

**THE UNITED REPUBLIC OF TANZANIA**

  
**S U M A T R A**

**For Competitive, Efficient, Quality and Safe Transport Services**

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

**A PAPER ON**

**REGULATORY MEASURES TO  
ENSURE CLEAN AND QUALITY  
PUBLIC TRANSPORT BUSES**

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# 1. CLEAN AND QUALITY PUBLIC TRANSPORT BUSES

1.1 Responsibilities of SUMATRA in relation to Transport in General, including Road Transport is provided in section 5 of SUMATRA Act as follows:

- (a) To promote effective competition and economic efficiency;
- (b) To protect the interests of consumers;
- (c) To protect the financial viability of efficient suppliers;
- (d) To promote the availability of regulated services to all consumers including low income, rural and disadvantaged consumers;

## - Cont's -

- (e) To enhance public knowledge, awareness and understanding of the regulated sectors including as to—
  - (i) the rights and obligations of consumers and regulated suppliers by way of media and stakeholders consultations;
  - (ii) the ways in which complaints and disputes may be initiated and resolved by making regulations on complaints and Dispute Resolution Processes and opening a special electronic complaints window on our website;

## - Cont's -

- (iii) the duties, functions and activities of the Authority;
- f) taking into account the need to protect and preserve the environment in collaboration with other institutions such as NEMC, TBS ect.

## - Cont's -

1.2 In fulfilling the expectation mentioned above the Authority is required to perform the following functions:

- (a) to perform the functions conferred on the Authority by sector legislation;
- (b) subject to sector legislation—
  - (i) to issue, renew and cancel licences;
  - (ii) to establish standards for regulated goods and regulated services;
  - (iii) to establish standards for the terms and conditions of supply of the regulated goods and sources;

## - Cont's -

- (iv) to regulate rates and charges;
- (v) to make rules;
- (c) to monitor the performance of the regulated sectors, including in relation to—
  - (i) levels of investment;
  - (ii) availability, quality and standards of services;
  - (iii) the cost of services;
  - (iv) the efficiency of production and distribution of services, and
  - (v) other matters relevant to the Authority;

## - Cont's -

- (d) to facilitate the resolution of complaints and disputes;
- (e) to consult with other regulatory authorities or bodies or institutions discharging functions similar to those of the Authority in Tanzania or elsewhere;

## - Cont's -

### 1.3 POLLUTION FROM BUSES

- Regulated pollutants in emitted gases from Automobiles are: HC, NO<sub>x</sub>, CO and Particulates.
- Pollution from buses may be through the following areas:
- **Emitted gases** from the exhaust pipe due
  - age of the vehicle
  - poor maintenance of the vehicle
  - incomplete combustion
  - Use of substandard fuel
  - Use of substandard parts.
  - Use of leaded fuel
  - Use of higher sulphur fuel

## - Cont's -

- Leakage of oils from lubrication system
- Noise pollution
- Standards for emitted gases and noise pollution has been set by Tanzania Bureau of Standards (TBS) through The Bus body building standard (TZS 598:1999). This standard has been adopted by SUMATRA vide rule 5(a) of The SUMATRA (Technical Safety and Quality of Service Standard) (Passenger Vehicles) Rules, 2008
  - For emitted gases in 4-cycle engine, concentration of carbon monoxide should not exceed 4.5% and hydrocarbon 1200ppm

## - Cont's -

- For noise pollutions the noise level in the cabin should not be more than 70dB(A) and noise level for a steady running engine shall not be more than 88dB(A).
- Road Traffic Congestion and bad driving behavior also contributes in increasing amount of emitted gasses.

## -Cont's-

### 1.4 Regulatory measures taken by SUMATRA to ensure clean and quality public transport buses

- **To make rules.** The SUMATRA (Technical Safety and Quality of Service Standard) (Passenger Vehicles) Rules, 2008 was issued through GN.No.14 of 2008.
- **To issue Orders.** The Authority in 2007 directed all service providers to ensure that public passenger vehicles are equipped with containers where litters and fold left over can be deposited by passengers and

## - Cont's -

collected by crew for safe disposal at the end of journey.

- **To put limit on age of buses to be licensed.** The Authority through The Transport Licensing Regulations, has limited issuance of new licenses to an owner whose vehicle is not more than 5 years from the date of manufacture and which meets technical Standard specifications.
- **Sanctions against violators.** SUMATRA uses power vested by section 6 of SUMATRA Act to suspend or cancel licenses of those who violate stipulated rules.

## - Cont's -

- To cooperate with other stakeholders. In pursuing its duties, the Authority cooperates with other stakeholders such as TBS, NEMC, Police, TRA, Civil Societies and non governmental organizations.

## 2.0 The SUMATRA (Technical Safety and Quality of Service Standards) (Passenger Vehicles) Rules, 2008.

- The rules give direction on Quality buses in terms of standards for safety purposes and Quality of Service that should be offered by service providers.
- Setting of standards is not a function of SUMATRA but does initiate where standards are non-existent and/or adopts standards set by TBS as part of its Rules. (Refer Rule 5).

## -Cont's -

- In terms of Standards of buses SUMATRA adopted the following standards from TBS
  - The bus body building standards.  
(TZS 598:1999)
  - Code of practice for inspection and testing of used motor vehicles. (TZS 608:2003)
  - Pneumatic tyres for truck and buses.  
(TZS 617:1999)
- The Rules also directs service provider to:
  - do routine services of their vehicles as per manufacturer instruction so as adhere with TBS standards

## - Cont's -

- make sure that if any modification will be made to a passenger vehicle then it should be done as per manufacturers specification.

## - Cont's -

In terms of Quality of Service the rules includes:

- service provider to ensure that the passenger cabin and its contents are kept in a clean sanitary condition
- Operators to ensure that the location where passengers waits for boarding have clean toilets facilities, all-weather waiting areas and basic refreshment facilities.
- Crew must be in clean and neat uniform with identity card visible to any person.

## 3.0 CHALLENGES

Major challenges faced by the Authority in ensuring that buses providing public transport services are clean and meets safety standards are as follows:

- a) Lack of coordination. Safety and environmental issues are being dealt with many government institutions which include;
  - TBS (for standards of buses),
  - Police (for vehicle inspection and enforcement)
  - NEMC (for environmental protection)
  - SUMATRA (For regulating surface and marine transport services)

## - Cont's -

- TRA ( for registration of vehicles)
- b) Lack of working tools by Police vehicle inspectors which lowers the quality of inspection
- c) Existence of substandard motor vehicles and parts which hinders quality of maintenance
- d) Low financial capability of people in purchasing new and modern buses which are environmental friendly.

## 4.0 CONCLUSION

- In order to reduce pollution on environment, the Authority has made the following recommendations:
  - To establish coordination among stakeholders dealing with safety and environmental issues.
  - to establish an independent and mandatory vehicle inspection system.
  - Imported Motor vehicle and parts should be properly tested and certified to meet standards
  - Monitoring should be done to ensure that only qualified mechanics are allowed to make routine maintenance and repair of motor vehicles.

## - Cont's -

- The government should upgrade the existing road infrastructure to reduce road traffic congestion as one of the ways of reducing pollution from emissions.
- Drivers should be trained on the effect of driving behavior on environment.
- Alternative energy, preferably natural gas should be used to propel public transport vehicles.

THE END