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IT is hereby notified that the Minister of Transport and Infrastructural Development has, in terms of section 52 of the Road Motor Transportation Act [*Chapter 13:15*], made the following regulations:—

PART I

PRELIMINARY

Title

1. These regulations may be cited as the Road Motor Transportation (E-hailing Services) Regulations, 2026.

Interpretation

2. (1) In these regulations—

"accredited platform provider" means an e-hailing platform provider that holds a valid certificate of accreditation;

"Act" means the Road Motor Transportation Act [*Chapter 13:15*];

"certificate of accreditation" means a certificate of accreditation issued in terms of section 7;

"Commissioner"

"Commissioner-General" means the Commissioner-General of the Zimbabwe Revenue Authority appointed in terms of the Revenue Authority Act [*Chapter 23:11*];

"Data Protection Authority" means the Postal and Telecommunications Regulatory Authority of Zimbabwe acting as the Data Protection Authority in terms of the Cyber and Data Protection Act [*Chapter 12:07*];

"driver's licence" means a driver's licence issued or deemed to have been issued in terms of the Road Traffic Act [*Chapter 13:11*];

"e-hailing driver" means an individual who drives an e-hailing vehicle for the purpose of providing an e-hailing service;

"e-hailing driver's permit" means a permit issued in terms of section 15;

"e-hailing identification disc" means a disc issued in terms of section 13;

"e-hailing platform" means any software application, website, electronic system or other technology, by whatever name called, by means of which a passenger is enabled to request, book or pay for the carriage of passengers in a motor vehicle for hire or reward and by means of which that request is matched with or allocated to a driver, whether the matching or allocation is effected automatically, by algorithm, by bidding, by offer and acceptance or otherwise;

"e-hailing platform provider" means a person who owns, operates, controls or makes available an e-hailing platform to persons in Zimbabwe, whether or not that person is resident or incorporated in Zimbabwe, and includes the local representative of such a person;

"e-hailing service" means the passenger transport service prescribed in section 3(1);

"e-hailing trip" means a journey undertaken in the course of an e-hailing service, commencing when the e-hailing driver accepts a request made through an e-hailing platform and ending when the passenger alights and the trip is closed on the platform;

"e-hailing vehicle" means a vehicle prescribed in section 3(2);

"e-hailing vehicle operator" means a person who operates an e-hailing vehicle, whether as owner or otherwise, and who is the holder of an operator's licence endorsed in terms of section 11;

"fiscalised receipt" means a tax invoice, receipt or other document generated by or through a fiscal device or fiscalisation data management system in terms of the Value Added Tax Act [*Chapter 23:12*];

"local authority" means a municipal council, town council, local board or rural district council;

"local representative" means the company appointed as such in terms of section 6(3);

"passenger" means a person who requests, books or is conveyed on an e-hailing trip;

"Police Officer" means a member of the Zimbabwe Republic Police;

"presumptive tax" means presumptive tax chargeable in terms of the Income Tax Act [*Chapter 23:06*] upon the operators of taxicabs and other passenger transport vehicles;

"Public Service Vehicles Regulations" means the Road Motor Transportation (Public Service Vehicles) Regulations, 1998, published in Statutory Instrument 134 of 1998;

"safety response centre" means the centre established by an accredited platform provider in terms of section 21;

"trip data" means the particulars of an e-hailing trip specified in paragraph 2 of the Third Schedule;

"ZINARA" means the Zimbabwe National Road Administration established in terms of the Roads Act [*Chapter 13:18*];

"Zimbabwe Revenue Authority" means the Zimbabwe Revenue Authority established in terms of the Revenue Authority Act [*Chapter 23:11*].

(2) An e-hailing platform shall be deemed to be made available to persons in Zimbabwe if it is accessible to, or may be used by, passengers in Zimbabwe for the purpose of booking an e-hailing trip that commences in Zimbabwe, regardless of where the platform is hosted or the provider is resident.

Prescribed passenger transport service and prescribed vehicle

3. (1) For the purposes of the definition of "passenger transport service" in section 2 of the Act, the carriage of passengers for hire or reward in a motor vehicle, where the carriage is requested, booked, allocated or paid for by means of an e-hailing platform, is hereby prescribed as a passenger transport service.

(2) For the purposes of paragraph (e) of the definition of "vehicle" in section 2 of the Act, a motor vehicle having seating accommodation for not more than seven passengers, excluding the driver, which is used or intended to be used for an e-hailing service, is hereby prescribed as a vehicle.

(3) Without derogation from the definition of "taxicab" in section 2 of the Act, an e-hailing vehicle shall be treated as an unmetered taxicab for the purposes of the Act and the Public Service Vehicles Regulations, which shall apply to e-hailing services subject to these regulations.

(4) In the event of any inconsistency between these regulations and the Public Service Vehicles Regulations in relation to an e-hailing service, these regulations shall prevail.

Include provisions for good vehicles and include motorcycle provisions for good only.

Application

4. (1) These regulations apply to every e-hailing platform provider, e-hailing vehicle operator, e-hailing driver and passenger in respect of e-hailing trips commencing in Zimbabwe.

(2) These regulations shall not apply to—

(a) the carriage of passengers in a metered or unmetered taxicab which is not requested, booked, allocated or paid for by means of an e-hailing platform;

(b) an organised tour or safari;

(c) an arrangement under which the driver of a private motor vehicle conveys passengers on a journey which the driver would in any event undertake, where the only consideration received does not exceed the passengers' proportionate share of the running costs of the journey; and

PART II

ACCREDITATION OF E-HAILING PLATFORM PROVIDERS

Prohibition of unaccredited e-hailing platforms

5. (1) No person shall make available an e-hailing platform to persons in Zimbabwe, or hold himself or herself out as providing an e-hailing platform in Zimbabwe, unless he or she is the holder of a valid certificate of accreditation.

(2) No person shall advertise or promote, within Zimbabwe, an e-hailing platform whose provider is not an accredited platform provider.

(3) No e-hailing vehicle operator or e-hailing driver shall provide an e-hailing service by means of an e-hailing platform whose provider is not an accredited platform provider.

(4) *Penalty provision*

Application for accreditation

6. (1) An application for a certificate of accreditation shall be made to the Commissioner in Form RT14 specified in the First Schedule and shall be accompanied by a fee specified in the Second Schedule.

(2) An application in terms of subsection (1) shall be made by—

(a) a company incorporated in Zimbabwe in terms of the Companies and Other Business Entities Act [*Chapter 24:31*]; or

(b) a company incorporated outside Zimbabwe which is registered as a foreign company in terms of the Companies and Other Business Entities Act [*Chapter 24:31*] and which has appointed a local representative in terms of subsection (3).

(3) An applicant referred to in subsection (2)(b) shall appoint, as its local representative, a company incorporated in Zimbabwe which maintains a physical office in Zimbabwe and which shall be jointly and severally liable with the applicant for the performance of the obligations imposed on the accredited platform provider by these regulations.

(4) Every application shall be accompanied by—

(a) the applicant's certificate of incorporation or registration, memorandum and articles of association or other constitutive documents, and the full names, addresses and identification particulars of its directors, and of every person who is a beneficial owner of the applicant within the meaning of the Money Laundering and Proceeds of Crime Act [*Chapter 9:24*];

(b) the physical address of the applicant's principal office in Zimbabwe, or that of its local representative, and the name and contact particulars of the officer responsible for compliance with these regulations;

(c) proof of the applicant's registration with the Zimbabwe Revenue Authority, including its business partner number and, where the applicant is required to be registered for value added tax, its value added tax registration certificate, together with a valid tax clearance certificate;

(d) proof that the applicant holds a licence as a data controller issued by the Data Protection Authority in terms of the Cyber and Data Protection Act [*Chapter 12:07];*

(e) a description of the e-hailing platform, its operating system requirements, the location of its servers and data-processing facilities, and the means by which it complies with the Fourth Schedule;

(f) an information security assessment of the e-hailing platform conducted not more than six months before the date of the application by an independent assessor approved by the Commissioner;

(g) the standard terms and conditions on which the applicant contracts with e-hailing vehicle operators, e-hailing drivers and passengers;

(h) the methodology by which fares are calculated, including any dynamic or surge pricing, and the rate of commission and all other charges levied on e-hailing vehicle operators or e-hailing drivers;

(i) the applicant's procedures for handling complaints from passengers, e-hailing vehicle operators and e-hailing drivers;

~~(j) proof of public liability insurance cover in respect of the operation of the e-hailing platform in an amount not less than [US$_____] ; and~~

(k) such other information as the Commissioner may reasonably require for the purpose of determining the application.

~~(5) The Commissioner shall, before determining an application, consult the Commissioner-General, Minister of Local Government and Public Works, the Commissioner-General of Police, the Data Protection Authority and ZINARA, each of whom shall furnish any comments within fourteen days of being requested to do so, failing which the Commissioner may determine the application without such comments.~~

Grant or refusal of accreditation

7. (1) The Commissioner shall, within thirty days of receipt of a complete application in terms of section 6, grant or refuse the application.

(2) The Commissioner shall refuse an application if—

(a) the applicant has failed to comply with section 6;

(b) the e-hailing platform does not comply with the Fourth Schedule;

(c) the applicant is not tax compliant, or does not hold a valid licence as a data controller in terms of the Cyber and Data Protection Act [*Chapter 12:07*]; or

(d) any director or beneficial owner of the applicant has, within the preceding five years, been convicted in Zimbabwe or elsewhere of an offence involving fraud, dishonesty, money laundering, terrorist financing, corruption or violence and sentenced to imprisonment without the option of a fine, or is disqualified from acting as a director in terms of any law.

(3) Where the Commissioner grants an application, he or she shall, upon payment of the fee specified in the Second Schedule, issue a certificate of accreditation to the applicant subject to the conditions specified in section 9 and such additional conditions as the Commissioner may specify in the certificate.

(4) Where the Commissioner refuses an application, he or she shall notify the applicant in writing of the refusal and of the reasons therefor.

Duration, renewal and non-transferability of certificate of accreditation

8. (1) A certificate of accreditation shall be valid for a period of three years from the date of its issue, unless it is sooner suspended or cancelled in terms of section 10.

(2) An application for the renewal of a certificate of accreditation shall be made not less than ninety days before its expiry and sections 6 and 7 shall apply, with such changes as may be necessary, to such an application.

(3) A certificate of accreditation shall not be transferable.

(4) An accredited platform provider shall not, without the prior written approval of the Commissioner, effect or permit any change of control of the accredited platform provider or of its local representative, and shall notify the Commissioner in writing within fourteen days of any change in its directors, beneficial owners, principal office or compliance officer.

(5) For the purposes of subsection (4), "change of control" means the acquisition by any person, alone or together with his or her associates, of more than fifty per centum of the shares or voting rights in the accredited platform provider or its local representative, or of the right to appoint a majority of its directors.

Conditions of accreditation

9. It shall be a condition of every certificate of accreditation that the accredited platform provider shall—

(a) comply with the Act, these regulations, the Cyber and Data Protection Act [*Chapter 12:07*] and the laws relating to taxation;

(b) at all times maintain a physical office in Zimbabwe, whether its own or that of its local representative, at which documents may be served and records inspected;

(c) permit only e-hailing vehicle operators, e-hailing drivers and e-hailing vehicles that comply with these regulations to provide e-hailing services by means of its e-hailing platform;

(d) maintain the safety and security features specified in the Fourth Schedule and operate a safety response centre in accordance with section 21;

(e) furnish returns, and afford electronic access to trip data, in accordance with Part VII;

(f) display its certificate of accreditation number prominently on the e-hailing platform and in all its advertising in Zimbabwe;

(g) cause an information security assessment of the e-hailing platform to be conducted annually by an independent assessor approved by the Commissioner and lodge a copy of the report with the Commissioner within thirty days of its completion;

(h) notify the Commissioner and the Data Protection Authority of any breach of the security of the e-hailing platform or of any personal information processed by it within seventy-two hours of becoming aware of the breach; and

(i) comply with any additional conditions specified in the certificate of accreditation.

Suspension and cancellation of certificate of accreditation

10. (1) Subject to section 38, the Commissioner may suspend or cancel a certificate of accreditation if the accredited platform provider—

(a) obtained the certificate through fraud, misrepresentation or the non-disclosure of a material fact;

(b) has contravened any condition of the certificate or any provision of the Act or these regulations;

(c) has failed, after written notice from the Commissioner-General, to rectify its non-compliance with any law relating to taxation within the period specified in the notice;

(d) has failed to remit any road user charge in terms of section 29;

(e) no longer holds a valid licence as a data controller; or

(f) has been placed under liquidation, judicial management or corporate rescue, or any analogous proceedings.

(2) Notwithstanding section 38, where the Commissioner has reasonable grounds to believe that the continued operation of an e-hailing platform poses an imminent danger to the safety or security of passengers, drivers or the public, he or she may, by written notice, summarily suspend the certificate of accreditation for a period not exceeding thirty days, and shall afford the accredited platform provider an opportunity to make representations within that period before taking any further action.

(3) Upon the suspension or cancellation of a certificate of accreditation, the platform provider concerned shall forthwith cease to make its e-hailing platform available for the booking of e-hailing trips in Zimbabwe and shall notify all e-hailing drivers and passengers registered on the platform accordingly, but shall continue to preserve all records and trip data in accordance with section 22.

PART III

E-HAILING VEHICLE OPERATORS AND E-HAILING VEHICLES

Operator's licence endorsed for e-hailing service

11. (1) No person shall operate an e-hailing service unless he or she is the holder of an operator's licence issued in terms of section 7 of the Act which is endorsed by the Commissioner as authorising the operation of an e-hailing service, and which specifies each e-hailing vehicle by which the service may be operated.

(2) An application for an operator's licence, or for the endorsement of an existing operator's licence, for the purposes of subsection (1) shall be made in terms of section 8 of the Act and shall, in addition to the requirements of that section, be accompanied by—

(a) in respect of each vehicle to be used—

(i) the registration book and current vehicle licence issued in terms of the Vehicle Registration and Licensing Act [*Chapter 13:14*];

(ii) a valid certificate of fitness;

(iii) proof of insurance cover complying with section 12(1)(e);

(b) a valid tax clearance certificate or presumptive tax clearance certificate issued by the Commissioner-General in respect of the applicant;

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(c) the full names and e-hailing driver's permit numbers of the persons who will drive each vehicle, where known; and

(d) the fee specified in the First Schedule for each vehicle to be specified in the endorsement.

(3) Nothing in this section shall be construed as derogating from section 7 of the Act, and a person who operates an e-hailing service in contravention of subsection (1) shall be liable to prosecution in terms of section 7(2) of the Act. (*penalty*)

Requirements for e-hailing vehicles

12. (1) No e-hailing vehicle operator shall use or permit the use of a motor vehicle for an e-hailing service unless the vehicle—

(a) is registered and licensed in terms of the Vehicle Registration and Licensing Act [*Chapter 13:14*];

(b) is covered by a valid certificate of fitness issued not more than twelve months previously;

~~(c) was manufactured not more than 10 years before the date on which it is first specified in an endorsement in terms of section 11;~~

(d) has a functional seat belt for the driver and every passenger seat;

(e) is insured against third-party risks in terms of Part IV of the Road Traffic Act [*Chapter 13:11*] and, in addition, is covered by passenger liability insurance in an amount not less than [US$_____] per passenger;

(f) is not fitted with any window tinting or other material that obscures the view into the vehicle to an extent greater than is permitted by the Road Traffic Act [*Chapter 13:11*] or any regulations made thereunder;

(g) displays a valid e-hailing identification disc in accordance with section 13; and

(h) is equipped with, or connected through the e-hailing driver's device to, a satellite-based location tracking system which continuously transmits the vehicle's location to the accredited platform provider during every e-hailing trip.

Identification of e-hailing vehicles

13. (1) The Commissioner shall, upon endorsing an operator's licence in terms of section 11 and upon payment of the fee specified in the First Schedule, issue an e-hailing identification disc in respect of each e-hailing vehicle specified in the endorsement.

(2) An e-hailing identification disc shall be valid for twelve months, shall be specific to the vehicle in respect of which it is issued, and shall include—

(a) the registration number of the vehicle;

(b) the operator's licence number;

(c) the date of expiry of the disc; and

(d) a machine-readable code by means of which a police officer, inspecting officer or member of the public may verify the validity of the disc against the register kept in terms of section 37.

(3) Every e-hailing vehicle operator shall cause the e-hailing identification disc to be affixed to the inside of the front windscreen of the vehicle in a position where it is clearly visible from outside the vehicle.

(4) No person shall—

(a) display an e-hailing identification disc on a vehicle other than the vehicle in respect of which it was issued;

(b) display an e-hailing identification disc that has expired or has been cancelled; or

(c) deface, alter or tamper with an e-hailing identification disc.

(5) ~~An e-hailing vehicle operator shall surrender an e-hailing identification disc to the Commissioner within seven days of the cancellation or expiry of the endorsement of his or her operator's licence, or of the vehicle ceasing to be used for an e-hailing service.~~

(6) *(penalty)*

Duties of e-hailing vehicle operators

14. Every e-hailing vehicle operator shall—

(a) permit an e-hailing vehicle to be driven for the purpose of an e-hailing service only by an individual ~~who holds a valid e-hailing driver's permit and~~ who is registered on the e-hailing platform as the driver of that vehicle;

(b) where the e-hailing vehicle operator is not the driver of the vehicle, enter into a written agreement with each e-hailing driver setting out the terms on which the vehicle is made available to the driver;

(c) maintain a register of every e-hailing driver who drives the operator's e-hailing vehicles, showing the driver's full name, national identity number, license number, defensive driving certificate number ~~e-hailing driver's permit number~~ and the periods during which the driver is authorised to drive each vehicle, and retain such register for not less than six years;

(d) ensure that every e-hailing vehicle is maintained in a roadworthy condition and complies with section 12 at all times;

(e) register every e-hailing vehicle on each e-hailing platform by means of which it is used, and not permit a vehicle to be used by means of an e-hailing platform on which it is not so registered;

(f) notify the Commissioner and every accredited platform provider on whose platform the vehicle is registered, within forty-eight hours, of any change of driver, the sale or other disposal of the vehicle, any accident involving the vehicle resulting in death, injury or damage, and the theft or hijacking of the vehicle;

(g) pay the presumptive tax or other tax for which he or she is liable in respect of the e-hailing service and maintain a valid tax clearance certificate or presumptive tax clearance certificate; and

(h) pay the e-hailing road user charge in accordance with section 29.

PART IV

E-HAILING DRIVERS

E-hailing driver's permit

15. (1) No individual shall drive an e-hailing vehicle for the purpose of an e-hailing service unless he or she is the holder of a valid e-hailing driver's permit.

(2) An application for an e-hailing driver's permit shall be made to the Commissioner in such form as the Commissioner may approve and shall be accompanied by the fee specified in the First Schedule.

(3) The Commissioner shall issue an e-hailing driver's permit to an applicant who—

(a) has attained the age of twenty-one years;

(b) holds a valid driver's licence of the appropriate class, which he or she has held for a continuous period of not less than five years, and holds any licence, endorsement or certificate required in terms of the Road Traffic Act [*Chapter 13:11*] for the driving of a public service vehicle;

(c) holds a valid defensive driving certificate issued by the Traffic Safety Council of Zimbabwe;

(d) produces a certificate of medical fitness to drive issued by a registered medical practitioner not more than twelve months before the date of the application;

(e) is a citizen of Zimbabwe as defined in the Indigenisation and Economic Empowerment Act [*Chapte*r]; and

(4) The Commissioner shall determine an application within fourteen days of its receipt and, where he or she refuses the application, shall notify the applicant in writing of the refusal and of the reasons therefor.

(5) An e-hailing driver's permit shall—

(a) be personal to the holder and not be transferable;

(b) bear the holder's photograph, full name, permit number and date of expiry and a machine-readable verification code; and

(c) be valid for a period of two years, unless it is sooner suspended or cancelled.

(6) Subject to section 38, the Commissioner may suspend or cancel an e-hailing driver's permit if the holder—

(a) obtained the permit through fraud, misrepresentation or the non-disclosure of a material fact;

(b) ceases to satisfy any requirement of subsection (3);

(c) is convicted of an offence referred to in subsection (3)(f), or of an offence in terms of the Act or these regulations; or

(d) has, in the opinion of the Commissioner after considering any report made in terms of section 21, conducted himself or herself in a manner that endangers the safety of passengers or the public.

(7) The holder of an e-hailing driver's permit shall notify the Commissioner and every accredited platform provider on whose platform he or she is registered within seven days of being charged with or convicted of any offence referred to in subsection (3)(f), or of the suspension or cancellation of his or her driver's licence.

Align with S119 of 2023 and S168 OF 2006

Duties of e-hailing drivers

16. Every e-hailing driver shall—

(a) accept passengers only in response to a request made through an accredited platform provider's e-hailing platform, and shall not ply for hire on any road or at any taxi rank or other place, or accept any passenger who has not booked through the platform;

(b) drive for the purpose of an e-hailing service only the e-hailing vehicle in respect of which he or she is registered on the e-hailing platform;

(c) not permit any other person to use his or her e-hailing platform account, or to drive an e-hailing vehicle for the purpose of an e-hailing trip allocated to him or her;

(d) before commencing an e-hailing trip, confirm the identity of the passenger by means of the verification code or other method provided by the e-hailing platform;

(e) keep the e-hailing platform application active, and the location function of his or her device enabled, from the acceptance of a request until the close of the e-hailing trip;

(f) follow the route indicated by the e-hailing platform, unless the passenger requests otherwise or a deviation is necessary for reasons of safety or road conditions;

(g) not convey, during an e-hailing trip, any person other than the passenger or passengers booked on that trip, or more passengers than the number of seats in the vehicle;

(h) not demand or accept a fare in excess of that shown on the e-hailing platform, and not solicit or accept any booking or payment otherwise than through the e-hailing platform in respect of a passenger introduced by means of the platform;

(i) not refuse or cancel a trip on grounds of the passenger's race, tribe, place of birth, ethnic or social origin, sex, gender, disability or any other ground referred to in section 56(3) of the Constitution;

(j) carry his or her e-hailing driver's permit and produce it on demand to a police officer, an inspecting officer or a passenger;

(k) not drive while under the influence of alcohol or a drug; and

(l) report to the nearest police station and to the accredited platform provider, as soon as possible and in any event within twenty-four hours, any incident occurring during an e-hailing

trip which results in death, injury, assault, robbery, a sexual offence, hijacking or the abduction of any person.

PART V

PASSENGERS

Registration of passengers

17. (1) No accredited platform provider shall permit a person to request an e-hailing trip unless that person is registered on its e-hailing platform with—

(a) his or her full name;

(b) a mobile telephone number which has been registered in the name of that person in terms of the Postal and Telecommunications Act [*Chapter 12:05*] and verified by the accredited platform provider; and

(c) where the person wishes to pay for e-hailing trips in cash, or to request e-hailing trips commencing between [2100 hours and 0500 hours], his or her national identity number or passport number, verified by such means as the Commissioner may approve.

(2) A person under the age of eighteen years shall not be registered as a passenger, but may be conveyed on an e-hailing trip booked by a registered passenger who has attained that age and who shall be responsible for the conduct of and payment for that trip.

Duties of passengers

18. No passenger shall—

(a) register on an e-hailing platform using false particulars, or use another person's e-hailing platform account without that person's consent;

(b) fail or refuse to pay the fare shown on the e-hailing platform in respect of an e-hailing trip completed in accordance with his or her request;

(c) wilfully damage or soil an e-hailing vehicle;

(d) carry in an e-hailing vehicle any explosive, firearm (other than a firearm lawfully carried in accordance with the Firearms Act [Chapter 10:09]), dangerous goods or any article the possession of which is unlawful; or

(e) fail to comply with any lawful direction of the e-hailing driver given in the interests of the safety of the vehicle or its occupants.

PART VI

SAFETY AND SECURITY

Onboarding and continuous verification by accredited platform provider

19. (1) An accredited platform provider shall not activate on its e-hailing platform any e-hailing driver or e-hailing vehicle unless it has verified—

(a) in the case of the driver, that he or she holds a valid e-hailing driver's permit, by reference to the register kept in terms of section 37, and that his or her facial image corresponds with the photograph on the permit; and

(b) in the case of the vehicle, that the operator's licence is endorsed in terms of section 11 in respect of the vehicle, that a valid e-hailing identification disc, vehicle licence, certificate of fitness and

insurance cover complying with section 12(1)(e) are in force, and that the e-hailing vehicle operator holds a valid tax clearance certificate or presumptive tax clearance certificate.

(2) An accredited platform provider shall—

(a) by means of real-time facial verification, confirm the identity of each e-hailing driver before the driver first goes online on each day and at such further intervals, not exceeding [twelve] hours, as the Commissioner may specify;

(b) record the expiry date of every document referred to in subsection (1) and automatically deactivate the e-hailing driver or e-hailing vehicle concerned upon the expiry of any such document until a valid replacement has been verified; and

(c) not reactivate any e-hailing driver or e-hailing vehicle deactivated in terms of section 30 until notified in writing that the non-compliance has been rectified.

Mandatory safety and security features

20. Every accredited platform provider shall ensure that its e-hailing platform incorporates and maintains in operation the safety and security features specified in the Fourth Schedule.

Safety response centre and incident reporting

21. (1) Every accredited platform provider shall establish and maintain, in Zimbabwe, a safety response centre which is staffed at all times and which shall—

(a) receive and respond to every emergency alert activated by a passenger or an e-hailing driver;

(b) where an emergency alert indicates a threat to life or personal safety, notify the Zimbabwe Republic Police, by such means as the Commissioner-General of Police may specify, within [fifteen] minutes of receipt of the alert, furnishing the real-time location of the vehicle and the particulars of the driver, the vehicle and the passenger; and

(c) monitor e-hailing trips for unexplained route deviations or prolonged unscheduled stops and contact the driver and passenger concerned.

(2) Every accredited platform provider shall designate an officer of its safety response centre as the liaison officer with the Zimbabwe Republic Police, and shall notify the Commissioner and the Commissioner-General of Police of that officer's name and contact particulars.

(3) An accredited platform provider shall report to the Commissioner, within twenty-four hours of becoming aware of it, every incident occurring during an e-hailing trip which results in death, injury, assault, robbery, a sexual offence, hijacking or the abduction of any person, and shall, by the tenth day of each month, furnish to the Commissioner a report of all safety complaints and incidents received during the preceding month and the action taken in respect of each.

(4) Where an accredited platform provider receives a credible complaint that an e-hailing driver has committed an offence referred to in section 15(3)(f)(i) during an e-hailing trip, it shall forthwith suspend that driver from its platform pending investigation and shall notify the Commissioner accordingly.

Trip records and retention of data

22. (1) Every accredited platform provider shall record and retain, in respect of every e-hailing trip, the trip data specified in paragraph 2 of the Third Schedule.

(2) Trip data and all other records kept in terms of these regulations shall be retained for a period of not less than six years from the date of the e-hailing trip or other transaction to which they relate, or for such longer period as may be required by any law relating to taxation.

(3) Subject to the Cyber and Data Protection Act [Chapter 12:07], every accredited platform provider shall maintain a complete and current copy of the trip data on a server or data facility located in Zimbabwe, or on such other server or facility as the Commissioner may, after consultation with the Data Protection Authority, approve as being securely and promptly accessible from Zimbabwe.

(4) No accredited platform provider shall alter, delete or destroy any trip data during the period referred to in subsection (2), otherwise than to correct a demonstrable error, in which case it shall keep a record of the original entry and of the correction.

Disclosure of information to law enforcement agencies

23. (1) Subject to section 57 of the Constitution and the Cyber and Data Protection Act [Chapter 12:07], an accredited platform provider shall disclose to a police officer such trip data or other information relating to an e-hailing driver, e-hailing vehicle or passenger as is specified in—

(a) a warrant or other order issued by a court, judge or magistrate in terms of the Criminal Procedure and Evidence Act [Chapter 9:07] or any other enactment; or

(b) a written request, which may be in electronic form, signed by a police officer of or above the rank of Inspector, certifying that the disclosure is urgently required to prevent an imminent threat to life or of serious bodily harm or to locate a person reasonably believed to have been abducted, and that the delay involved in obtaining a warrant or order would defeat that purpose.

(2) Information disclosed in terms of subsection (1)(b) shall be limited to what is strictly necessary for the purpose certified, and the police officer concerned shall, within forty-eight hours of the disclosure, report the disclosure in writing to the officer commanding the police district concerned.

(3) Every accredited platform provider shall keep a record of every disclosure made in terms of this section, specifying the date, the requesting officer, the authority under which the disclosure was made and the information disclosed, and shall make that record available for inspection by the Data Protection Authority.

(4) Nothing in this section shall be construed as authorising the interception of any communication otherwise than in accordance with the Interception of Communications Act [Chapter 11:20].

Protection of personal information

24. (1) Every accredited platform provider, e-hailing vehicle operator and e-hailing driver shall process personal information of passengers and drivers only for the purposes of providing the e-hailing service, complying with these regulations or any other law, and in accordance with the Cyber and Data Protection Act [Chapter 12:07].

(2) Without derogation from subsection (1), an accredited platform provider shall—

(a) ensure that the telephone numbers of passengers and e-hailing drivers are masked, so that neither may view the other's telephone number;

(b) not sell, let or otherwise make available for consideration any personal information of passengers or e-hailing drivers; and

(c) ensure that e-hailing drivers are unable to access a passenger's personal information after the close of the e-hailing trip, save as may be necessary to deal with a complaint or lost property.

(3) No e-hailing driver shall record, retain or use any personal information of a passenger otherwise than for the purpose of the e-hailing trip concerned.

PART VII

REVENUE COMPLIANCE

Tax registration and compliance of accredited platform providers

25. (1) Every accredited platform provider shall—

(a) be registered with the Zimbabwe Revenue Authority for the purposes of income tax and, where so required by the Value Added Tax Act [Chapter 23:12], for the purposes of value added tax;

(b) maintain at all times a valid tax clearance certificate and lodge a copy thereof with the Commissioner upon each renewal; and

(c) where the accredited platform provider is not resident in Zimbabwe, comply with all obligations imposed by the Value Added Tax Act [Chapter 23:12] upon non-resident suppliers of electronic, digital or platform-mediated services, including any obligation relating to the digital services withholding tax.

(2) Nothing in these regulations shall be construed as imposing any tax, or as exempting any person from any tax, duty or levy imposed by or in terms of any other enactment.

Tax compliance of e-hailing vehicle operators and drivers

26. (1) No accredited platform provider shall activate, or permit to remain active, on its e-hailing platform any e-hailing vehicle whose e-hailing vehicle operator does not hold a valid tax clearance certificate or presumptive tax clearance certificate issued by the Commissioner-General.

(2) Where the Commissioner-General, in terms of the Income Tax Act [Chapter 23:06] or the Value Added Tax Act [Chapter 23:12], appoints an accredited platform provider as the agent of an e-hailing vehicle operator or e-hailing driver for the purpose of the payment of any tax, the accredited platform provider shall deduct from any amount payable by it to that operator or driver, and remit to the Commissioner-General, the amount specified in the notice of appointment, and shall reflect every such deduction in the statement furnished in terms of section 33(4).

Receipts and electronic payments

27. (1) An accredited platform provider shall, upon the close of every e-hailing trip, issue to the passenger an electronic receipt showing—

(a) the name and certificate of accreditation number of the accredited platform provider;

(b) the name and e-hailing driver's permit number of the driver, and the registration number of the vehicle;

(c) the date, time, point of origin and destination of the trip and the distance travelled;

(d) the fare, separately identifying any value added tax and the e-hailing road user charge included therein; and

(e) the method of payment.

(2) Where the accredited platform provider or the e-hailing vehicle operator is registered for value added tax, the receipt shall be a fiscalised receipt.

(3) Every accredited platform provider shall offer passengers the facility to pay fares electronically through a payment system provider licensed or registered in terms of the National Payment Systems Act [Chapter 24:23], and shall record every fare paid in cash in the same manner as an electronic payment.

Monthly returns and electronic access

28. (1) Every accredited platform provider shall, not later than the tenth day of each month, furnish to the Commissioner, the Commissioner-General and ZINARA, in electronic form, a return containing the particulars specified in paragraph 1 of the Third Schedule in respect of the preceding month.

(2) Every accredited platform provider shall, within ninety days of the grant of its certificate of accreditation, provide the Commissioner and the Commissioner-General with secure, read-only electronic access, by means of an application programming interface or such other means as they may jointly approve, to the trip data and to the particulars referred to in subsection (1).

(3) Access afforded in terms of subsection (2) shall be used only for the purposes of administering the Act, these regulations and the laws relating to taxation, and shall be subject to section 31.

E-hailing road user charge

29. (1) Every e-hailing vehicle operator shall pay, in respect of every completed e-hailing trip undertaken by means of his or her e-hailing vehicle, the e-hailing road user charge specified in the Second Schedule.

(2) Every accredited platform provider shall collect the e-hailing road user charge on behalf of the e-hailing vehicle operator by deducting it from the fare paid in respect of each e-hailing trip, and shall, not later than the tenth day of each month, remit to ZINARA the total amount collected during the preceding month together with a statement, in such form as ZINARA may approve, of the trips in respect of which it was collected.

(3) Moneys received by ZINARA in terms of this section shall be paid into the Road Fund in accordance with section 52(2a) of the Act.

(4) An accredited platform provider that fails to remit any amount collected in terms of subsection (2) shall be liable to ZINARA for that amount, which shall be recoverable by ZINARA as a debt due to it in any court of competent jurisdiction.

Deactivation upon notice of non-compliance

30. (1) Where the Commissioner, the Commissioner-General or ZINARA notifies an accredited platform provider in writing that—

(a) an e-hailing vehicle operator's licence endorsement, e-hailing identification disc or e-hailing driver's permit has expired or has been suspended or cancelled;

(b) an e-hailing vehicle operator or e-hailing driver is in default of any tax obligation; or

(c) an e-hailing vehicle operator is in default of the payment of any road user charge or vehicle licence fee;

the accredited platform provider shall, within twenty-four hours of receipt of the notice, deactivate the e-hailing vehicle or e-hailing driver concerned from its e-hailing platform and notify that person of the deactivation and of the reason therefor.

(2) The authority that issued a notice in terms of subsection (1) shall, forthwith upon being satisfied that the non-compliance has been rectified, notify the accredited platform provider in writing, whereupon the accredited platform provider may reactivate the e-hailing vehicle or e-hailing driver concerned.

(3) No accredited platform provider shall be liable to any e-hailing vehicle operator or e-hailing driver for anything done in good faith in compliance with this section.

Information sharing among agencies

31. (1) The Commissioner may furnish to the Commissioner-General, ZINARA, the Commissioner-General of Police, the Data Protection Authority and any local authority such information obtained in terms of these regulations as may be necessary for the enforcement of the Act, these regulations, the laws relating to taxation, road user charges or the Cyber and Data Protection Act [Chapter 12:07].

(2) Information furnished in terms of subsection (1) shall be used only for the purpose for which it was furnished, and every person who receives such information shall preserve its confidentiality, subject, in the case of the Zimbabwe Revenue Authority, to the provisions relating to secrecy in the laws relating to taxation.

PART VIII

FARES, COMMISSION AND FAIR DEALING

Fares

32. (1) Every accredited platform provider shall, before a passenger confirms a request for an e-hailing trip, display to the passenger the estimated fare or, where the fare is determined by offer and acceptance, the agreed fare, together with the basis of any dynamic or surge pricing applicable to the trip.

(2) The fare charged for an e-hailing trip shall not exceed the estimated fare by more than [fifteen] per centum, save where the passenger has requested a change of destination or route or has caused the vehicle to wait beyond the period disclosed on the e-hailing platform.

(3) No accredited platform provider shall apply a dynamic or surge pricing multiplier exceeding [two] times the fare that would otherwise be payable, and no surge pricing shall be applied during a state of public emergency or state of disaster declared in terms of any law.

(4) Every accredited platform provider shall lodge with the Commissioner its fare methodology, and any change thereto not less than fourteen days before the change takes effect.

Commission and payments to e-hailing drivers and operators

33. (1) The commission or service fee charged by an accredited platform provider to an e-hailing vehicle operator or e-hailing driver shall not exceed [eighteen] per centum of the fare, exclusive of value added tax and the e-hailing road user charge.

(2) No accredited platform provider shall deduct from any amount payable to an e-hailing vehicle operator or e-hailing driver any amount other than—

(a) the commission or service fee referred to in subsection (1);

(b) the e-hailing road user charge;

(c) any tax deducted in terms of section 26(2); and

(d) any other charge agreed to in writing by the operator or driver and disclosed in the standard terms lodged in terms of section 6(4)(g).

(3) An accredited platform provider shall pay to the e-hailing vehicle operator or e-hailing driver, as the case may be, all amounts due in respect of fares paid electronically within [seven] days of the close of the e-hailing trip concerned.

(4) An accredited platform provider shall furnish every e-hailing vehicle operator and e-hailing driver with a monthly statement showing, for each e-hailing trip, the fare, the commission, the e-hailing road user charge, any tax deducted and the net amount paid.

(5) An accredited platform provider shall give not less than thirty days' written notice to e-hailing vehicle operators and e-hailing drivers, and to the Commissioner, of any change to its rate of commission or to its standard terms.

(6) Save in the case of deactivation in terms of section 19(2)(b), section 21(4) or section 30, or where the safety of passengers so requires, an accredited platform provider shall not permanently deactivate an e-hailing driver without first informing the driver in writing of the reasons for the proposed deactivation and affording him or her an opportunity to make representations.

PART IX

ENFORCEMENT

Powers of inspecting officers and police officers

34. (1) An inspecting officer or police officer may stop any vehicle which he or she has reasonable grounds to believe is being used for an e-hailing service and require the driver to produce—

(a) his or her e-hailing driver's permit and driver's licence;

(b) a copy of the endorsed operator's licence; and

(c) the driver's profile and, where applicable, the current e-hailing trip, as displayed on the e-hailing platform application on the driver's device.

(2) An inspecting officer or police officer exercising powers in terms of subsection (1) shall not access or copy any passenger's personal information beyond what is reasonably necessary to establish whether the Act or these regulations are being complied with.

(3) Every accredited platform provider shall provide the Commissioner and the Commissioner-General of Police with a secure verification facility by means of which inspecting officers and police officers may confirm, in real time, whether a driver and a vehicle are registered and active on its e-hailing platform.

(4) The Commissioner may, by written notice, require an accredited platform provider to produce, within such reasonable period as may be specified in the notice, any record kept in terms of these regulations.

Detention of vehicles

35. (1) An inspecting officer or police officer may detain a vehicle which he or she has reasonable grounds to believe is being used for an e-hailing service—

(a) without an operator's licence endorsed in terms of section 11 in respect of that vehicle;

(b) without a valid e-hailing identification disc;

(c) by a driver who does not hold a valid e-hailing driver's permit; or

(d) by means of an e-hailing platform whose provider is not an accredited platform provider.

(2) An officer who detains a vehicle in terms of subsection (1) shall issue to the driver a written notice of detention specifying the grounds of detention and the place where the vehicle will be kept, and shall cause the vehicle to be removed to that place.

(3) A vehicle detained in terms of this section shall be released to its owner or operator upon—

(a) production of proof that the non-compliance has been rectified or, where criminal proceedings have been instituted, upon the conclusion of those proceedings or upon the order of the court concerned; and

(b) payment of the release fee specified in the First Schedule and the reasonable costs of removal and storage.

(4) A vehicle shall not be detained in terms of this section for longer than is necessary to secure compliance or for the purposes of criminal proceedings, and in any event for not more than [thirty] days without the order of a court.

Offences and penalties

36. (1) Any person who contravenes section 5, 12(1), 13(4), 14, 15(1), 15(7), 16, 17(1), 19, 20, 21, 22, 23(3), 24, 26, 27, 28, 29(2), 30(1), 32 or 33 shall be guilty of an offence and liable to a fine not exceeding level four.

(2) Any passenger who contravenes section 18 shall be guilty of an offence and liable to a fine not exceeding level three.

(3) Any person who—

(a) in any application or return made in terms of these regulations, makes a statement which he or she knows to be false in any material particular; or

(b) hinders or obstructs an inspecting officer or police officer in the exercise of his or her powers in terms of section 34, or fails without lawful excuse to comply with a requirement made in terms of that section;

shall be guilty of an offence and liable to a fine not exceeding level four.

(4) Where a contravention referred to in subsection (1) continues after the date of conviction, each day during which the contravention continues shall constitute a separate offence.

(5) Where an offence in terms of these regulations is committed by a company, every director or officer of the company who knowingly authorised or permitted the commission of the offence shall be guilty of the offence.

(6) Nothing in this section shall preclude the prosecution of any person for an offence in terms of the Act, the Criminal Law (Codification and Reform) Act [Chapter 9:23] or any other enactment, including, in the case of an e-hailing platform provider that knowingly facilitates the operation of an e-hailing service by an unlicensed person, liability as an accomplice to an offence in terms of section 7(2) of the Act.

PART X

GENERAL AND TRANSITIONAL

Registers

37. (1) The Commissioner shall keep registers, in electronic form, of—

(a) accredited platform providers;

(b) operator's licences endorsed in terms of section 11 and the e-hailing vehicles specified therein;

(c) e-hailing identification discs; and

(d) e-hailing driver's permits.

(2) The Commissioner shall make available, by electronic means, a facility by which any person may verify the validity of a certificate of accreditation, e-hailing identification disc or e-hailing driver's permit, but such facility shall disclose no personal information other than the name and photograph of the permit holder and the status of the document concerned.

Procedure before adverse decisions, and appeals

38. (1) Save as provided in section 10(2), the Commissioner shall not refuse to renew, suspend or cancel any certificate of accreditation, endorsement, e-hailing identification disc or e-hailing driver's permit unless he or she has—

(a) given the holder written notice of the proposed action and of the reasons therefor; and

(b) afforded the holder an opportunity, within a period of not less than fourteen days, to make written representations;

and has considered any representations so made, in accordance with section 3 of the Administrative Justice Act [Chapter 10:28].

(2) Any decision of the Commissioner in terms of these regulations shall be deemed to be a decision of the Commissioner in terms of the Act for the purposes of section 34 of the Act, and any person aggrieved thereby may appeal to the Administrative Court within thirty days of being notified of the decision.

Fees

39. (1) The fees specified in the First Schedule shall be payable to the Commissioner in respect of the matters specified therein.

(2) Any fee or charge expressed in United States dollars in these regulations may be paid in that currency or in Zimbabwe Gold at the prevailing interbank rate on the date of payment.

Relationship with local authority by-laws

40. (1) Nothing in these regulations shall exempt any e-hailing vehicle operator or e-hailing driver from compliance with any by-law of a local authority relating to parking, the use of taxi ranks, traffic control or the use of public places.

(2) [A local authority shall not require the holder of an operator's licence endorsed in terms of section 11 to obtain, as a condition of operating an e-hailing service within its area, any additional licence, permit or authority for the carriage of passengers for hire or reward, but may levy such charges for the use of its facilities as may be lawfully imposed.]

Transitional provisions

41. (1) A person who, immediately before the date of commencement of these regulations, was lawfully carrying on business as an e-hailing platform provider, e-hailing vehicle operator or e-hailing driver shall, if he or she lodges the application required in terms of these regulations within [sixty] days of that date, be deemed to comply with the requirement to hold a certificate of accreditation, an endorsed operator's licence, an e-hailing identification disc or an e-hailing driver's permit, as the case may be, until the application is determined or until [the 8th February, 2027], whichever is the earlier.

(2) Notwithstanding subsection (1), sections 21, 22, 23, 24, 28(1) and 29 shall apply to every e-hailing platform provider from the date of commencement of these regulations, and every e-hailing platform provider shall ensure that its e-hailing platform complies with the Fourth Schedule within [ninety] days of that date.

FIRST SCHEDULE

(Sections 6, 7, 11, 13, 15, 35 and 39)

FEES

Item	Matter	Fee (US$)
1.	Application for certificate of accreditation (non-refundable)	[500]
2.	Issue of certificate of accreditation (valid for three years)	[_____]
3.	Renewal of certificate of accreditation	[_____]
4.	Approval of change of control of accredited platform provider	[_____]
5.	Endorsement of operator's licence for e-hailing service, per vehicle	[20]
6.	Issue or renewal of e-hailing identification disc, per vehicle, per annum	[_____]
7.	Application for e-hailing driver's permit (valid for two years), including renewal	[_____]
8.	Replacement of lost or damaged e-hailing identification disc or e-hailing driver's permit	[_____]
9.	Release of a vehicle detained in terms of section 35	[_____]

SECOND SCHEDULE

(Section 29)

E-HAILING ROAD USER CHARGE

1. The e-hailing road user charge payable in respect of each completed e-hailing trip shall be [US$0.___] per trip [or: ___ per centum of the fare, exclusive of value added tax].

2. The e-hailing road user charge shall be collected and remitted by the accredited platform provider in accordance with section 29.

THIRD SCHEDULE

(Sections 2, 22 and 28)

PARTICULARS OF MONTHLY RETURN AND TRIP DATA

1. Monthly return

The monthly return referred to in section 28(1) shall contain—

(a) the name, certificate of accreditation number and business partner number of the accredited platform provider;

(b) in respect of each e-hailing vehicle active on the platform during the month: the registration number, the e-hailing identification disc number, and the name and business partner number or taxpayer identification number of the e-hailing vehicle operator;

(c) in respect of each e-hailing driver active on the platform during the month: the full name, national identity number and e-hailing driver's permit number;

(d) in respect of each e-hailing vehicle and each e-hailing driver: the number of completed trips, the total fares charged (distinguishing between cash and electronic payments), the total commission and other charges deducted, the total e-hailing road user charge collected, any tax deducted in terms of section 26(2), and the net amounts paid;

(e) the aggregate gross fares, commission, value added tax, e-hailing road user charge collected and remitted, and tax deducted, for the month;

(f) the e-hailing drivers and e-hailing vehicles activated, deactivated or suspended during the month and the reasons for each deactivation or suspension; and

(g) the number and nature of safety incidents and complaints reported during the month.

2. Trip data

The trip data to be recorded in terms of section 22 in respect of each e-hailing trip are—

(a) a unique trip reference number;

(b) the identity of the passenger's account and of the e-hailing driver and e-hailing vehicle;

(c) the date and time of the request, of acceptance, of commencement and of completion of the trip;

(d) the point of origin, the destination and the route actually travelled, with time-stamped location data;

(e) the fare estimated and the fare charged, the method of payment, the commission, the e-hailing road user charge, any value added tax and any other deduction;

(f) any cancellation and the party who cancelled; and

(g) any emergency alert, complaint or incident report relating to the trip and the response thereto.

FOURTH SCHEDULE

(Sections 6, 7, 9, 20 and 41)

MINIMUM SAFETY AND SECURITY FEATURES OF E-HAILING PLATFORM

Every e-hailing platform shall incorporate the following features—

(a) before a trip commences, display to the passenger the name, photograph, e-hailing driver's permit number and rating of the driver, and the registration number, make, model and colour of the vehicle;

(b) a unique trip verification code to be confirmed between passenger and driver before the trip commences;

(c) an emergency alert function, available to both passenger and driver, which immediately alerts the safety response centre and transmits the real-time location of the vehicle;

(d) a facility enabling the passenger and the driver to share the details and live location of the trip with persons nominated by them;

(e) continuous satellite-based tracking of the vehicle during every trip, with automated alerts to the safety response centre of material route deviations or prolonged unscheduled stops;

(f) masking of the telephone numbers of passengers and drivers, and in-application calling and messaging;

(g) real-time facial verification of drivers in accordance with section 19(2)(a);

(h) passenger identity verification in accordance with section 17;

(i) a two-way rating and reporting facility for passengers and drivers, and a mechanism for the escalation of safety complaints;

(j) automatic deactivation of drivers and vehicles upon the expiry of any document referred to in section 19(1);

(k) encryption of personal information and trip data in transit and at rest, role-based access controls, and audit logs of all access to such information; and

(l) a secure verification facility for inspecting officers and police officers in accordance with section 34(3).

Made this _____ day of _____, 2026.

_____

Minister of Transport and Infrastructural Development

DRAFTER'S NOTES TO THE INSTRUCTING MINISTRY

(Not forming part of the statutory instrument — for internal circulation only)

1. Policy context

The instrument responds to Cabinet's approval on 8 September 2026 of a five-month regulatory window for e-hailing platforms (inDrive, Bolt, Tap & Go and others), and to the Minister's stated intention to regulate by statutory instrument pending amendment of the Road Motor Transportation Act. It regulates each of the four participants separately: the platform provider (software owner) in Part II, the e-hailing vehicle operator (vehicle owner) in Part III, the e-hailing driver in Part IV and the passenger in Part V, with cross-cutting security (Part VI) and revenue (Part VII) obligations placed principally on the platform provider as the party best positioned to verify, record and collect. The transitional long-stop in section 41(1) is aligned to the expiry of the Cabinet window (on or about 8 February 2027); confirm the date.

2. Enabling power and vires

The instrument is made under section 52 of the Road Motor Transportation Act [Chapter 13:15]. The vires chain is as follows:

(a) section 3 uses the power in section 2 of the Act to prescribe "any other service" as a passenger transport service and "any other vehicle" as a vehicle, which brings e-hailing within section 7 (operator's licence) and within the existing criminal sanction in section 7(2) (level 9 or six months);

(b) conditions of conveyance for hire or reward (s. 52(2)(d)), display requirements (s. 52(2)(c)), fees (s. 52(2)(f)), road user charges on ZINARA Board advice (s. 52(2)(g)), refunds (s. 52(2)(h)) and detention of vehicles (s. 52(2)(i)) are within express heads;

(c) the accreditation of platform providers (Part II) rests on the general power in s. 52(1) read with s. 52(2)(d). This is the most exposed element: the Act regulates persons who "operate" a vehicle, i.e. control its use on a road, and a platform does not do so. The instrument therefore frames accreditation as a condition upon which conveyance by e-hailing may lawfully be conducted (s. 5(3) binds operators and drivers, not only platforms). A challenge on the ground of section 134 of the Constitution (subsidiary legislation must be consistent with the parent Act) remains arguable. It is recommended that the Road Motor Transportation Amendment Bill contemplated by the Ministry include an express platform-licensing power and higher penalties, whereupon this instrument can be re-made on a secure footing.

3. Penalty ceiling

Section 52(3) of the Act caps penalties in regulations at a fine of level four and does not permit imprisonment. Section 36 is drafted within that ceiling. The deterrent weight of the scheme accordingly lies in (i) the existing s. 7(2) offence for unlicensed operation, (ii) administrative sanctions — deactivation (s. 30), suspension/cancellation (ss. 10, 15) and detention of vehicles (s. 35), and (iii) accomplice liability under the Criminal Law (Codification and Reform) Act [Chapter 9:23] for platforms that knowingly facilitate unlicensed operation (s. 36(6)). The continuing-offence provision in s. 36(4) should be checked against the PLC's approach to cumulative daily penalties under a level-four cap.

4. Revenue architecture

A tax may be imposed only by or under an Act of Parliament; these regulations therefore create no tax (s. 25(2)). Revenue is secured through compliance levers rather than new charges:

(a) tax-clearance gating — no vehicle may be activated without a valid tax clearance or presumptive tax clearance (ss. 19(1)(b), 26(1)), which operationalises presumptive tax on taxi operators under section 36C of the Income Tax Act [Chapter 23:06] (currently US$35 per taxi per month per ZIMRA Public Notice 51 of 2025 — verify);

(b) agency collection — s. 26(2) activates the Commissioner-General's existing power to appoint a person as agent for payment of tax (confirm the current section of the Income Tax Act and of the VAT Act before dispatch; the instrument deliberately does not cite a section number);

(c) non-resident platforms — s. 25(1)(c) cross-refers to VAT on imported digital services and the digital services withholding tax under section 13A of the VAT Act (effective 1 January 2026), which expressly covers platform-mediated transport-hailing services;

(d) data for assessment — monthly returns (s. 28(1), Third Schedule), read-only API access for ZIMRA (s. 28(2)), fiscalised receipts (s. 27) and the deactivation-on-notice mechanism (s. 30);

(e) a per-trip e-hailing road user charge (s. 29, Second Schedule), collected by the platform and paid into the Road Fund under s. 52(2a) of the Act. The written advice of the ZINARA Board must be obtained before promulgation, as it is recited in the enabling words;

(f) fees for accreditation, endorsements, discs and permits (First Schedule). Treasury concurrence on the fee levels is recommended.

5. Security architecture and constitutional compliance

The security provisions address both passenger and driver safety (drivers are frequent victims of robbery and hijacking): verified driver identity and real-time facial checks (ss. 15, 19), passenger identity verification for cash and night trips (s. 17), emergency alert and 24-hour safety response centre with police notification (s. 21, Fourth Schedule), tamper-proof trip records retained in or accessible from Zimbabwe (s. 22) and a vehicle-verification facility for officers (s. 34(3)). Law-enforcement access to trip data (s. 23) is confined to a court warrant or order, or a certified emergency request by an officer of the rank of Inspector or above, with post-hoc reporting and an audit trail — designed to satisfy the limitation test in section 86 of the Constitution in respect of the right to privacy (s. 57). The passenger identity requirement in s. 17(1)(c) and the data-localisation requirement in s. 22(3) should be cleared with POTRAZ as Data Protection Authority for consistency with the Cyber and Data Protection Act [Chapter 12:07].

6. Local authorities

Drivers have been arrested under municipal by-laws on "plying for hire". Section 40(2) (bracketed) would prevent local authorities from requiring an additional passenger-carrying licence from endorsed operators. It relies on the principle that a by-law inconsistent with an enactment is void to the extent of the inconsistency. It is a policy choice requiring consultation with the Ministry of Local Government and Public Works; if not adopted, delete s. 40(2).

7. Policy decisions required (square-bracketed text)

(a) application to motor cycles and tricycles (s. 4(2)(d));

(b) insurance minima (ss. 6(4)(j), 12(1)(e)) and maximum vehicle age (s. 12(1)(c));

(c) driver minimum age and years of licence-holding (s. 15(3)(a), (b), (f));

(d) night-time window for passenger identity verification (s. 17(1)(c)) and facial-verification interval (s. 19(2)(a));

(e) police notification period (s. 21(1)(b));

(f) fare tolerance, surge cap, commission cap (benchmarked on Kenya's 18% ceiling) and driver payment period (ss. 32, 33);

(g) detention period (s. 35(4)); all fees and the road user charge (First and Second Schedules);

(h) transitional application window and long-stop date (s. 41).

8. Citations to verify before dispatch

(a) the current consolidated text of the Public Service Vehicles Regulations (S.I. 134 of 1998, as last amended by S.I. 6 of 2026), to confirm there is no conflicting provision on taxicabs;

(b) the Road Traffic Act [Chapter 13:11] terminology for public service vehicle driving licences and the tinting limits (s. 15(3)(b), s. 12(1)(f));

(c) the chapter numbers of the National Payment Systems Act [Chapter 24:23], the Money Laundering and Proceeds of Crime Act [Chapter 9:24], the Firearms Act [Chapter 10:09] and the Immigration Act [Chapter 4:02];

(d) the current wording of section 36C of the Income Tax Act and of section 13A of the VAT Act as amended by the Finance Act for 2026.

9. Consultation and scrutiny

Consult ZIMRA, ZINARA (Board advice for s. 29), the Zimbabwe Republic Police, POTRAZ, the Traffic Safety Council of Zimbabwe, the Ministry of Local Government and Public Works, Treasury and industry (platforms and the Zimbabwe e-Hailing Transport Association). Upon publication the instrument falls to be laid before Parliament and scrutinised by the Parliamentary Legal Committee in terms of section 152 of the Constitution.