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Pathways to Employment

Tanzania Report

Photo by Mitchell Maher

About the Authors

About the RLRH

The Refugee-Led Research Hub (RLRH) is an initiative of the Refugee Studies Centre (RSC) at the University of Oxford. The RLRH is based in the UK and Kenya, with a research office located in Nairobi at the British Institute in Eastern Africa (BIEA). We create opportunities for researchers with a displacement background to lead primary and secondary research studies in the field of forced migration, from start to finish. Our main thematic interests in Refugee Studies relate to 1) livelihoods and self-reliance; and 2) leadership and participation of displaced populations in humanitarian response and policymaking. RLRH also offers a series of academic programmes which support graduate access and professional development for students with lived experiences of displacement. Visit our website for more information.

About the Author

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Introduction

Executive Summary

- Tanzania's policy towards refugees' access to work is highly restrictive. Tanzania practises an encampment policy and restricts the freedom of movement of refugees. Less than 1% of refugees reside legally in cities.
- Tanzania's policy towards refugees has grown increasingly restrictive. Efforts focus on voluntary repatriation of Burundians, and Tanzania stopped granting prima facie recognition to Burundian refugees. In 2018, Tanzania withdrew from the Comprehensive Refugee Response Framework (CRRF) and declined World Bank funding to enhance refugee integration and livelihoods.
- Tanzanian refugee policy is guided by the Refugees Act of 1998 and the 2003 National Refugee Policy. The country's policy does not guarantee the right to work for refugees, but offers the option to apply for work permits from the Director of Refugee Services. In practice, work permits are extremely rare to obtain. The application processes are excessively complex and require many difficult-to-obtain documents.
- Access to employment opportunities from refugee camps is virtually impossible. There are no private sector opportunities in camps, it is costly to access the internet to search for opportunities, and it is difficult to leave the camp to engage in interviews and engage potential employers. While refugees have the right to engage in small businesses in the camp, the lack of clear guidelines means that the Camp Commander uses their discretion to determine when and under what conditions refugees can engage in income-generating activities.
- In Dar es Salaam, the implementation of stringent practices towards refugees since 2017 has made it more challenging for refugees to access opportunities. Employers are reluctant to hire refugees due to discourses that portray refugees as security threats and due to the complex application processes required to formalise their employment. It is difficult for employers to justify that they could not fill a position by a Tanzanian and need a refugee instead.
- There is no evidence of collaborative approaches to creating an enabling environment for refugee employment in Tanzania. Restrictive policies make it difficult for civil society actors to partner and operate.
- The report makes recommendations to streamline and operationalise the work permit processes in order to enable refugees to join the formal labour market. To develop the regulations, authorities should consider initiating a participatory process to formulate regulations by involving all relevant stakeholders, including employers and refugees.
- Once the work permit process is operationalised, authorities and the UNHCR could establish an application desk in the Camp Commander's office, and raise awareness among refugees and employers.
- Humanitarian organisations could take the lead in hiring refugees and applying for work permits for their refugee staff. They can share their experiences with potential employers and use them as a basis to advocate for formal refugee employment.

Acronyms

ATE	Tanzania Association of Employers
BRELA	Business Registrations and Licensing Agency
CRRF	Comprehensive Refugee Response Framework
CTD	Conventional Travel Document
DAFI	Albert Einstein German Academic Refugee Initiative
DRC	Democratic Republic of the Congo
ICT	Information and Communication Technology
LERRN	Local Engagement Refugee Research Network
MHA	Ministry of Home Affairs
MPI	Migration Policy Institute
NGO	Non-Governmental Organisation
NRC	Norwegian Refugee Council
NRP	National Refugee Policy
REDESO	Relief to Development Society
RLRH	Refugee-Led Research Hub
TAMONGSCO	Tanzania Association of Managers and Owners of Non-Government Schools and Colleges
TIN	Tax Identification Number
TNBP	Tanzania National Business Portal
UNHCR	United Nations High Commissioner for Refugees

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Tanzania Situation Snapshot

Country assessment:

- Highly restrictive legal environment, with highly limited legal access to the job market.
- Limited literature available publicly, many gaps in knowledge.

As of May 2024, Tanzania hosted 237,997 refugees and asylum-seekers.[1] The large majority of refugees and asylum seekers in Tanzania come from Burundi (59.4%) and the Democratic Republic of the Congo (40.3%)[2]. Only 0.3% come from other countries, and there is no available breakdown of nationalities.[3] Most of the refugee caseload in Tanzania is protracted, but new arrivals continue to come to Tanzania because of instability in the DRC: between March 2023 and January 2024, the UNHCR reported 14,496 Congolese new arrivals.[4] This number is likely to increase with continued conflict in North and South Kivu in DRC.[5]

The large majority of refugees in Tanzania reside in refugee camps, due to the encampment policy: 83% live in Nduta and Nyarugusu refugee camps in the Kigoma region.[6] The UNHCR reports that it is facing difficulties in meeting the basic needs of refugees in the camps due to significant and sustained underfunding.[7]

Few refugees reside legally in urban centres in Tanzania. As of May 2024, only 345 refugees (0.1% of the caseload) are registered and allowed to reside in Dar es Salaam.[8] Reports suggest that there is a considerable population of unregistered refugees residing in Dar es Salaam, with estimates ranging up to 10,000, although the exact figure is unknown.[9] Unregistered refugees are subject to detention, exploitation, and bribes from local Tanzanian authorities.[10] There is no public information about refugees residing in other urban centres, such as the political capital Dodoma or in Kigoma, the closest town to the Nyarugusu and Nduta refugee camps. Both registered and unregistered urban refugees struggle with access to basic services, such as food, housing and sanitation, receive little to none humanitarian support, and struggle to access livelihood opportunities in either the formal and informal sectors.[11]

1. UNHCR. "Tanzania Operational Update - February 2024." 3 April 2024. https://data.unhcr.org/en/documents/details/107647
2. UNHCR. "Tanzania: Operational Data Portal." Accessed on 25 June 2024. https://data.unhcr.org/en/country/tza
3. Ibid.
4. UNHCR. "Tanzania Operational Update - February 2024." 3 April 2024. https://data.unhcr.org/en/documents/details/107647
5. ACAPS. "Briefing Note: Tanzania - Refugee influx from the Democratic Republic of Congo." 30 March 2023 https://reliefweb.int/report/united-republic-tanzania/acaps-briefing-note-tanzania-refugee-influx-democratic-republic-congo-30-march-2023
6. According to the UNHCR: "this [number] includes an estimated 42,000 Burundian refugees from previous eras who are still residing in Tanzania who no longer receive assistance and are not included in the Regional or Country RRP. While UNHCR assisted with the voluntary return of Burundians who fled to Tanzania in 1972 and 1993, the Government naturalized as new citizens a total of 162,156 individuals who opted to remain in Tanzania. There remains an estimated 60,000 persons from the 1972 Burundian refugee population group in the Old settlements and Kigoma villages."
UNHCR. "Tanzania: Operational Data Portal." Accessed on 8 April 2024. https://data.unhcr.org/en/country/tza
7. UNHCR. "Tanzania Operational Update - February 2024." 3 April 2024. https://data.unhcr.org/en/documents/details/107647; UNHCR. "Tanzania Country Refugee Response Plan: The integrated response plan for refugees from Burundi and the Democratic Republic of the Congo (January 2019 — December 2020)." 18 March 2019.
https://reliefweb.int/report/united-republic-tanzania/tanzania-country-refugee-response-plan-integrated-response-plan
8. UNHCR. "Tanzania Country Refugee Response Plan: The integrated response plan for refugees from Burundi and the Democratic Republic of the Congo (January 2019 — December 2020)." 18 March 2019.
https://reliefweb.int/report/united-republic-tanzania/tanzania-country-refugee-response-plan-integrated-response-plan
9. O'Loghlen, Aisling, and Nondo Nobel Bwami. "Dar Es Salaam, Tanzania: A case study of refugees in towns." Feinstein International Center, Tufts University. 18 April 2018.
https://reliefweb.int/report/united-republic-tanzania/dar-es-salaam-tanzania-case-study-refugees-towns
10. Ibid.
11. Ibid.

Objectives

In Tanzania, the environment has become increasingly restrictive as the Tanzanian government prioritises returns. In the 1960s, under the presidency of Julius Nyerere, Tanzania adopted an open door policy. Following large influxes of refugees in the 1990s, Tanzania started adopting a more restrictive approach, culminating in the 1998 Refugees Act which enforced the encampment policy.[12] Efforts for voluntary repatriation since 2017 illustrate continued restrictions. In 2017, the Tripartite Commission (United Republic of Tanzania, Republic of Burundi, and UNHCR) started the voluntary repatriation of Burundian refugees to their country of origin.[13] Between 2017 and 2023, 220,834 Burundian refugees were repatriated.[14] A report from the Migration Policy Institute (MPI) mentions that these repatriations were not fully voluntary and many refugees were intimated to return.[15] The same year (2017), Tanzania also stopped granting prima facie recognition to Burundian refugees, as they deemed Burundi a safe country of return; Burundian asylum seekers now have to go through a lengthy process to receive asylum.[16]

Although the repatriation of Burundian refugees continues, the Tanzanian government has assured UNHCR that the camps will remain open and that no one will be forced to return.[17] It is therefore important to continue to ensure that refugees who remain in the country enjoy their rights, including the right to formal employment, as outlined in the Tanzanian refugee legal framework.

12. Chimanda, Leonard, and Stéfanie Morris. "Tanzania's National Legal Framework for Refugees: Law, Policy & Practice." Local Engagement Refugee Research Network (LERRN) Paper 5. 2020. https://carleton.ca/lerrn/wp-content/uploads/LERRN-Working-Paper-No.-5-Tanzania.pdf
13. Ruzibiza, Yvette and Simon Turner. "Tanzania's Open Door to Refugees Narrows." Migration Policy Institute. August 2023. https://www.migrationpolicy.org/article/tanzania-refugee-policy
14.UNHCR, "Urgent Requirements to support the Voluntary Repatriation of Burundian Refugees in 2023," 2023 https://data.unhcr.org/en/documents/download/104459#:~:text=Following%20peaceful%20national%20elections%20in,are%20willing%20to%20return%20home.
15. Ruzibiza, Yvette and Simon Turner. "Tanzania's Open Door to Refugees Narrows." Migration Policy Institute. August 2023. https://www.migrationpolicy.org/article/tanzania-refugee-policy
16. Reflecting a similar trend, in 2021, the UNHCR expressed concerns that Tanzanian authorities were returning thousands of asylum seekers to Mozambique. UNHCR. "Briefing Note: UNHCR appeals for Mozambicans fleeing violence to be given access to asylum in Tanzania." 18 May 2021. https://www.unhcr.org/news/briefing-notes/unhcr-appeals-mozambicans-fleeing-violence-be-given-access-asylum-tanzania
17. "UNHCR statement on Voluntary Returns from Tanzania to Burundi," 22 May 2024 https://www.unhcr.org/africa/news/speeches-and-statements/unhcr-statement-voluntary-returns-tanzania-burundi

Objectives

This study aims to examine the process of hiring refugees, with a focus on the gaps that exist between policy and practice, and on how the private sector can be meaningfully engaged in this process, by asking:

1. What policies and legal frameworks govern refugees' access to employment in Tanzania?
2. What processes do refugees need to follow to find employment in Tanzania? What challenges do refugees face in following the required steps to employment in Tanzania?
3. What are the challenges private sector actors face in order to employ refugees in Tanzania?
4. How can collaboration and partnerships between stakeholders be improved to create a more enabling environment for refugee employment in Tanzania?

This study, conducted in partnership with the Mastercard Foundation, supports the Amahoro Coalition's mission to promote dignified and fulfilling livelihoods for refugees and displaced persons across Africa through multi-sectoral collaboration. It aligns with the Foundation's strategic objective of enabling 2.5 million young refugees and displaced individuals to access meaningful employment by 2030.

The research examines current policies, challenges, and opportunities affecting refugees' access to formal employment in host countries, identifying key barriers and recommending strategies to strengthen employment pathways and promote socio-economic integration into host communities. The views expressed herein do not necessarily represent those of the Mastercard Foundation, its staff, or its Board of Directors.

Photo by Linda de Volder

Research Methods

This Tanzania report is part of a 15-country study on hiring refugees, conducted by the Refugee-Led Research Hub, with support and funding from the Amahoro Coalition. Data was collected in May 2024 through key informants interviews.

Data collection was mainly focused on Dar es Salaam, where there are recognised urban refugees who can apply for work permits and where some refugees who obtained work permits were working. Formal employment is exclusively available outside refugee camps. In the camps, refugees have no opportunity to find formal employment but instead engage in incentive work for UNHCR-implementing partner organisations without a requirement for work permits.

The team conducted sixteen (16) interviews with refugees and stakeholders in Tanzania, including:

- Two (2) Non-Governmental Organisations (NGOs) that not only advocate for refugees' rights but had also hired refugees;
- Two (2) experts/advocates of refugees' welfare;
- Six (6) private sector organisations, of which three (3) had employed refugees;
- Three (3) refugees who obtained work permits;
- Two (2) refugees who attempted to apply for work permit;
- One urban refugee who attempted to acquire a business licence.

We acknowledge that due to the limited scope and budget of the study, the sampling strategy is neither systematic nor representative of the refugee population in Tanzania. To reduce bias, we have attempted to triangulate the data with the literature as much as possible. While we were able to identify some grey literature, there was little peer-reviewed academic literature available on this topic in Tanzania. As a result, this report does not provide a complete picture of refugee employment across Tanzania, but is intended to be useful as a basis for discussion and advocacy.

1. Policies & Legal Frameworks in Tanzania

Overview of Policies & Legal frameworks in Tanzania

Despite international commitments, Tanzanian policy is highly restrictive. Tanzania is a signatory to the 1951 Refugee Convention, its 1967 Protocol, the International Covenant on Economic and Social Cultural Rights, and the 1969 Regional Convention of the Organisation of African Unity.[18] Refugee policy in Tanzania is governed by the Refugees Act of 1998 and the 2003 National Refugee Policy (NRP).[19] Tanzania's international commitments are not fully reflected in the country's national refugee and employment policies and practices.[20] Most notably, as per the 1998 Refugees Act, Tanzania practises an encampment policy and restricts the freedom of movement of refugees.[21]

Tanzanian policy does not guarantee the right to work for refugees, but offers the option to apply for work permits.[22] The Refugees Act of 1998 and the 2015 Non-Citizens Employment Act of Tanzania state that refugees have the right to work if they obtain a work permit from the Director of Refugee Services.[23]

Additional rights are granted by the Refugees Act of 1998 that could support the self-reliance of refugees. Refugees can engage in "small income generating activities,"[24] such as trade work (e.g. tailoring) or incentive work in the camp, according to the 2003 National Refugee Policy. They can apply to business licences or to Class A residence permits. They can also open bank accounts, and apply for citizenship.

18. Ginn, Thomas, Reva Resstack, Helen Dempster, Emily Arnold-Fernández, Sarah Miller, Martha Guerrero Ble, and Bahati Kanyamanza. "Global Refugee Work Rights Report." Center for Global Development, 2022. https://www.cgdev.org/sites/default/files/2022-global-refugee-work-rights-report.pdf
19. Ginn, Thomas, Reva Resstack, Helen Dempster, Emily Arnold-Fernández, Sarah Miller, Martha Guerrero Ble, and Bahati Kanyamanza. "Global Refugee Work Rights Report." Center for Global Development, 2022. https://www.cgdev.org/sites/default/files/2022-global-refugee-work-rights-report.pdf
20. Ginn, Thomas, Reva Resstack, Helen Dempster, Emily Arnold-Fernández, Sarah Miller, Martha Guerrero Ble, and Bahati Kanyamanza. "Global Refugee Work Rights Report." Center for Global Development, 2022. https://www.cgdev.org/sites/default/files/2022-global-refugee-work-rights-report.pdf. This report focuses on the legal system in Mainland Tanzania and excludes Zanzibar-specific regulations. Zanzibar is governed by a separate Employment Act (Zanzibar Employment Act no 11 of 2005) from Mainland Tanzania. See: ABC Attorneys. "The Zanzibar Employment Act no 11 of 2005 has been amended," 28 July 2022. https://www.zanzibarassembly.go.tz/storage/documents/acts/english/all/1675067012.pdf
21. Government of Tanzania, Refugees Act, Articles 16 and 17, 1998: https://academic.oup.com/jrs/article-abstract/18/1/100/1568522
22. Ginn, Thomas, Reva Resstack, Helen Dempster, Emily Arnold-Fernández, Sarah Miller, Martha Guerrero Ble, and Bahati Kanyamanza. "Global Refugee Work Rights Report." Center for Global Development, 2022. https://www.cgdev.org/sites/default/files/2022-global-refugee-work-rights-report.pdf
23. Chimanda, Leonard, and Stéfanie Morris. "Tanzania's National Legal Framework for Refugees: Law, Policy & Practice." Local Engagement Refugee Research Network (LERRN) Paper 5. 2020. https://carleton.ca/lerrn/wp-content/uploads/LERRN-Working-Paper-No.-5-Tanzania.pdf
24. Ibid.

Gaps in Practice

In practice, work permits are extremely rare to get. The team did not identify any refugees currently holding work permits, and only identified five refugees who had successfully obtained work permits in the last ten years. None of these five refugees currently hold a work permit: most have left Tanzania through resettlement, and others' contracts have expired. While this is not an exhaustive list, it shows how rare it is to obtain a work permit.[25] There is no set quota for the delivery of work permits.

While refugees have the right to engage in small businesses inside the camp, the lack of clear guidelines make it difficult for them to do so formally.

- **Within the camp,** the 2003 National Refugee Policy allows refugees to engage in "small income generating activities,"[26] such as trade work (e.g. tailoring) or incentive work. There are no guidelines for the implementation of this policy and no clear direction on the level of income-generating activities that are acceptable within the camp. In practice, the Ministry of Home Affairs (MHA), through the camp commander, uses their discretion to determine when and under what conditions refugees should engage in income-generating activities in the camp. Asylum seekers are not authorised to work in the camps.
- **Outside of the camp,** refugees who have permission to live outside the refugee camp can apply to a municipal council for a business licence (see section 2) to conduct a small-scale business. However, the main obstacle for refugees to obtain such a licence is the requirement to have a permit to live outside the camp, which only 0.1% of refugees in Tanzania have. This licence only gives a person permission to run a small business; it does not give a refugee permission to live outside a refugee camp.

Refugees can engage in large-scale business, but the majority of refugees cannot afford the costs involved. A Class A residence permit is required for foreign nationals, including refugees, wishing to engage in large-scale business activities in Tanzania. There are different types of Class A permit depending on the nature of the business. Fees for these permits range from USD 1,000 to USD 3,000. While Class A permits allow asylum seekers and refugees to live outside of camps, the cost of obtaining one is too high for most refugees, especially considering that many have been without a source of income in Tanzania for several years due to laws that prohibit them from working.

25. An article published in 2022 did not identify a single refugee who held a work permit at the time of writing, although the team interviewed a refugee who held a work permit until the end of 2023. See: Chimanda, L., & Kajiru, I. (2022). Implementation of the Global Compact on Refugees in Tanzania: A Synopsis. The Journal of African Law and Contemporary Legal Issues, 1(1), 1-26. https://journals.udom.ac.tz/index.php/jalcli/article/view/304/108

26. Chimanda, Leonard, and Stéfanie Morris. "Tanzania's National Legal Framework for Refugees: Law, Policy & Practice." Local Engagement Refugee Research Network (LERRN) Paper 5. 2020. https://carleton.ca/lerrn/wp-content/uploads/LERRN-Working-Paper-No.-5-Tanzania.pdf

Gaps in Practice

Although refugees in Tanzania are allowed to open bank accounts to receive money, in practice they are unable to do so. To open a bank account, applicants need either a national identification number, a passport, a local driving licence, or a voter's card. Many camp-based refugees have a national identification number, following a registration process that took place in 2018-2019 in refugee camps across the country. However, camp-based refugees are unable to open bank accounts due to the lack of banking facilities in the camps, and there is no evidence that movement permits are issued to refugees to leave the camp for the purpose of opening bank accounts outside the camp. In cities, where refugees have access to banks, they have been excluded from the process of registering and obtaining national identification numbers and are therefore unable to open bank accounts.

Refugees can apply for citizenship in Tanzania, but there is no evidence of refugees having followed the formal citizenship application process. Citizenship for refugees has previously been granted through large-scale naturalisation. In 2014, Tanzania generously granted citizenship to 160,000 refugees, mostly Burundians, in an effort to support local integration. However, large-scale naturalisation is unlikely to happen again. According to reports, significant investments in Tanzanian infrastructure promised by the international community in return for naturalisation have not materialised, leading to frustration among Tanzanian officials.[27] In addition, the large-scale naturalisation was followed by an influx of 200,000 refugees into Tanzania as a result of the conflicts surrounding the Burundian elections.[28] While most of these refugees have returned to Burundi, the prospect of naturalisation as a durable solution is likely to become even less attractive to officials.

One thousand Tanzanian shillings banknote. Photo by Dii Nyau

27. Kuch, Amanda. "Lessons from Tanzania's Historic Bid to Turn Refugees to Citizens." 22 February 2018. https://deeply.thenewhumanitarian.org/refugees/community/2018/02/22/lessons-from-tanzanias-historic-bid-to-turn-refugees-to-citizens
28. Anker, Elise. "Will Tanzania remain a safe haven for refugees?" Norwegian Refugee Council. May 2018. https://www.nrc.no/news/2018/may/will-tanzania-remain-a-safe-haven-for-refugees/

Policy Gaps

Since the enactment of both the Refugees Act and the Refugee Policy in Tanzania, notable gaps prevent refugees to engage in formal employment be it wage earning or self-employment.

Freedom of movement remains restricted, limiting refugees' access to employment opportunities. The Refugees Act requires asylum seekers and refugees to live in refugee camps, where there are no private sector opportunities. Asylum seekers and refugees can apply for temporary permission to leave the camp for up to 14 days (Box 1). Permission is usually granted for medical treatment unavailable in the camp, specific and serious security risks in the camp, or rare opportunities for education or employment. Decisions by the MHA, the government ministry responsible for migration and refugee affairs, to allow an asylum seeker or refugee to temporarily leave the camp are discretionary; the MHA is not required to give reasons for refusing an applicant's request, and the applicant cannot appeal the MHA's decision. Nevertheless, the MHA has granted permission to a limited number of refugees to live permanently outside the camp. Currently, less than 1% of the refugee population lives legally in Dar es Salaam.[29]

Box 1. Process to Leave the Camp

In order to apply to leave the camp, refugees are either assisted by an organisation or apply independently. In the former case, organisations that assist refugees request permission for the refugee to leave the camp, generally to seek medical treatment or higher education under their supervision.

Should a refugee wish to leave the camp to pursue employment opportunities, they are required to obtain the camp commander's permission. This can be sought either orally or in writing, and must be supported by the following documents: 1) Proof of registration, 2) an invitation letter from the prospective employer for an interview, and 3) copies of academic certificates. If the camp commander is willing to grant permission, they will issue the refugee with a permit to go to the Zonal Refugee Coordinator in Kigoma. Upon arrival at the Zonal Coordinator's office, the refugee will request permission to travel to the region where the interview is to take place. The Camp Commander's permit does not allow for travel outside the Kigoma region. The refugee will present the Zonal Coordinator with the Camp Commander's permission and await feedback. The Zonal Coordinator may also ask for academic certificates and proof of registration.

29. UNHCR. "Tanzania Operational Update - February 2024." 3 April 2024. https://data.unhcr.org/en/documents/details/107647

Policy Gaps

Contradictions between the 1998 Refugees Act, the 2016 Non-Citizen Regulations and the 2003 National Refugee Policy create an environment in which refugees are denied work permits. According to the Refugees Act of 1998, refugees can legally work in Tanzania if they receive permission from the Director of Refugee Services. The Non-Citizen Regulations Act gives the Labour Commissioner the power to issue work permits to refugees on the recommendation of the Director of Refugee Services. In this contradictory legal environment, refugees do not know where to apply for a work permit, and either the Labour Commissioner or the Director of Refugee Services can refuse to issue a work permit, claiming that he is not the one authorised to issue it, citing the law that gives his counterpart the power to issue a work permit. While the Non-Citizens (Employment) Regulations 2016 set out specific procedures and requirements for applying for work permits (Class A, B, C and D work permits), it does not set out specific requirements and procedures for refugee work permits (Class E work permit). The regulations only contain a general provision requiring the Director of Refugee Services to submit an application on behalf of a refugee by attaching a letter of recommendation from the Director of Refugee Services. The assumption would be that any refugee seeking a work permit should apply to the Director of Refugee Services, who would then advise the refugee of the types of documents he or she needs to submit in order for the Director to apply for the work permit on his or her behalf.

→ To conclude section 1, the Tanzanian policy framework strictly restricts refugees' access to work opportunities, and rights outlined in the Refugees Act are not realised in practice.

Refugee in Tanzania. Photo by EU/ECHO/Anouk Delafortrie

2. Processes to Obtain Work Permits and Business Licences

Work Permit for Wage-Earning Activities

Refugees in Tanzania can engage in employment through two ways: 1) engagement in wage earning employment, and 2) self-employment. Engagement in wage earning employment requires refugees to obtain work permit and engagement in self-employment requires possession of a business licence.

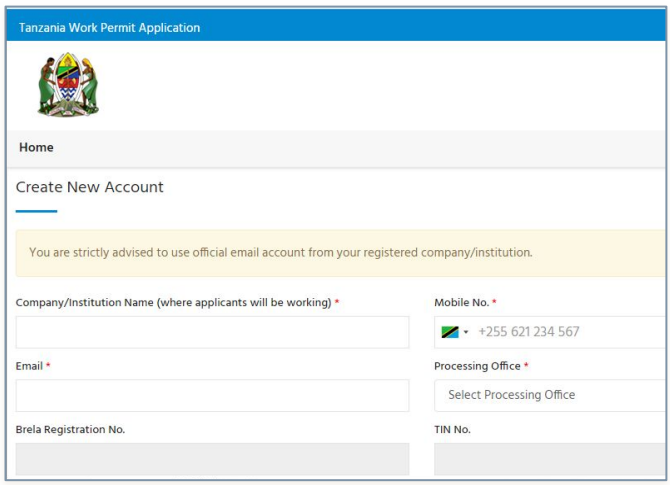
Currently, refugees wishing to be employed must apply to the Labour Commissioner through the Director of Refugee Services[30] for a Class E work permit, valid for a minimum of 6 months and a maximum of 2 years. The Labour Commissioner is empowered to do this by the Non-Citizens (Employment Regulations) Act of 2015 and requires the employer to apply for a work permit on behalf of the employee.[31] Apart from investors and self-employment, work permits in Tanzania only allow non-citizens, including refugees, to work for a maximum of 8 years, with a limit of three (3) times a work permit can be renewed from the initial application.[32] While other non-Tanzanian citizens pay for their work permits, the 2015 Non-Citizens (Employment Regulations) Act has exempted refugees from paying for work permits.[33]

Employers intending to obtain a work permit for a refugee employee are required to first create an online account available at epermit.kazi.go.tz/web/main/new_account[34] and then fill an online application form, accompanied by all documents listed in Box 2.

After submitting the application, the Labor Commissioner may give the outcome or feedback of the application within 14 days.[35] To create an account, the hiring institution (employer) must use its official email account.

A step-by-step process can be found in Annex 1.

Picture 1. *Tanzania Work Permit Application form*



30. The Non-Citizens (Employment Regulations) Regulations of 2016, Section 7: https://fbattorneys.co.tz/wp-content/uploads/2017/03/Non-Citizens-Employment-Regulation-Regulations-2016.pdf
31. Non-Citizens Employment Act of Tanzania, 2015: https://procedures.tic.go.tz/media/The%20non-citizens%20(employment%20Regulations)%20Act,%202015.pdf
32. In March 2022, Tanzania amended the Non-Citizens Employment Act and increased work permit validity from 5 to 8 years. This change has not yet been reflected in the e-permit website. See: Victoria Attorneys (2022). "Crucial Changes on the Law of Non-Citizen Employment in Tanzania." https://victoryattorneys.co.tz/2024/03/28/crucial-changes-on-the-law-of-non-citizen-employment-in-tanzania/
33. Non-Citizens Employment Act of Tanzania, 2015, sixth schedule: https://procedures.tic.go.tz/media/The%20non-citizens%20(employment%20Regulations)%20Act,%202015.pdf
34. Tanzania Work Permit Application Website: https://epermit.kazi.go.tz/web/main/new_account
35. The Non-Citizens (Employment Regulations) Regulations of 2016, Section 5: https://fbattorneys.co.tz/wp-content/uploads/2017/03/Non-Citizens-Employment-Regulation-Regulations-2016.pdf

Work Permit for Wage-Earning Activities

Box 2. Required documents for a work permit[36]

An application for work permit for a refugee (Work permit class E) should be accompanied by the following documents:

A. From the employer

- A letter justifying why the work permit should be granted. It is a letter addressed to the Labour Commissioner and includes the reasons why a non-citizen should be employed, the efforts made to secure local employees and the activities of the company/organisation in relation to what a non-citizen is expected to do.
- Contract of employment or engagement, as the case may be, duly signed by relevant parties
- Detailed Job Description
- Sectoral Approvals/Permits/Registrations (where applicable)
- Industrial/Business/Operating Licence
- Proof of registration with National Social Security Fund (NSSF) and Workers Compensation Fund (WCF)
- Certificate of Tax Identification Number (TIN) of the hiring institution
- Certificate of Value Added Tax for all business with annual turnover of 100 million Tanzanian Shillings and above
- Current Tax Clearance Certificate of the hiring institution
- Certificate of Incorporation/Certificate of Compliance / Registration of Companies, NGOs, Religious Institutions, Universities, Schools and other Institutions
- Memorandum and Articles of Association or Constitution of the Organization.
- Recommendation letter from relevant Government Authority for Companies, Non-Governmental Organisations (NGOs) or Institutions executing Government Projects/Programmes
- Introduction letter authorising employees of the Organization to apply and make a follow up of Work Permit application and copy of such employee's Work Identity Card.
- Succession plan (for renewal) - see Annex 3
- Certificate of Incentive (if any)

B. From the refugee

- Detailed Curriculum Vitae/ Resume
- Two recent passport size photographs
- Copy of a Valid Passport (Validity should not be below six months before expiry).
- Copy of academic or professional certificates
- Copy of accreditation certificate, from respective professional entities; (where applicable)
- Certified translation of certificates or documents by competent Authority, Embassy or Consular office (if they are in a language other than English and Kiswahili);
- Original Work Permit (for renewals and change of work permit class)

C. From the Director of Refugee Services

- Recommendation on the refugee prospective employee

36. Tanzania Work Permit Guidelines: https://epermit.kazi.go.tz/web/main/guidelines

Business Licence for Self-Employment

Any individual intending to engage in self-employment is required to obtain a business licence before starting operations. There are two types of licences: general and specific business licences. General business licences are issued by Business Registrations and Licensing Agency (BRELA) and District, Municipal, Town, or City Councils. Specific business licences are sectoral licences issued by accreditation bodies such as Engineer Registration Board, Drug Authority, Ministry of Tourism etc.

General business licences are further categorised in two types, class A business licences issued to companies with business of national and international nature and business class B issued to businesses of local nature.[37]

Both class A and class B business licences are applied online using Tanzania National Business Portal (TNBP) and Tausi portal respectively. A step-by-step process to obtain a business licence is detailed under Annex 2.

Box 3. Required Documents for Business Licence Application

In Tanzania, a business can be registered as a business name (for an individual business) or as a local or foreign company. The fees payable for a business licence vary depending on the type of business and the location where the business is to be established (city, district, minor settlement, and villages).[38]

For an individual or company to obtain a business licence, they should submit:

- "A photocopy of Certificate of incorporation (in case of a Company) or photocopy of business name registration name from the Business Registration and Licensing Agency (BRELA)
- A photocopy of Memorandum and Articles of Association showing among other things that objects of the company allows it to do the business which is being applied, Directors and Shareholders of the Company;
- Residence Permit Class A showing the holder to be investor in that company/business,
- In case the shareholders of the company are non-residents, Powers of Attorney to citizen/Residence should be submitted/attached,
- Proof by the applicant having suitable business premises for the business applied. The following can be submitted as a proof, a copy of title deed, Tenancy agreement etc,
- Proof of Registration for Tax Payment from TRA by attaching a copy of Tax Identification Number (TIN) Certificate and Business License Tax Clearance Certificates;
- Proof of Registration and/ or Permit from the Sector Regulating Authority such as Insurance Licences, Explosive Dealers License, Medicine and Medical Devices Permit from Tanzania Medicine and Medical Device Authority, Crop Board Permits from the respective Crop Boards for the businesses of dealing with Agricultural Crops Such as Cashew, Cotton, Sisal, Tea, Coffee, Pyrethrum, and Professional Certificates from the Respective Professional Boards for businesses of providing Professional works such as Contractors (Contractors Registration Board), Engineering (Engineers Registration Board), running hospitals, dispensaries; advocates, engineers, pilots, ship captains etc."[39]

37. Tanzania Investment Center: https://procedures.tic.go.tz/objective/94?
38. United Republic of Tanzania, Finance Act 2014: https://www.brela.go.tz/uploads/documents/en-1667378781-Finance%20Act%202014%20(1).pdf
39. Tanzania National Business Portal: https://business.go.tz/obtain-a-business-license

Challenges Faced by Refugees in Obtaining Work Permits

The work permit application process is cumbersome, with so many documents required that it may not be realistic to collect them. For instance, a valid passport is part of the list of requirements. However, since 2018, the Tanzanian government has not issued traditional travel documents to refugees. This is because the government wants to provide biometric Convention Travel Document (CTDs), just as it provides biometric passports to Tanzanians. However, this process requires a parliamentary debate, which has not taken place since 2018, leaving refugees in a state of uncertainty. One refugee who worked for more than ten years confirmed that he had to attach a copy of his conventional travel document when he applied for his work permit renewal in 2020. As CTDs were not being issued, he had to attach a copy of the expired CTD, which held up the process of renewing his work permit for more than 10 months. After extensive follow-up and explanation, he finally received a work permit with the passport number section removed. However, this is not evidence that refugees are no longer required to submit a valid copy of the CTD, as the provision requiring a copy of a valid passport still exists in the Non-Citizens Regulations Act and its regulations.

Access to employment opportunities for camp-based refugees is virtually impossible. There are no private sector opportunities within camps. In addition, camp-based refugees lack information about employment opportunities outside the camp and how to obtain work permits. Camp-based refugees cannot afford to pay for internet access, making it difficult for them to find information about job opportunities advertised online by various employers in the country. Furthermore, most of them are unaware that if there is an employer willing to give them a job, they can obtain a work permit so that they can work legally.

Given the complexity of the process, organisations do not usually inform refugees about their right to work legally. Finally, the uncertainty of obtaining a permit to leave the camp, together with the cost of travel, is another challenge that hinders the process of finding employment. Refugees who apply for exit permits have no guarantee that they will receive them or how long the process will take. If the process takes too long, the employer may not be willing to wait.

Challenges Faced by Refugees in Obtaining Work Permits

In Dar es Salaam, stringent practices towards refugees since 2017 have made it more difficult to access opportunities. Refugees that had previously integrated successfully into the Dar es Salaam workforce, are reported to be increasingly "forced into illegality, faced more systemic discrimination, and became prone to exploitation and threats" since 2017.[40] As a result, the majority of refugees work in the informal sector, in "low-skilled, low paying and insecure jobs,"[41] no matter their qualifications. According to a 2018 report by the Feinstein International Center, some refugees pretend to be Tanzanians or rely on their personal connections to Tanzanians to access better paid jobs.[42] There has been no change to the environment since 2017.

As a result, few refugees have access to opportunities in the formal sector and have obtained work permits. Most refugees from Burundi and DRC follow the French curriculum, and do not speak English fluently,[43] which is a requirement for jobs. The few refugees who accessed the formal labour market tend to have completed their tertiary education in Tanzania through Albert Einstein German Academic Refugee Initiative (DAFI) scholarships,[44] have received significant support from their employer, and are based or have networks in the city.

Refugees in Tanzania. Photo by EU/ECHO/Anouk Delafortrie

40. Rudolf, M. (2022). Classified integration–Urban displaced persons in Dar es Salaam. Journal of Ethnic and Migration Studies, 48(20), 4905-4921. https://www.tandfonline.com/doi/abs/10.1080/1369183X.2022.2123435
41. 'Loghlen, Aisling, and Nondo Nobel Bwami. "Dar Es Salaam, Tanzania: A case study of refugees in towns." Feinstein International Center, Tufts University. 18 April 2018. https://reliefweb.int/report/united-republic-tanzania/dar-es-salaam-tanzania-case-study-refugees-towns
42. Ibid.
43. Ramazani, Uwezo (2024). "Alternative Secondary Education Pathways in Nyarugusu Camp: Preparing Refugee Youth for Higher Education in Tanzania and Beyond," RLRH Working Paper (2). https://refugeeledresearch.org/wp-content/uploads/2024/11/Working-paper-2-Uwezo-Ramazani-FULL-REPORT.pdf
44. The DAFI Scholarship Programme enables refugees to pursue higher education in their country of asylum. As of December 2022, more than 460 refugee students have graduated from different Tanzania universities under the DAFI scholarships. See: UNHCR (2022). "UNHCR commemorates DAFI's 30th Anniversary," 7 December 2022. https://tanzania.un.org/en/210462-unhcr-commemorates-dafi%E2%80%99s-30th-anniversary

Challenges Faced by Refugees in Obtaining Business Licenses

In practice, it is virtually impossible for refugees to obtain business licenses. Within the camps, refugees run small businesses if the camp commander allows them to do so, without the need for a business licence. In the absence of official guidelines, this decision can appear arbitrary as there is no definition of the acceptable scope of business activities. Outside the camp, business licences are not granted to refugees in practice.

This reflects the general dynamic of restricting livelihood activities in order to pressure Burundian refugees to opt for repatriation.[45] In 2019, the government closed local markets in camps preventing refugees from engaging in trade to supplement their food rations.[46] There is no available evidence that local markets have reopened since then. Despite all these challenges, refugees continue to leave the camps regularly and engage in irregular work in Tanzanians farms in neighbouring villages, or move to urban centres to join the informal sector.[47]

→ To conclude section 2, the application processes are excessively complex and prevent refugees from obtaining required documents.

Box 4. The experience of a female refugee in Dar es Salaam

"I was sponsored by [an organisation] to take a hairdressing course for three months. After graduating, I wanted to open a hairdressing salon. I went to the UNHCR managers for advice. To my great surprise, they told me that I was not allowed to start a business, even if I was in the camp. The alternative they gave me was to work for a Tanzanian who has his own salon, although this is a mistake because I need a work permit, or to ask a Tanzanian I trust to register the business on my behalf. I could not understand why they were training me if they knew there was no way I would be able to use the knowledge I had acquired in a legitimate way."

45. Ginn, Thomas, Reva Resstack, Helen Dempster, Emily Arnold-Fernández, Sarah Miller, Martha Guerrero Ble, and Bahati Kanyamanza. "Global Refugee Work Rights Report." Center for Global Development, 2022. https://www.cgdev.org/sites/default/files/2022-global-refugee-work-rights-report.pdf; Boeyink, Clayton and Stephanie Schwartz, "Tanzania's Threat to Expel Burundians Sets a Dangerous Precedent." November 2023 .https://foreignpolicy.com/2023/11/15/tanzania-burundi-refugees-forced-repatriation/
46. Ruzibiza, Yvette and Simon Turner. "Tanzania's Open Door to Refugees Narrows." Migration Policy Institute. August 2023. https://www.migrationpolicy.org/article/tanzania-refugee-policy
47. Ibid.

3. Challenges Faced by Private Sector Actors to Employ Refugees

Challenges Faced by Private Sector Actors to Employ Refugees

The general public's attitudes towards refugees in Tanzania prevent the private sector from hiring refugees, and going through the complex process of applying for work permits on their behalf. Discourse around refugees tends to focus on national security concerns.[48] Refugees may be described as a security threat because of beliefs that refugees may have engaged in violent conflict, and that their presence can cause diplomatic issues with refugees' country of origin.[49] At the individual level, there may be perceptions among Tanzanians that refugees are involved in illegal activities. However, a 2018 survey suggests that this view is not necessarily shared by the general public. While 90% of Tanzanians surveyed supported the closure of camps and the repatriation of refugees, only 19% said they "viewed refugees as a security threat."[50]

Most employers consider it impractical to justify failing to find suitable Tanzanian candidates for vacant positions. Those who have recruited refugees have indicated that they are discouraged from doing so because it is difficult to demonstrate that they have made every effort to recruit local employees with similar skills to those of the potential refugee employee. This presents a significant challenge for employers, given that potential refugee employees have acquired their higher education in Tanzanian higher education institutions, just like Tanzanian applicants.

Another challenge is that some of the documents that should be given to a prospective refugee employee for submission to the Director of Refugee Services may be confidential, so employers are reluctant to provide photocopies. Unlike work permits for foreigners, applications for work permits for refugees are made by the Director of Refugee Services after receiving all the necessary documents from the employer about the prospective refugee employee. Some employers find it risky to disclose information contained in some documents that they would not want an employee to know. Employers may also be reluctant to collect internal documents and share them with the relevant authorities. This may result in employers choosing to refrain from hiring refugees in order to protect their own confidential information.

→ To conclude section 3, general negative attitudes towards refugees in Tanzania, and the complexity of the work permit process prevent employers from engaging refugees.

48. Fellesson, Måns. "From roll-out to reverse: understanding Tanzania's withdrawal from the Comprehensive Refugee Response Framework (CRRF)." Journal of Refugee Studies 34, no. 3: 2699-2719. 2021. https://academic.oup.com/jrs/article-abstract/34/3/2699/5536346?redirectedFrom=PDF
49. Ibid.
50. International Rescue Committee (2018). "Tanzania: Citizens' Perceptions on Refugees." https://twaweza.org/wp-content/uploads/2021/05/IRC-Tanzania1806201801.pdf

4. Collaborations and Partnerships

Collaborations and Partnerships

There is no evidence of collaborative approaches to creating an enabling environment for refugee employment in Tanzania. Restrictive policies make it difficult for civil society actors to partner and operate. In 2018, Tanzania withdrew from the Comprehensive Refugee Response Framework (CRRF), and refused World Bank funding to improve refugee integration and livelihoods.[51] The withdrawal of Tanzania from the CRRF is attributed to the perceived lack of international support that Tanzania has received for large-scale infrastructure projects, and to perceived security concerns related to refugees.[52] Tanzania's withdrawal from CRRF makes it even more difficult to engage in collaborative solutions to integrate refugees into the local economy.[53]

The private sector is not involved in projects and collaborations with authorities and the humanitarian sector. Despite evidence that some organisations and companies have hired refugees formally or informally, such instances are rare and uncoordinated. The private sector does not have established procedures and internal policies for hiring refugees. The lack of such policies may be due to a lack of awareness that refugees are eligible for formal employment in Tanzania, and the general restrictive environment.

Changes in refugee policies do not appear to be a priority of Tanzanian lawmakers, and not an advocacy priority of the UNHCR and NGOs. In 2019, during the Global Refugee Forum, the Tanzanian government pledged to amend both the Refugees Act and National Refugee Policy. During the 2023 Global Refugee Forum, the government reiterated its intention to amend the Refugees Act and the NRP. An analysis published by the Local Engagement Refugee Research Network (LERRN) based on interviews with stakeholders suggests that stakeholders fear that "a revision of the law would cause some of the restrictions currently included in the NRP or in practice to be cemented in law."[54] Instead, their priority is to focus on improving refugee status determination practices and access to basic services.[55]

51. Government of Tanzania, Refugees Act, Articles 16 and 17, 1998: https://www.moha.go.tz/storage/laws_uploads/REFUGEE%20ACT%201998.pdf
52. Fellesson, Måns. "From roll-out to reverse: understanding Tanzania's withdrawal from the Comprehensive Refugee Response Framework (CRRF)." Journal of Refugee Studies 34, no. 3: 2699-2719. 2021. https://academic.oup.com/jrs/article-abstract/34/3/2699/5536346?redirectedFrom=PDF
53. Ruzibiza, Yvette and Simon Turner. "Tanzania's Open Door to Refugees Narrows." Migration Policy Institute. August 2023. https://www.migrationpolicy.org/article/tanzania-refugee-policy
54. Chimanda, Leonard, and Stéfanie Morris. "Tanzania's National Legal Framework for Refugees: Law, Policy & Practice." Local Engagement Refugee Research Network (LERRN) Paper 5, 2020. https://carleton.ca/lerrn/wp-content/uploads/LERRN-Working-Paper-No.-5-Tanzania.pdf
55. Ibid.

5. Recommendations

Recommendations

1. **The government should implement regulations to operationalise and simplify the application of class E work permits.** Currently, responsibility for refugee work permit applications lies with the Director of Refugee Services. The 2016 Non-Citizens (Employment Regulations) Regulations do not cover the application requirements and detailed guidelines for work permits for refugees (work permit class E). As a result, there is no clear step-by-step process for a refugee to obtain a work permit, and several documents may not be realistically attainable for refugees (e.g. a valid passport). This process also assumes that the Director of Refugee Services can apply for work permits on behalf of refugees without bias. To develop the regulations, the MHA should consider initiating a participatory process to formulate regulations by involving all relevant stakeholders, including employers and refugees. A key focus of the regulations should be to simplify the process and reduce the number of required documents to the essential ones.

2. **The government and the UNHCR should consider establishing a work permit application desk in the camp commandant office.** One of the challenges is to obtain a movement pass to leave the camp for the purposes of applying for a work permit through the Director of Refugee Services in Dodoma, as well as the associated costs of such travel. Refugees are required to travel twice, the first being for the purpose of attending a job interview, and both at their own expense. The establishment of a work permit application desk in the camp will not only reduce the financial and time costs incurred by refugees in travelling to the Director of Refugee Services to process work permits, but also the costs of waiting for the outcome of applications outside the camp. The Director of Refugee Services could delegate responsibility for processing work permits to the camp commandant and allocate a reasonable amount of funds to cover the monthly internet bill, given that applications must be submitted online.

3. **Humanitarian organisations should take the lead in hiring refugees and applying for work permits for their refugee staff.** Given the complexities of pursuing work permits, it is likely that only humanitarian and development organisations will be sufficiently committed to engage in this difficult process, in the short-term. They can play a role in paving the way and sharing lessons with potential employers, and advocating for the benefits of refugee employment.

4. **Stakeholders should raise awareness among refugees about the possibility of obtaining a work permit.** Lack of accurate information about refugees' ability to work in Tanzania means that many qualified refugees do not explore employment opportunities. This leads to continued poverty. It is therefore crucial to clearly inform them of the legal framework in Tanzania regarding refugees' access to employment, the requirements for them to meet, and the step-by-step process they should follow to obtain work permits or business licences. In the camp, the camp commandant can raise awareness during the frequent meetings he holds with refugees. In the urban area, the MHA can collaborate with NGOs advocating for refugees' rights, such as Dignity Kwanza and Relief to Development Society (REDESO), to convene urban refugees at different times.

Recommendations

5. **The government should inform employers that refugees are eligible for formal employment.** Lack of awareness and unfamiliarity with the Refugees Act and NRP prevent employers from hiring refugees,instead preferring to hire foreigners.The government should plan to meet with the Tanzania Association of Employers (ATE) and Tanzania Association of Managers and Owners of Non-Government Schools and Colleges (TAMONGSCO) to assure them that the Director of Refugee Services is ready to facilitate them in obtaining refugees' work permits.

6. **UNHCR and its implementing partner organisations should consider comprehensive digital skills training and improve access to technology.** Many refugees struggle to access formal employment in Tanzania due to restrictive policies, including a lack of freedom of movement. One viable way to help refugees overcome these challenges is to equip them with digital skills that can help them access employment opportunities that allow people to work remotely around the world. As the Norwegian Refugee Council (NRC) offers a short course on Information and Communication Technology at the Multi-Purpose Community Center in Nyarugusu camp, it can consider introducing digital skills such as digital marketing, graphic design, data analysis, web development, and content creation and strategy. In Dar Es Salaam, REDESO has an ICT (Information and Communication Technology) resource centre that UNHCR may consider funding to enable REDESO to resume ICT training for refugees and introduce digital skills.

Refugees in Tanzania. Photo by EU/ECHO/Anouk Delafortrie

Annexes

ANNEX 1.

Step-by-step process to obtain a work permit for wage-earning employment in Tanzania

Step 1: Application for Movement Permit from Camp to the job interview [for those in the camp]

Once selected for an interview, a refugee should apply for a movement permit to attend the interview. Once satisfied, the camp commandant will issue a movement permit to temporarily leave the camp to attend the interview. If the interview is to be held outside the Kigoma region, the camp commandant's permit will enable the refugee to reach the Refugee Zonal Coordinator in Kigoma town, who will then issue a movement permit to travel to other regions of the country. After the interview, the refugee must return to the camp while waiting for the results of the interview. For urban refugees, the process begins at step 3.

Step 2: Application for Movement Permit to Dodoma to process work permit recommendation letter

After the interview, if the refugee is selected for the job applied for, the refugee must submit the interview result to the camp commandant in support of his/her application for a movement permit to go to process a work permit at the MHA Refugee Services Department office in Dar es Salaam. If s/he is given a movement permit by the camp commandant, s/he will go to the Refugees Zonal Coordinator to request a movement permit allowing him/her to travel to Dodoma.

Step 3: Gathering required documents accompanying work permit Application

Before going to the Director of Refugee Services, the refugee should collect photocopies of all the documents required from the employer. These documents, together with those required from the employee, will form the refugee's application package to the Director of Refugee Services. After reviewing all the documents, the Director of Refugee Services at his discretion can write a letter of recommendation for the refugee and submit an application for a work permit to the Labour Commissioner.

Step 4: Waiting for the application Outcome

After submitting all the required documents to the Director of Refugee Services, the refugee will wait to receive feedback on his/her work permit application within the time period specified by the Director. If no feedback is received within this time, it is the refugee's responsibility to contact the Director to obtain feedback on his/her application.

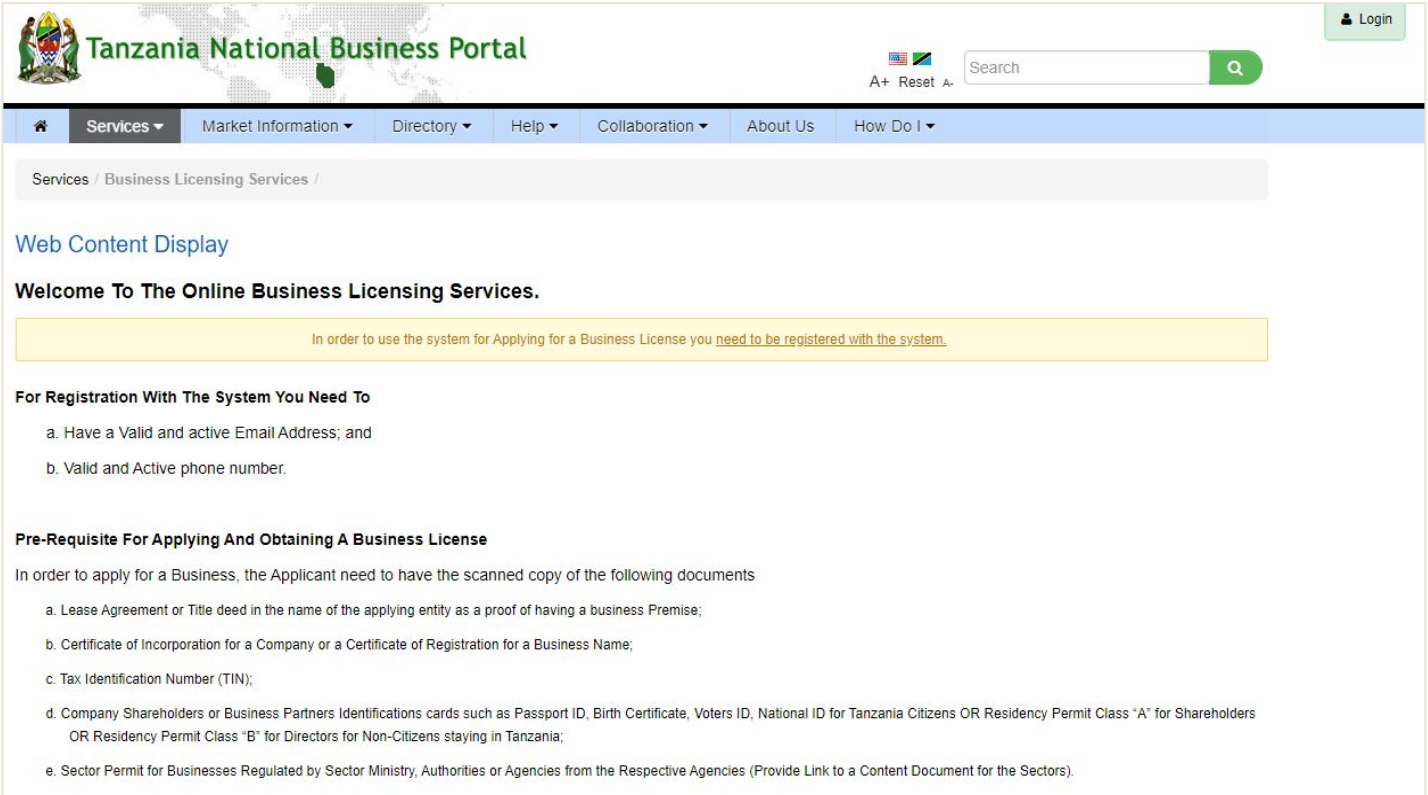
ANNEX 2.

Step-by-step process to obtain a business licence

A. Procedures for Class A business Licence

Step 1: To visit TNBP portal for Registration

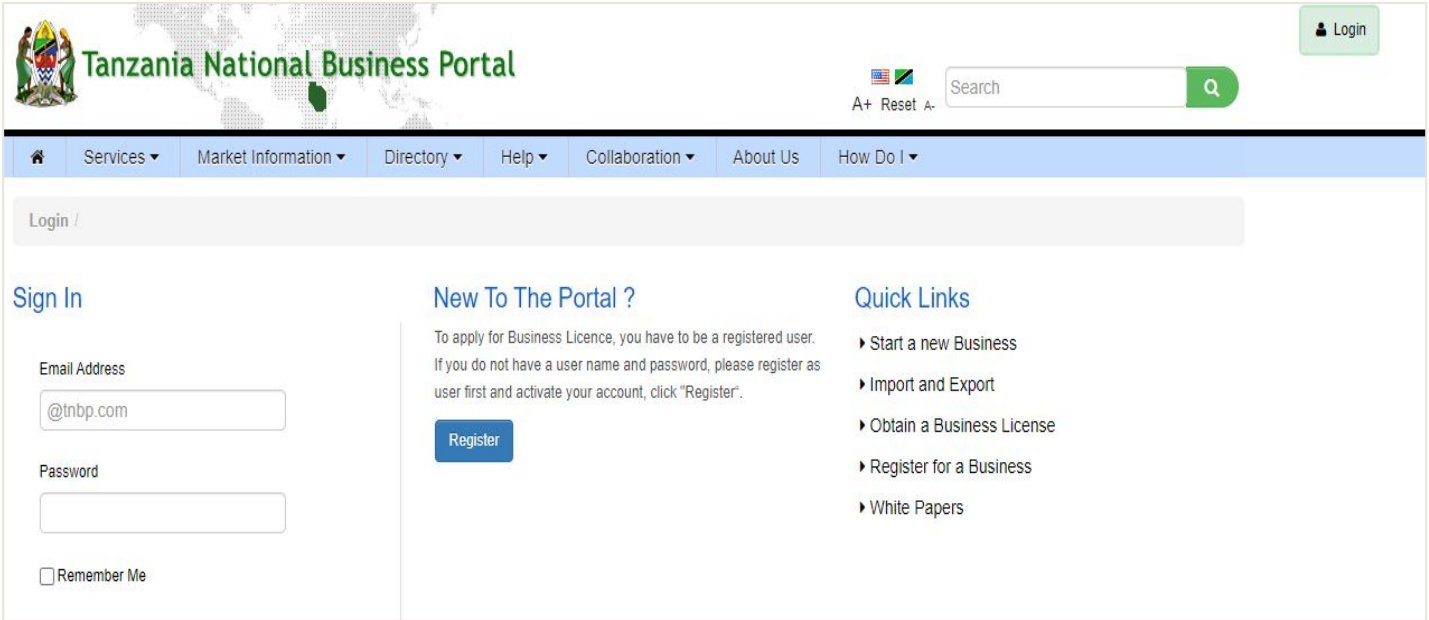
An applicant has to register with the Tanzania National Business Portal to create an account for online Business Licence application at https://business.go.tz/starting-a-new-business. Two things are needed to create an account, namely an email address and phone number. It is advisable to use a computer rather than a mobile phone. Open your browser (Chrome recommended). The following page will pop up:



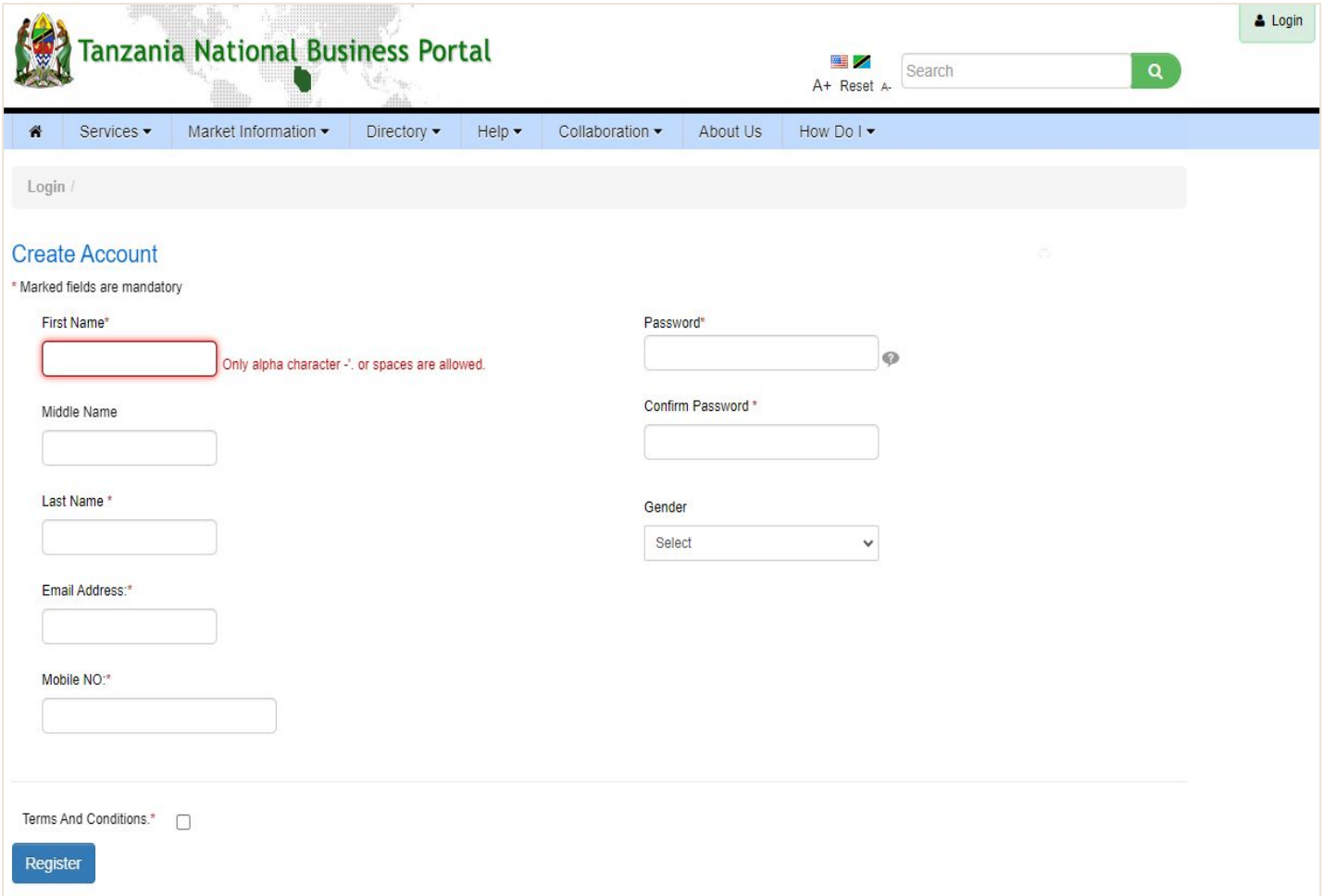
Step 2: To create an account

To create an account, click the login button at the top right of the page above.

ANNEX 2.
Step-by-step process to obtain a business licence



When the page above pops up, click on the register button to load the registration form.



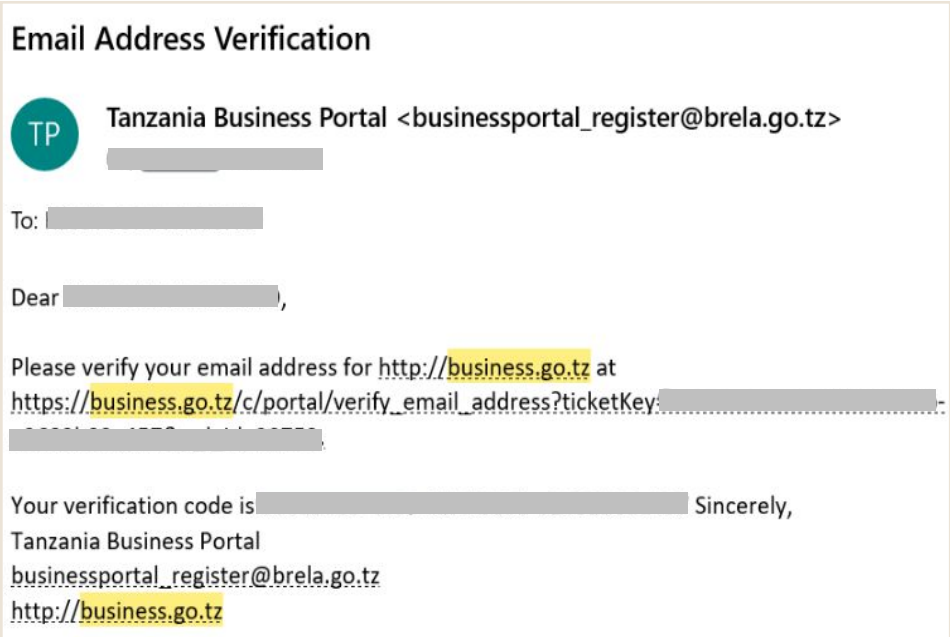
ANNEX 2.

Step-by-step process to obtain a business licence

If your registration details are correct, you will receive a confirmation email and you will be taken to the following page.

Step 3: To verify the account

A verification email will be sent to your email address and it should look like this



ANNEX 2.

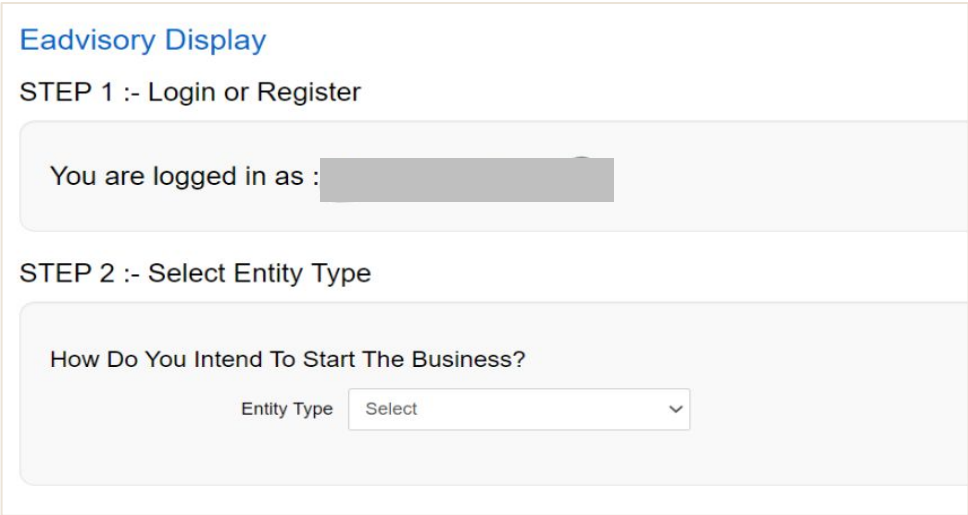
Step-by-step process to obtain a business licence

Step 4: To log in to the Portal

Upon logging in, point to the services and click on the Business Licensing Services.

Step 5: To complete the application form

The form will look similar to the following.



Select the type of entity under which the business will operate.

ANNEX 2.

Step-by-step process to obtain a business licence

Select also the sector, category, and the type of business.

STEP 3 :- Select Sector, Category and Business Line

Please Select Your Line Of Business

Sector: General Merchandise and Finishec

Category: Manufacturing Industries

Type: Import and Sale of Sanitary Wares

Description : Bring Sanitary wares into Tanzania

STEP 4 :- Required Permit List

#	Permit Name	Issuing agency

Apply for Business Licence

Then after click on the apply for Business Licence button and your form will appear like this one

Application for New Business License

SECTION 1: PERSONAL DETAILS

First Name :

Middle Name

Last Name :

Date of Birth : (DD/MM/YYYY) 04 Age:

Nationality (Citizen/Foreign):

Address (Residential)

House Number Plot No

Block No Road :

Street SubVillage :

Village Ward

District Council Region : Dar Es Salaam

P.O. Box Postal City : Dar es Salaam

Phone No Email address @gmail.com

SECTION 2: BUSINESS INFORMATION

Type of Application:(INDIVIDUAL/PROPRIETORSHIP/PARTNERSHIP/LIMITED COMPANY) Limited Company (domestic)

Line of Business being applied for : Import and sale o

Place of business/profession :

House Number Plot No

Block No Road: Road

Street : Street SubVillage : cable

Village : Ward

District Council Region aam

P.O. Box : Postal City : Salaam

Reg/ Cert. of Incorp. No

Business Nam LIMITED

Share Percent Local %

Share Percent Foreign % :

No. of Partners

TIN No

ANNEX 2.

Step-by-step process to obtain a business licence

Step 6: To get and pay the licence bill

The respective officer your application and if it meets all requirements, it will be approved and for the billing section to issue control number for you to pay

Payment Order

Payment Order number: [redacted]

Payment Order date: [redacted]

Payment for: Business Licence

Control Number: [redacted]

NB: When paying please indicate Reference ID

Reference ID (Control Number): [redacted]

Fee	Amount	Currency
Application/Renewal Fee	[redacted]	TZS
Late Fee/Penalty	0	TZS
Total:	[redacted]	TZS

NB: This Payment order shall remain valid only until [redacted]**. Failure to comply you will have to re-submit all the documents.**

Payments Options

1. Through Direct Bank Deposits
Direct Bank Deposit can be made through any branch of CRDB /NMB Bank using Control Number: [redacted]

2. Payment to Government
Use AirTell Money / Tigopesa/ MPesa/ HalloPesa using Business No 001001 and Control Number: [redacted]

Njia za kulipia Huduma:

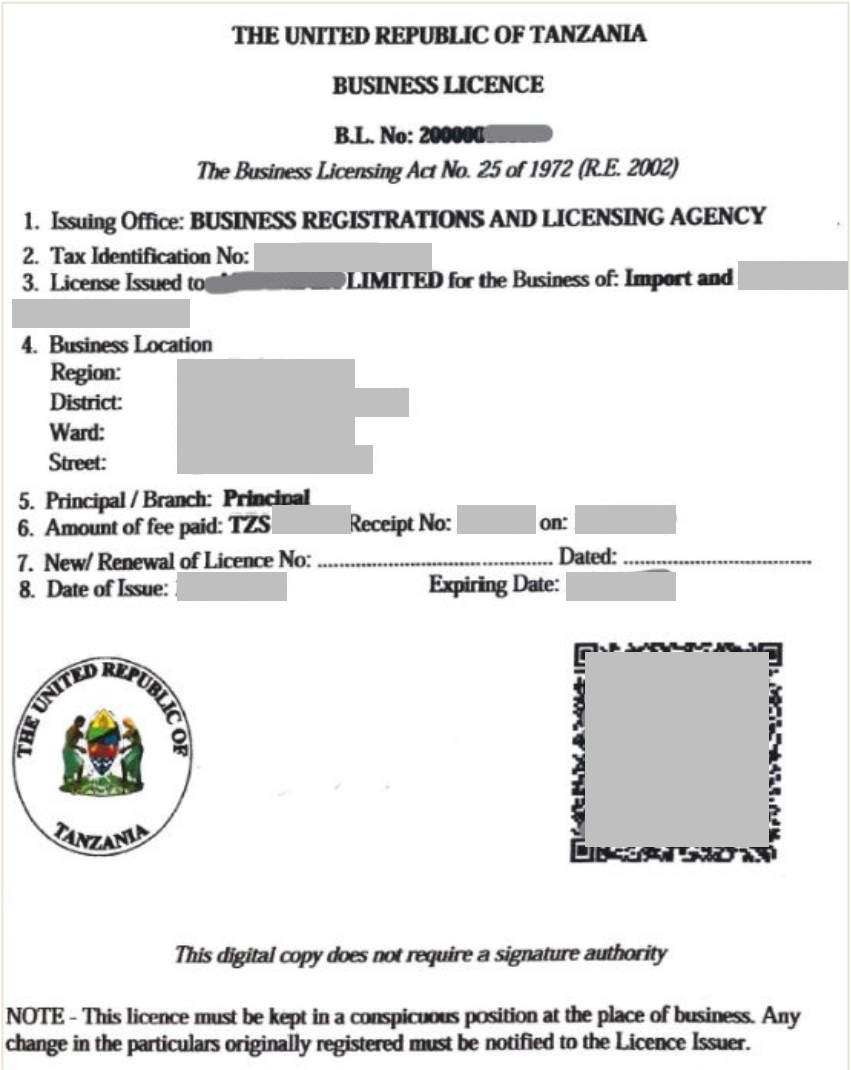
1. Kwa njia ya kuweka Fedha kwenye Tawi la Benki /Wakala wa Benki
Nenda kwenye Tawi lolote la Benki / Wakala wa Benki ya CRDB /NMB kwa kutumia Namba ya

ANNEX 2.

Step-by-step process to obtain a business licence

Step 7: Download the Licence

Finally, once your payment is verified, you will be able to download your business licence from the portal by going to My Dashboard > My Licences.



THE UNITED REPUBLIC OF TANZANIA

BUSINESS LICENCE

B.L. No: 200000[redacted]

The Business Licensing Act No. 25 of 1972 (R.E. 2002)

1. Issuing Office: **BUSINESS REGISTRATIONS AND LICENSING AGENCY**
2. Tax Identification No: [redacted]
3. License Issued to [redacted] **LIMITED** for the Business of: **Import and** [redacted]
4. Business Location
   Region: [redacted]
   District: [redacted]
   Ward: [redacted]
   Street: [redacted]
5. Principal / Branch: **Principal**
6. Amount of fee paid: **TZS** [redacted] Receipt No: [redacted] on: [redacted]
7. New/ Renewal of Licence No: ..... Dated: .....
8. Date of Issue: [redacted] Expiring Date: [redacted]

THE UNITED REPUBLIC OF TANZANIA

This digital copy does not require a signature authority

NOTE - This licence must be kept in a conspicuous position at the place of business. Any change in the particulars originally registered must be notified to the Licence Issuer.

ANNEX 2.

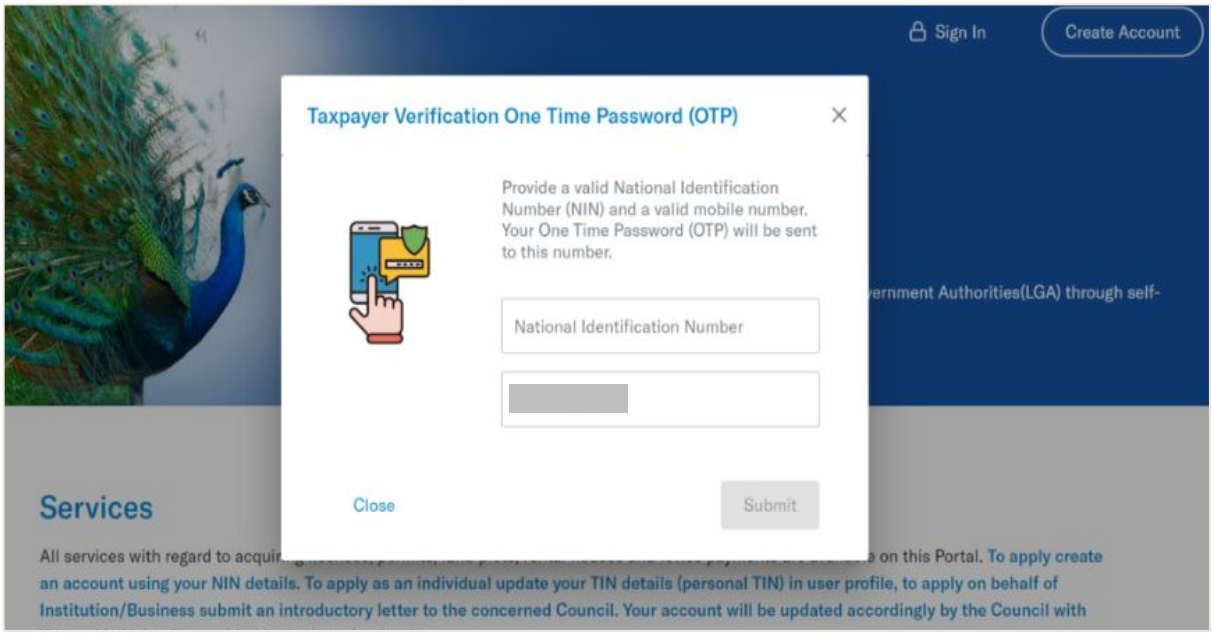
Step-by-step process to obtain a business licence

B. Procedures for class B Business License

The following steps are followed when applying for business licence for class B licence:

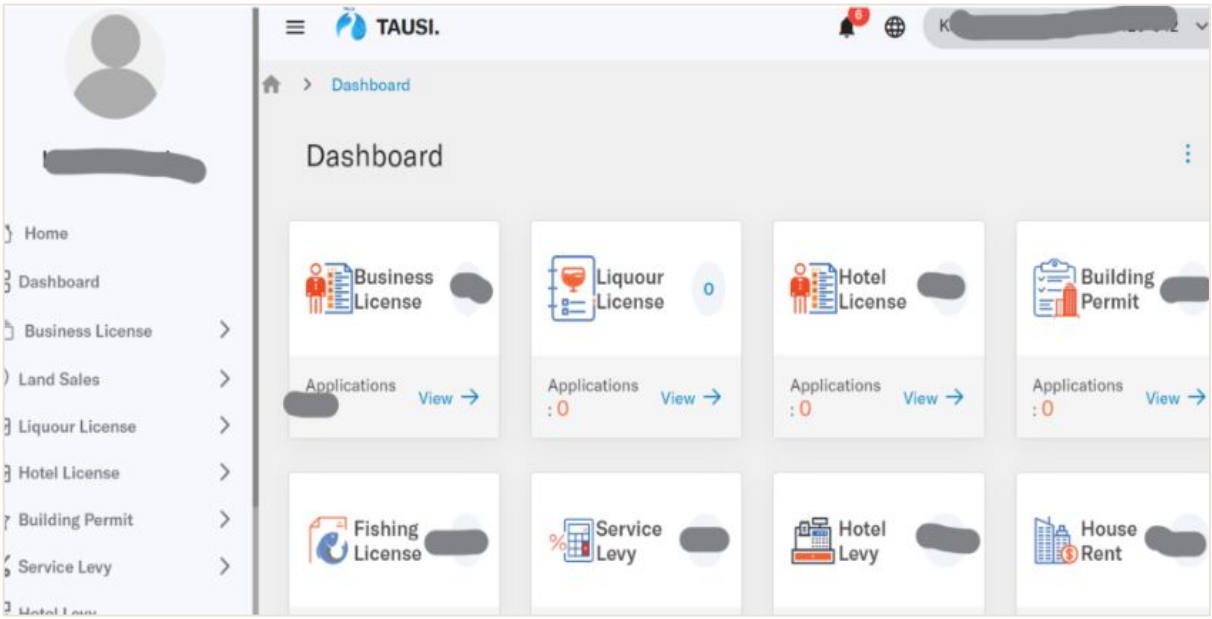
Step 1: To Visit TAUSI portal

An applicant has to register with the TAUSI Portal to create an account for an online Business Licence class B application at https://tausi.tamisemi.go.tz./#/welcome. Two things are needed to create an account, namely the National Identification Number (NIN) and a phone number. It is advisable to use a computer rather than a mobile phone. Open your browser (Chrome recommended).



Step 3: To log in to the portal

After creating an account, then you can proceed to log in into the account to access the form.

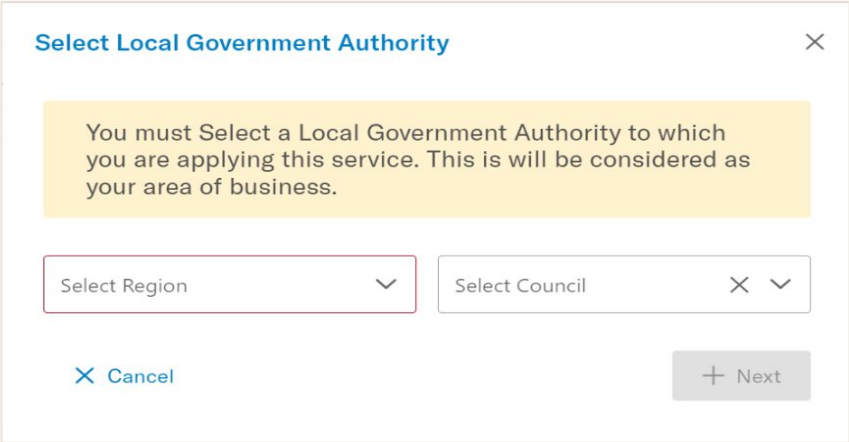


ANNEX 2.

Step-by-step process to obtain a business licence

Step 4: To fill in the application form

After logging in you are expected to click on the application to access the application form to fill the details. The applicant is expected to select the local government authority to which he/she is applying for the service which will be considered as the applicants' area of business.

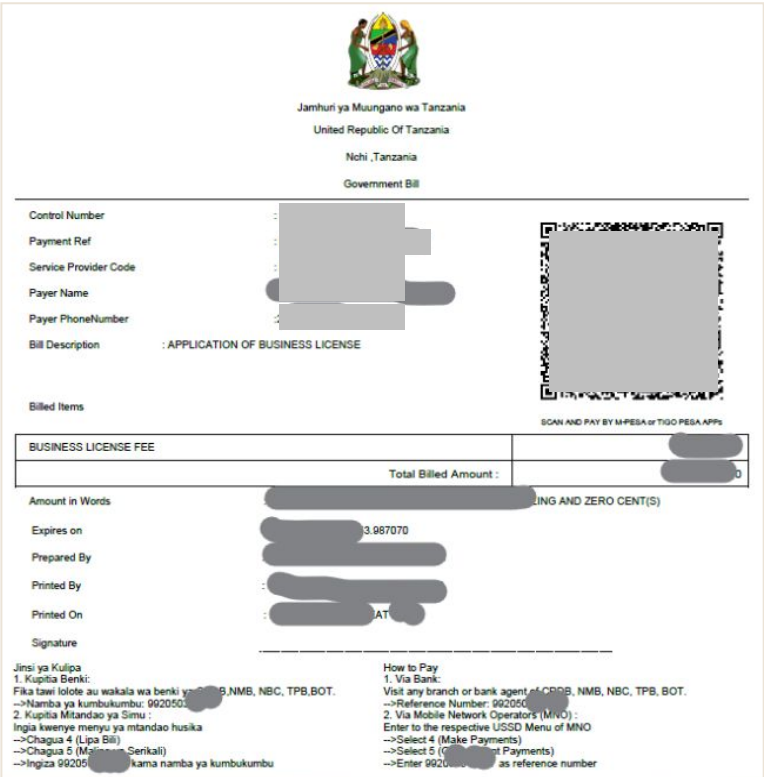


Step 5: To upload required attachment

The attachments required to be uploaded include TIN certificate, tax clearance certificate and Lease agreement.

Step 6: Get and pay licence fee

Once the application form has been checked by the Licensing Officer, you will be asked to pay the invoice. The licence will then be available for download after verification by the Licensing Officer.



Jamhuri ya Muungano wa Tanzania
United Republic Of Tanzania
Nchi ,Tanzania
Government Bill

Control Number
Payment Ref
Service Provider Code
Payer Name
Payer PhoneNumber
Bill Description : APPLICATION OF BUSINESS LICENSE

Billed Items

SCAN AND PAY BY M-PESA or TIGO PESA APPs

BUSINESS LICENSE FEE	
Total Billed Amount :	

Amount in Words
Expires on
Prepared By
Printed By
Printed On
Signature

Jinsi ya Kulipa
1. Kupitia Benki:
Fika tawi lolote au wakala wa benki y NMB, NBC, TPB,BOT.
-->Namba ya kumbukumbu:
2. Kupitia Mitandao ya Simu :
Ingia kwenye menyu ya mtandao husika
-->Chagua 4 (Lipa Bili)
-->Chagua 5 (Malipo Serikali)
-->Ingiza kama namba ya kumbukumbu

How to Pay
1. Via Bank:
Visit any branch or bank agent of CRDB, NMB, NBC, TPB, BOT.
-->Reference Number:
2. Via Mobile Network Operator's (MNO) :
Enter to the respective USSD Menu of MNO
-->Select 4 (Make Payments)
-->Select 5 (Government Payments)
-->Enter as reference number

ANNEX 2.

Step-by-step process to obtain a business licence

Step 7: Download the licence

The licence will be ready for download, since it is a digital copy, it does not require a signature of authority. The licence must be kept in a conspicuous position at the place of business. Any change in the particulars originally registered must be notified to the licence issuer.

THE UNITED REPUBLIC OF TANZANIA

BUSINESS LICENCE

B.L. NO :

The Business Licensing Act (Act No. 25 of 1972)

Issuing Office: KINONDONI MUNICIPAL COUNCIL

Tax Identification No:

License Issued To : SE

for the Business of :

Business Location

Region : Dar es Salaam

Ward Kawe

Street Mb

Principal/Branch : PRINCIPAL

Amount of Fee Paid : .00

Date Of Issue: 0

Expiring Date :

This is Digital Copy does not require a signature of authority

NOTE - This license must be kept in a conspicuous position at the place of business. Any change in the particulars originally registered must be notified to the license Issuer

AMAHORO COALITION

ANNEX 3.
Succession Plan Form

SCHEDULE

THE UNITED REPUBLIC OF TANZANIA

SUCCESSION PLAN FORM

(Made under Regulation 6 (1))

Particulars of a Non-Citizen employee					Particulars of a local employee (designated to succeed the Non —Citizen)					Planned date of takeover	Comments if any
SN o	Name	Positio n	Qualifications		Name	Position	Qualificationtions				
			Education level	Area of specialization			Education level	Current area of specialization	Expected skills or area specialization		

Date:..... Signature and official Stamp of the Employer:.....