

UNITED REPUBLIC OF TANZANIA
MINISTRY OF NATURAL RESOURCES AND TOURISM



QUICK USER GUIDE

TORLIS
VER 1.0

PREPARED BY
ICT UNIT
MINISTRY OF NATURAL
RESOURCES AND TOURISM

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QUICK USER GUIDE

TOURISM REGISTRATION AND LICENSING SYSTEM (TORLIS)

1. INTRODUCTION

TORLIS – Tourism Registration and Licensing System is a database system for Registration of Tourism Operators and Licensing of Tourism Activities. The Tourism Act, No. 29 of 2008, requires that all Tourism business to be registered by the Director of Tourism and thereafter be Licensed. Any person or company, who owns, conducts or operate a tourism facility or activity and who provides or assist in providing in a tourism facility or activity must be registered and licensed to do so.

Therefore this system has been developed in order to simplify the process of Registration and Licensing of Tourism Operators as well as to facilitate better management of data and information related to Registration and Licensing of Tourism Operators.

For information and support please contact the Tourism Division, through dt@mnrt.go.tz, support@mnrt.go.tz

2. WHY THIS SYSTEM

This system has been designed to simplify the process of Registration and Licensing of Tourism Operators, as well as to facilitate proper handling and management of data and information related to Registration and Licensing of Tourism Operators. Currently Registration and Licensing is done through paper forms, which are processed in our offices in Dar es Salaam, Arusha and Iringa. Considering the size of our Country and inconveniences that operators can face during processing of Licenses from our offices, every time they need one; we decided to develop an online system which is simple and easy to use.

It should be noted that, the online system IS NOT the only way of processing Registrations and Licensing of Tourism Operators. Still you have an option of processing the same through our offices, in Arusha, Dar es Salaam and Mwanza.

3. CREATING YOUR ACCOUNT

Before you start using the system you will need to register and obtain a valid Username and Password. Once you have completed the registration of your account, the System Administrator will verify the information and either confirm or reject the registration. Once confirmed you will receive

an email containing your user name and password for the system. To register follow the following steps;

1. Open our website www.mnrt.go.tz
2. From ONLINE SERVICES section select Registration and Licensing of Tourism Operator
3. Select Register.
4. Fill the form as shown below

COMPANY REGISTRATION

Please use this form to add your particulars. After successful Registration you will receive official email with login credentials.

NOTE:
This is a one-time registration.

Business Name	<input type="text" value="MPINGO SAFARI LTD"/>
TIN	<input type="text" value="543-980-987"/>
E-mail	<input type="text" value="info@mpingosafari.co.tz"/>
Telephone	<input type="text" value="+255227987653"/>

5. Click on Save and Continue button and you will be direct to the window below.
6. Add users, who will be accessing your system. (You need at least one user) as below;

USER REGISTRATION

Please enter the names of people who will be using the system. Valid email address is mandatory as initial login details will be mailed automatically to users.

First Name	<input type="text" value="Joseph"/>
Last Name	<input type="text" value="Nyansiro"/>
User Location	<input type="text" value="Dares Salaam"/>
E-mail	<input type="text" value="jnyansiro@mpingosafari.co.tz"/>
User Name	<input type="text" value="jnyansiro"/>

7. Click create user, and then add another user. Repeat the process until all users have been added.
8. Once you have completed, the process, you will have to wait until System Administrator have confirmed. Your password will be sent through your email.

4. BEFORE YOU START

Before you starts filling in the information in the system you are advised to gather and consolidate all the information using the paper form. Download and print the paper form; fill all the information and then transfer them to system. Then prepare all the required attachments. Attachments must be scanned in PDF format and named with a relevant file name. Example a TIN certificate can be named as CompanyName_TIN.pdf. Please work hard to make sure that

you have all the necessary information as they appear in the paper form before you start filling the electronic form. The required attachments during Registration are:

1. VAT Certificate: File Name: CompanyName_VAT.pdf
2. TIN Certificate: File Name: CompanyName_TIN.pdf
3. Company Registration Certificate (BRELA): File Name: CompanyName_BRELA.pdf
4. Proof of Nationality e.g passport, work permit, National ID (For each share holder): File Name: CompanyName_NameOfShareHolder.pdf
5. IATA certificate (For Travel Agent): File Name: CompanyName_IATA.pdf
6. Lease Agreement (For each Accommodation facility); File Name: AccomodationFacilityName_LA.pdf
7. OSHA certificate (For each Accommodation facility); File Name: AccomodationFacilityName_OSHA.pdf
8. Insurance (For each Accommodation facility); File Name: AccomodationFacilityName_Insuarance.pdf
9. Environment Impact Assessment Certificate (For Accommodation Facility); File Name: AccomodationFacilityName_EIA.pdf

The required attachments during application for License are

1. Vehicle Registration Cards (For Tour Operators); File Name: VehicleRegistrationNumber.pdf
2. Vehicle inspection report, for each vehicle FileName: VehicleRegistrationNumber_InspectionReport.PDF e.g T310BBC_InspectionReport.pdf


5. LOGING IN THE SYSTEM

Once you have your username and password emailed to you and you have collected all the required information, then you can start using the system. Follow the following steps to Login in the system;

1. Go to the Ministry website www.mnrt.go.tz
2. In the right side bar of the website Select **Registration and Licensing of Tourism Operators** from ONLINE SERVICES Section
3. Click Login, the below window will appear. Enter your Username and Password and click on Login button.

TOURISM REGISTRATION & LICENSING SYSTEM (TORLIS)

v. 1.0.13



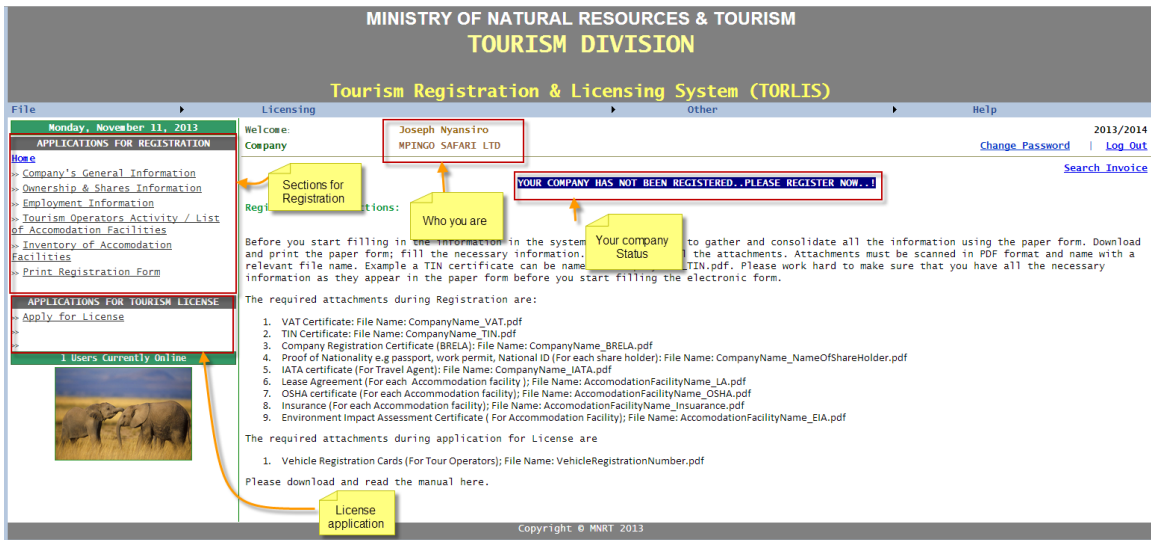
LOGIN

Username

Password

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4. Once login in the system homepage will appear as below.



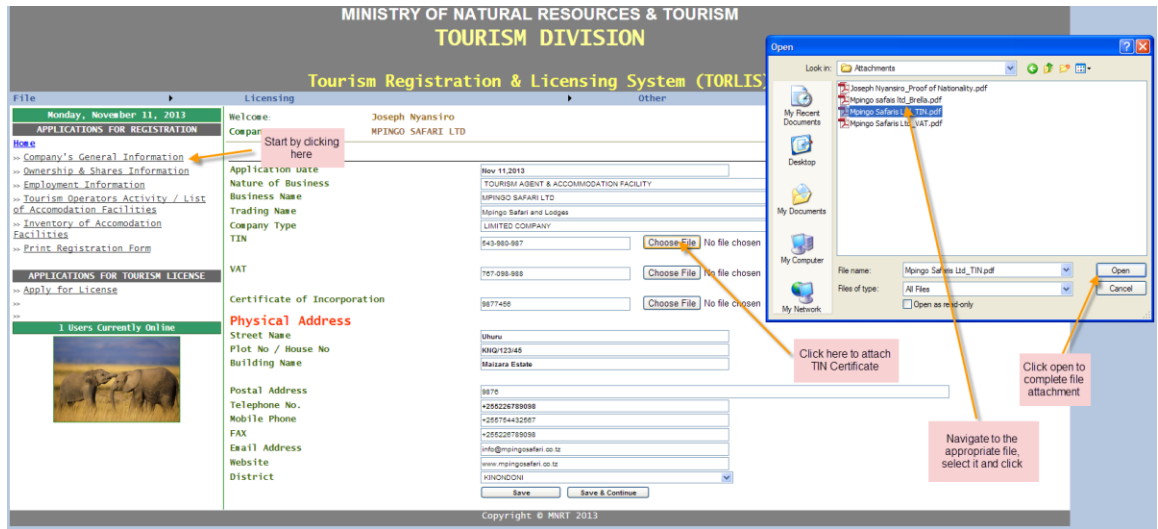
6. APPLYING FOR REGISTRATION

Once you have logged in the system successfully, then you are ready to start applying for registration. Before you start applying make sure you have all the information in and attachments with you. To facilitate quick processing of your application, make sure that you have completed your registration with all the required information correctly.

6.1 COMPANY'S GENERAL INFORMATION

Start your application for registration by clicking on Companies General Information Link.

1. Click on Companies General Information link in the APPLICATION FOR REGISTRATION Section.



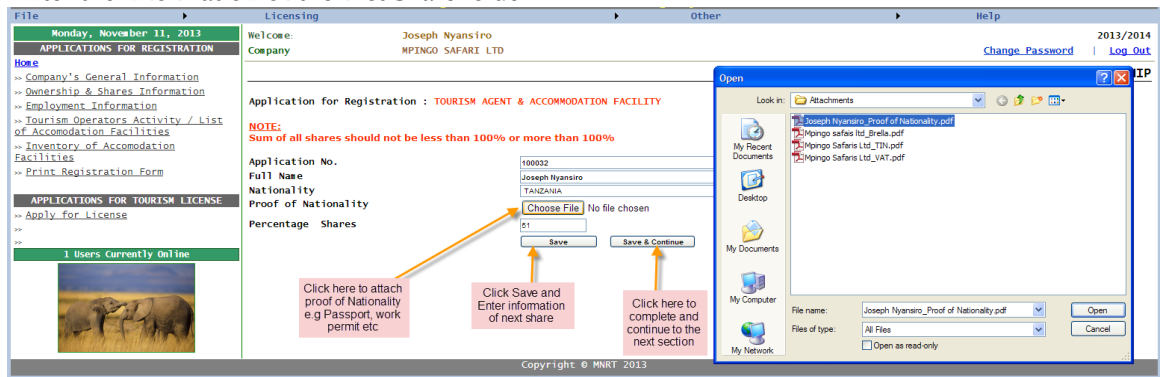
2. Enter the information in the appropriate fields as shown above.
3. Click on Choose file to attach the file. Navigate to the appropriate file, select it and click open to finish attachment.
4. Repeat the attachment process until all files have been attached.
5. Select SAVE to complete the general Information section, or select Save and Continue to continue to the next section.
6. Wait for the computer to save all the information. Depending on your internet speed, this process can time few minutes.

6.2 OWNERSHIP AND SHARE INFORMATION

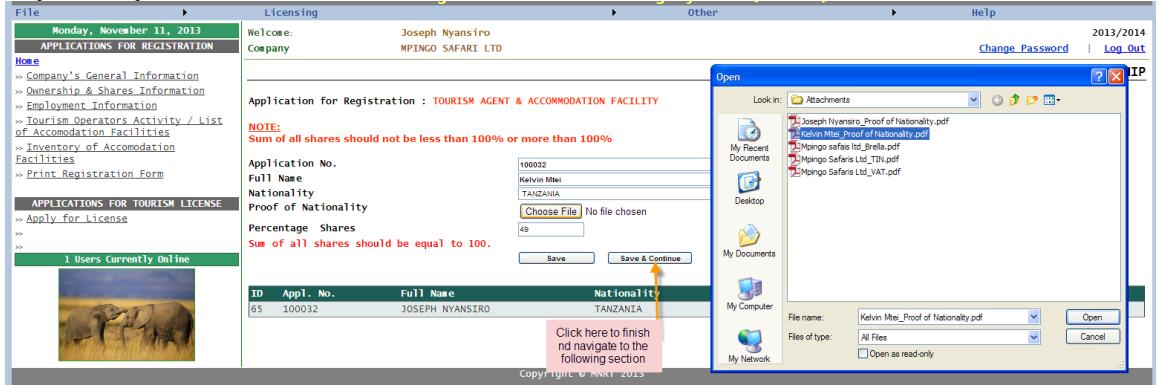
After Companies General information navigate to Ownership and Share Information. Assume you have below information as your share and ownership information

S/N	Name of share holder	Citizenship	Shares (%)
1	Joseph Nyansiro	Tanzanian	51
2	Kelvin Mtei	Tanzania	49

1. Enter the information of the first Shareholder



- Repeat the process for the next share holder until all shareholders have been added.



6.3 EMPLOYMENT INFORMATION

This section is aimed at collecting data about employment in the sector as well as the size of the company.

Assume the below employment information;

Education Level	Local Permanent		Local Temporary		Foreigners	
	Male	Female	Male	Female	Male	Female
Primary School	7	5				
Ordinary Secondary School			2	1		
Advanced Secondary School						
Vocational Certificate						
Technician Certificate						
Ordinary Diploma	5					
Advanced/ Higher Diploma	1	6			1	
Bachelor Degree						2
Master's Degree						
PhD						

To enter this information you will take the following procedures.

- Local Permanent:** There are 12 local permanent staff with primary education. 7 being males and 5 female. Enter this information as shown below and click save to enter another group.

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No.

Employee Group

Education Level

Males

Females

Click here to save the first group of employees

- Repeat for Ordinary Diploma. There are five local permanent employees with Ordinary Diploma all of them being male

COMPANY EMPLOYEE DETAILS

Application for Registration : TOURISM AGENT & ACCOMMODATION FACILITY

Application No.

Employee Group

Education Level

Males

Females

ID	Appl. No.	Employee Group	Education	Female	Male	
40	100032	LOCAL PERMANENT	PRIMARY EDUCATION CERTIFICATE	5	7	Delete

Click save to Enter another Group

- Now move to advanced/higher diploma Group. There is one male and and 6 Females.

COMPANY EMPLOYEE DETAILS

Application for Registration : TOURISM AGENT & ACCOMMODATION FACILITY

Application No.

Employee Group

Education Level

Males

Females

ID	Appl. No.	Employee Group	Education	Female	Male	
40	100032	LOCAL PERMANENT	PRIMARY EDUCATION CERTIFICATE	5	7	Delete
41	100032	LOCAL PERMANENT	ORDINARY DIPLOMA	0	5	Delete

Click save to enter another group

these are groups that have already been added

- Now we move to another group of Local temporary employees. There are 3 local temporary employee, all of them with Ordinary Secondary school education 2 being males and 1 female

COMPANY EMPLOYEE DETAILS

Application for Registration : TOURISM AGENT & ACCOMMODATION FACILITY

Application No.

Employee Group

Education Level

Males

Females

ID	Appl. No.	Employee Group	Education	Female	Male	
40	100032	LOCAL PERMANENT	PRIMARY EDUCATION CERTIFICATE	5	7	Delete
41	100032	LOCAL PERMANENT	ORDINARY DIPLOMA	0	5	Delete
42	100032	LOCAL PERMANENT	ADVANCED DIPLOMA	6	1	Delete

Click save

- We move to foreigners group. There is one male with Advanced diploma.

Application for Registration : TOURISM AGENT & ACCOMMODATION FACILITY

Application No.

Employee Group

Education Level

Males

Females

ID	Appl. No.	Employee Group	Education	Female	Male	
40	100032	LOCAL PERMANENT	PRIMARY EDUCATION CERTIFICATE	5	7	Delete
41	100032	LOCAL PERMANENT	ORDINARY DIPLOMA	0	5	Delete
42	100032	LOCAL PERMANENT	ADVANCED DIPLOMA	6	1	Delete
43	100032	LOCAL TEMPORARY	CERTIFICATE OF SECONDARY EDUCATION	1	2	Delete

Click Save

6. Lastly we have to enter Foreigners with Bachelor Degree.

Application for Registration : TOURISM AGENT & ACCOMMODATION FACILITY

Application No.

Employee Group

Education Level

Males

Females

ID	Appl. No.	Employee Group	Education	Female	Male	
40	100032	LOCAL PERMANENT	PRIMARY EDUCATION CERTIFICATE	5	7	Delete
41	100032	LOCAL PERMANENT	ORDINARY DIPLOMA	0	5	Delete
42	100032	LOCAL PERMANENT	ADVANCED DIPLOMA	6	1	Delete
43	100032	LOCAL TEMPORARY	CERTIFICATE OF SECONDARY EDUCATION	1	2	Delete
44	100032	FOREIGNERS	ADVANCED DIPLOMA	0	1	Delete

Click here to continue to next section

6.4 LIST OF ACTIVITIES AND ACCOMMODATION FACILITIES

You have to add each activity and/or accommodation facility that your company is running. Remember add that activities/accommodation facility which operates under the above Business name, TIN and VAT and have the same ownership and share structure as indicated above. Otherwise you have to add as a separate company.

Let Assume that Mpingo Safari LTD operates the following;

- i. A tour operator business in Iringa
- ii. A tented camp in Selous Game Reserve
- iii. A three star hotel in Arusha.

To add these activities you will follow the following procedures;

- i. A tour operator business in iringa

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No: 100032
 Type of Establishment: TOUR OPERATOR
 Trading Name: Mpingo Safaris
 Location: Iringa
 Address: Usanga Street, P.O. Box 5785, Iringa, reservation@mpingosafari.co.tz

IATA Certificate: Choose File No file chosen
 Lease Agreement: Choose File No file chosen
 OSHA Certificate: Choose File No file chosen
 Insurance: Choose File No file chosen
 EIA Certificate: Choose File No file chosen

Save Save & Continue

click save and add another activity

ii. A tented Camp in Selous Game Reserve, called Mpingo Selous Camp

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No: 100032
 Type of Establishment: TENTED CAMP 1 STAR
 Trading Name: Mpingo Selous Camp
 Location: Selous Game Reserve
 Address: Selousmpingocamp@mpingosafaris.co.tz

IATA Certificate: Choose File No file chosen
 Lease Agreement: Choose File No file chosen
 OSHA Certificate: Choose File No file chosen
 Insurance: Choose File No file chosen
 EIA Certificate: Choose File No file chosen

Save Save & Continue

For accommodation Facility like tented camp/lodge/hotel etc you have to attach all these attachments, except IATA. Follow similar procedures explained above to attach the documents

ID	Registration ID	Activity/Establishment Type	Name	Location	EIA	OSHA	Lease	Insurance	Delete
75	100032	TOUR OPERATOR	MPINGO SAFARIS	IRINGA	EIA	OSHA	Lease	Insurance	Delete

iii. Lastly a three start hotel in Arusha, called Mpingo hitel

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No: 100032
 Type of Establishment: TOWN HOTEL 3 STAR
 Trading Name: Mpingo Hitel
 Location: Arusha
 Address: hotel@mpingo.co.tz

IATA Certificate: Choose File No file chosen
 Lease Agreement: Choose File Mpingo saf...eement.pdf
 OSHA Certificate: Choose File Mpingo Saf..._OSHA.pdf
 Insurance: Choose File Mpingo saf...arance.pdf
 EIA Certificate: Choose File Mpingo safari_ EIA.pdf

Save Save & Continue

since this is the last activity i will click save and continue.

ID	Registration ID	Activity/Establishment Type	Name	Location	EIA	OSHA	Lease	Insurance	Delete
75	100032	TOUR OPERATOR	MPINGO SAFARIS	IRINGA	EIA	OSHA	Lease	Insurance	Delete
76	100032	TENTED CAMP 1 STAR	MPINGO SELOUS CAMP	SELOUS GAME RESERVE	EIA	OSHA	Lease	Insurance	Delete

6.5 INVENTORY OF ACCOMMODATION FACILITIES

Lastly for each accommodation facility listed above you have to indicate number and capacity of various services.

Example in this example we have two accommodation Facilities, Mpingo Selous Camp and Mpingo Hotel. I will first add services, for Mpingo Selous camp and then add for Mpingo hotel.

1. Add rooms/tents

COMPANY INVENTORY OF SERVICES

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No. 100032
Name of Establishment MPINGO SELOUS CAMP
Service Type ROOMS
Number available 12
Capacity 20

Save Save & Continue

Total capacity

Save to add Rooms

2. Add bars

COMPANY INVENTORY OF SERVICES

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No. 100032
Name of Establishment MPINGO SELOUS CAMP
Service Type BARS
Number available 1
Capacity 30

Save Save & Continue

ID	Appl. No.	Establishment Name	Service Type	Number Available	Capacity	Delete
32	100032	MPINGO SELOUS CAMP	ROOMS	12	20	Delete

Click save to add bars

3. Continue to add all the services available.

4. Move to second Accommodation and add all the services available. Repeat the process for all accommodation facility.

Application for Registration : **TOURISM AGENT & ACCOMMODATION FACILITY**

Application No.
 Name of Establishment
 Service Type
 Number available
 Capacity

ID	Appl. No.	Establishment Name	Service Type	Number Available	Capacity	
32	100032	MPINGO SELOUS CAMP	ROOMS	12	20	Delete
33	100032	MPINGO SELOUS CAMP	BARS	1	30	Delete
34	100032	MPINGO HITEL	ROOMS	60	90	Delete

Click save and add another service


6.6 PRINT REGISTRATION FORM

The last step is to print the Registration form. Before you print registration form you have to cross check all the information to make sure that they are correct. Once you have printed the Registration form you will not be able to edit anything.

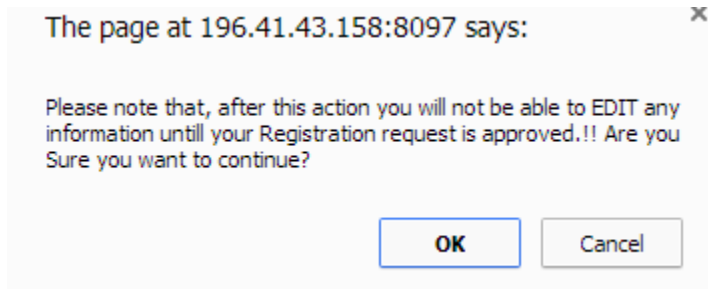
1. To edit your information Click on Company's General Information link and click on Get application details.

The screenshot shows a web application interface for registration. On the left, a navigation menu includes 'Company's General Information', 'Ownership & Shares Information', 'Employment Information', 'Tourism Operators Activity / List of Accommodation Facilities', 'Inventory of Accommodation Facilities', and 'Print Registration Form'. The main area displays the 'COMPANY DETAILS' for 'MPINGO SAFARI LTD'. Fields include: Registration ID (100032), Application Date (Nov 11, 2013), Nature of Business (TOURISM AGENT & ACCOMMODATION FACILITY), Business Name (MPINGO SAFARI LTD), Trading Name (MPINGO SAFARI AND LODGES), Company Type (LIMITED COMPANY), TIN (543-980-987), VAT (767-099-988), BRELA Reg No (9877400), Physical Address (UHURU, H/O 123/45 MAIZARA ESTATE), Postal Address (9876), Telephone No (+255228789098), Mobile Phone (+255754432057), FAX (+255228789098), Email Address (info@mpingosafari.co.tz), Website (WWW.MPINGOSAFARI.CO.TZ), and District (KINONDONI). A 'Get Application Details' button is highlighted with a red box and an arrow pointing to it from the text 'then here'. The bottom of the page shows 'Save and Continue' and 'Cancel Application' buttons, and a copyright notice for MNRT 2013.

2. Continue and verify/edit the information accordingly.
3. To print Application for registration forms click on Print Registration Form

Monday, November 11, 2013		Welcome: Joseph Nyansiro	
APPLICATIONS FOR REGISTRATION		Company: MPINGO SAFARI LTD	
Home >> Company's General Information >> Ownership & Shares Information >> Employment Information >> Tourism Operators Activity / List of Accomodation Facilities >> Inventory of Accomodation Facilities >> Print Registration Form		Registration ID 100032 Application Date Nov 11,2013 Nature of Business TOURISM AGENT & ACCOMMODATION FACILITY Business Name MPINGO SAFARI LTD Trading Name MPINGO SAFARI AND LODGES Company Type LIMITED COMPANY TIN 543-980-987 <input type="button" value="Choose File"/> No file c VAT 767-098-988 <input type="button" value="Choose File"/> No file c BRELA Reg N 9877456 <input type="button" value="Choose File"/> No file c Physical Address UHURU KNQ/123/45 MAIZARA ESTATE Postal Address 9876 Telephone No. +255226789098 Mobile Phone +255754432567 FAX +255226789098 Email Address info@mpingosafari.co.tz Website WWW.MPINGOSAFARI.CO.TZ District KINONDONI	
APPLICATIONS FOR TOURISM LICENSE >> Apply for License >> >>		<input type="button" value="Save and Continue"/> <input type="button" value="Cancel Application"/>	
1 Users Currently Online			
			

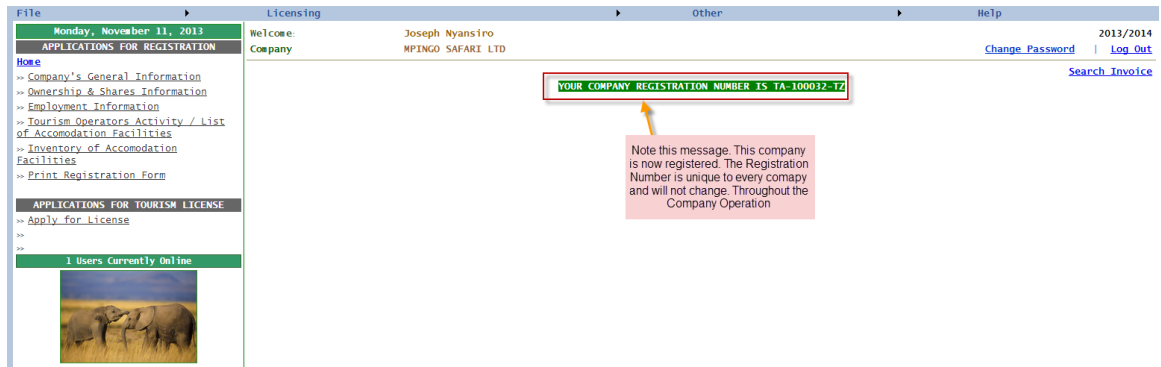
- You will receive the following pop-up message to remind you that once you have printed the form you will no longer be able to edit any information



- Print and send the registration form to
 Director of Tourism
 Ministry of Natural Resources and Tourism
 P.o Box 9372
 Dar es Salaam
 Tanzania.
- By Now you will have completed all the required steps for registration. You have to wait and you will be notified by email once your application for registration have been approved.

7. APPLYING FOR LICENSE

Once your registration has been approved you will be notified and you can proceed to apply for License. You will require a license for each activity and accommodation facility operated under your company.



1. To apply for License click on apply for License
2. In our example we have one activity which is TOUR OPERATOR and two accommodation Facility – Tented Camp and Hotel
3. I will apply for Tour operator first

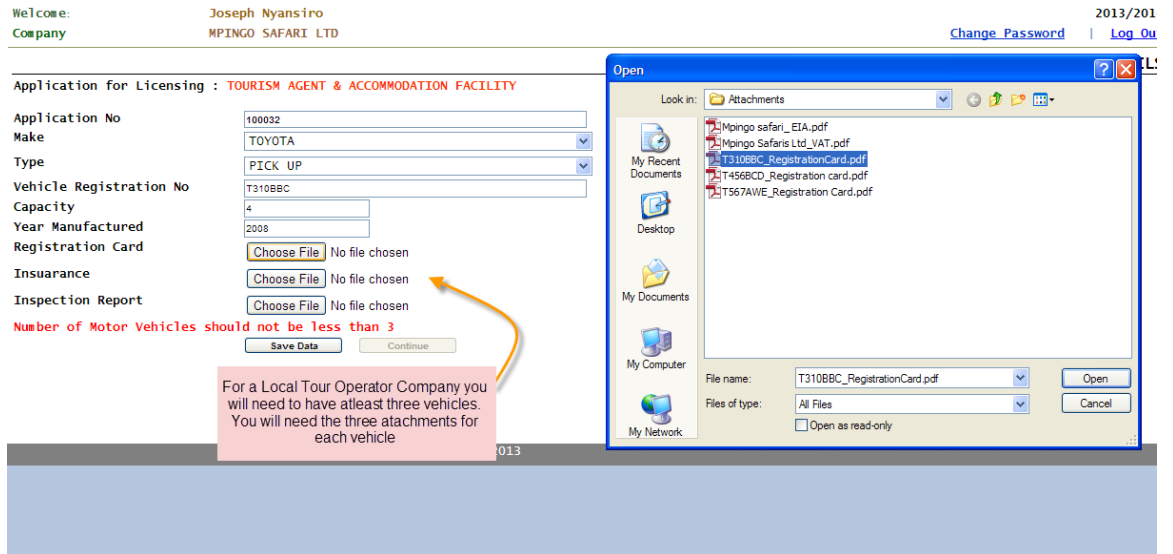
LICENCE APPLICATION - ACTIVITY DETAILS

Registration No	Business Name	Registration Type	Date Registered
TA-100032-TZ	MPINGO SAFARI LTD	TOURISM AGENT & ACCOMMODATION FACILITY	Nov 11, 2013

Registration ID	<input type="text" value="100032"/>
Business Category	<input type="text" value="TOURISM AGENT & ACCOMMODATION FACILITY"/>
Activity / Establishment	<input type="text" value="TOUR OPERATOR"/>
Establishment Name	<input type="text" value="MPINGO SAFARIS"/>
Year Applied	<input type="text" value="2014"/>

save and add another activity/acc facility

4. A tour operator need to have vehicles. You will be notified to add vehicle. Add one vehicle after another and click save data.



5. Add another activity/facility you wish to apply for License.
6. Once done click finish.
7. Wait and You will be contacted by a tourism Officer