	M/s Excellent agreed to refund the amount	17.03.2008	CLOSED
52	13.03.2008	18.03.2008	Simba Company P.o.Box 1156 Morogoro	MOROGORO	Diamond Shipping Service Box 75970 DSM	SMTRA/HO/CM/2008/15	High clearance fees USD 241.00	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents were given a warning	25.06.2008	CLOSED
53	14.03.2008	19.03.2008	Abdalah Lubambi Box 10158 MWANZA	MWANZA	Supper Najmunisa Box 22075 DSM	SMTRA/HO/CM/2008/16	Overcharging parcels	ROAD	Refunded TZS 20,000/=	14.04.2008	CLOSED
54	17.03.2008		Nitesh Parma P.o.Box 1136 MWAMZA	MWANZA	Marine Shipping Consultant C&F Agent	SMTRA/HO/CM/2008/17	Overcharged consolidation fees \$4,200	PORTS & SHIPPING	SUMATRA organised a meeting and C&F Agents were given a warning	25.06.2008	CLOSED

55	19.05.2008		Sumbawanga Passenger	SUMBA WANGA	Summry High Class	SMTRA/HO/CM/2007/18	Charging lower bus	ROAD	Stakeholders meeting in Sumba		CLOSED
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			Transport Service providers		Ltd P.o.Box 345 Sumbawanga		fares with intention to monopolize the market		wanga revealed that the allegation was not true		
56	17.07.2008	17.07.2008	Paul Antony Box 13341 DSM	DSM	Lushanga Investment (T) Limited P.o.Box 9 GEITA	SMTRA/HO/CM/2008/19	Refund of bus fare TZS 33,000 after cancelling the journey (delays)	ROAD	Refunded the full bus fare TZS 33,000/=	03.09.2008	CLOSED
57	27.08.2008	28.08.2008	Praxeda K. Makanshu P.o.Box 9 DSM	DSM	Air Born City Ltd Box 1354 ARUSHA	SMTRA/HO/CM/2008/20	Failure to refund bus fares after safari cancellation TZS 29,000	ROAD	Refunded a total of TZS 50,000/= including disturbance & other costs incurred Required to pay a Fine TZS 250,000/=	11.09.2008	CLOSED
58	30.08.2008	01.09.2008	Deo Mutta P.o. box 9052 DODOMA	DODOMA	King Cross Express & Urafiki Express	SMTRA/HO/CM/2008/21	Higher bus fares a and substandard services from Dodoma to Iringa	ROAD	The Complainant was advised the correct fares and qualities of Semi & Luxury buses	04.09.2008	CLOSED
59	03.09.2008	03.09.2008	CNF (T) Ltd Box 11512 DSM	DSM	TRL Box 468 DSM	SMTRA/HO/CM/2008/22	Compensation for transit cargo losses and damages DSM to Kigoma	RAILWAY	Under investigation (TRL Verification)		
60	15.09.2008	19.09.2008	Kezian Marango Box 6908 DSM	DSM	Adeventure Connection Bus Box572 Ujiji KIGOMA	SMTRA/HO/CM/2008/23	Harassments by bus workers and allocating seats to more than one passengers T. 792 ALF	ROAD	The owner apologized to the complainant paid a fine of TZS 250,000/= as per regulation	09.10.2008	CLOSED
61	23.09.2008	23.09.2008	Zuwena Kiliza	DSM	Super	SMTRA/HO/CM/2008/24	Overcharged	ROAD	The Bus owner		

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			P.o. Box 13827 DSM Tel.0756490720		Najmunisa Box 2005 DSM		bus fares from Mwanza to DSM TZS 45,000/= instead 36,000		agreed to refund TZS 9,000/= and 2,000/= for disturbance		
62	23.09.2008	23.09.2008	Evelyn Lyimo P.o.Box DSM	DSM	Falcon Executive Bus Ltd Box 19719 DSM	SMTRA/HO/CM/2008/25	Disembarking a passenger in Nzegea instead of Mwanza to	ROAD	The operator refunded the full bus fare (TZS 45,000/=)and was given a last warning	24.09.2008	CLOSED
63	18.09.2008	24.08.2008	Eliezer J.Musam P.o.box7800 DSM Tel 0776360354	DSM	Hope Safaries Box 6700 DSM	SMTRA/HO/CM/2008/26	Inflated bus fares Tandika Ububgo 400/= instead of TZS 300/= approved	ROAD	Zonal Office confirmed that Stakeholders agreed 400/= because last year fare was 350/=		CLOSED
64	12.09.2008	15.09.2008	Diamong Shipping services Box 759770 DSM	DSM	KYC 2005 & General Services Box 40311	SMTRA/HO/CM/2008/27	Recovery of 8x20ft containers exported without approval	SHIPPING	The parties were advised to negotiate		
65	10.10.2008	16.10.2008	Consumers Nyegezi to Missungwi Box 1344 MWANZA	MWANZA	Mwanza Transport Association Box MWANZA	SMTRA/HO/CM/2008/28	Fare hikes and poor seervices	ROAD	Consumers were educated and given new fares schedule for Mwanza routes	20.10.2008	CLOSED