



It's end of the road for this truck as it overturned on a Kimara stretch of Dar es Salaam of Morogoro Road on Tuesday

*Photo by Correspondent Ndeninsia Lisley
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Agency plans passenger service operator awards

By Malela Kassim

THE Chartered Institute of Logistics and Transport (CILT) Tanzania is planning to introduce Passenger Service Operator Best Award in a move to promote professionalism in passengers transport sub-sector.

The awards will also help to reduce road accidents in the country.

Speaking in Dar es Salaam yesterday in an exclusive interview with The Guardian, CILT Tanzania, Secretary General Ramadhan Sawaka said the move also aims at bringing healthy competition and encouraging better performance among passenger transport service providers.

"According to traffic police data, the current daily death rate is 11 people and for injuries is 57 people...the transport service parameters are well below standards... timely arrival, safety and comfort is just some of the service parameters which are never met by our transport providers," Sawaka said.

"So we intend to challenge bus owners in the country to improve operations," he said.

According to Sawaka, currently his firm is in a process to find sponsors for the award from various organisations and institutions that can do so even under their brands.

"The award will be annually and the winner will be given a victorious shield, a certificate of approval and at least 9m/- ,"he added.

Sawaka mentioned some of the criteria to be used to get the winner as time adherence, accidents records, customer care, operator's records of handling passengers' complaints, quality of operator's manpower, record keeping, operator's approach in conserving the environment and

quality of the vehicle.

As a way of getting the right winners, Sawaka said the process will involve judges from various professionals, regulatory and training institutions including CILT itself, lawyers, The Surface and Marine Transport Regulatory Authority (SUMATRA), National Institute of Transport (NIT), Tanzania Bureau of Standards (TBS), Journalists Environmental Association of Tanzania (JET) and other stakeholders. Commenting on the idea, Tanzania Bus Owners Association (TABOA) General Secretary, Enea Mrutu said the idea is good especially if there will be transparency in the whole process of getting the winners.

"It is a good idea if it will be handled professionally ... we are ready to participate as contestants since the aim is to improve our services... and by receiving the awards the winner will increase his/her credibility," he said.

The awards come as the government through the Minister of Transport, has already expressed the decision to form the National Logistics and Transport Board to revolutionise the transport sector in terms of maintenance of professional standards in the country.

According to the ministry, currently transport and logistics sector has been dominated by unprofessional figures something that has contributed to a number of challenges including its inefficiency and road accidents.

"We intend to bring changes in the transport and logistics sector. The government is working on this important matter and the results will be made public in due course," he promised.