

THE UNIVERSITY OF DODOMA
THE COLLEGE OF INFORMATICS AND VIRTUAL EDUCATION



DEPARTMENT OF COMPUTER SCIENCE AND ENGINEERING.

INDRUSTRIAL TRAINING REPORT

At the Department of Information and communication Technology

TANESCO, TANGA

By

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SECURITY ENGINEERING.**

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2024/2025

DECLARATION

I declare that this work to be my original work compiled from my personal exposures at TANZANIA ELECTRICAL SUPPLY LIMITED (TANESCO) it has never been presented by anyone to any university as partial fulfillment of fieldwork replacement.

Signature of student.....

Date.....

CERTIFICATION

The undersigned declare that he has read the fieldwork report and found to be the original work of the bearer, which has never been presented for similar award. He therefore recommends to the University of Dodoma as replacement for partial fulfillment for the award of Bachelor Degree in Computer Networks and Information Security Engineering.

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I would like to extend my sincerely thanks to Almighty God who granted me this prospect of being alive, good healthy and able to prepare and write this report. I really appreciate and thank THE UNIVERSITY OF DODOMA (UDOM) for introducing and maintaining the field practical training as a part and parcel of studies. As a student of THE UNIVERSITY OF DODOMA (UDOM) this course enabled me to apply what I was taught in class and put into practical which make it easier and more practical for a student to work effectively in the employment field in the future.

I feel very much indebted and sincere thanks to my academic supervisor; Mr. Elimringi Kawiche in TANESCO who devoted her valuable time in providing advice, support, guidance the productive commenting and suggesting the best way on how to make my report more presentable and understandable.

Also it is my pleasure to extend my sincere regards and gratitude to the management of Tanzania Electric Supply Company (TANESCO) for allowing me to conduct industrial practical training in their organization.

Also to mention a few I would like to give more thanks to all staff of TANGA TANESCO especially Mr. Elimringi Kawiche (RBAO) who accepting me to practice my field work training project in TANESCO-TANGA for eight weeks in Information Technology(IT) Department.

ABSTRACT

This report is the result of the practical training that was conducted at Tanzania Electric Supply Company (TANESCO)-TANGA. The report is mainly directed to THE UNIVERSITY OF DODOMA (UDOM) supervisor as part of the course completion in the Third year program for the whole period of eight (08). It covers matters regarding the duties performed during the training and the detailed information on the functions and duties of Tanzania Electric Supply Company (TANESCO), as well as the recommendations on issues associated with the entire practical training program.

In chapter one, the report consists about the objectives of the field attachment, the general view of the existing organization including the historical background of TANESCO, organization structure, the type of organization, major services provided by TANESCO, activities of TANESCO, number of employees, customers, as well as mission and vision statement of organization.

In chapter two, it includes the Experience during practical training, whereby I have performed many works like Windows Installation, adding computer into a domain termination of RJ45 for providing network in the organization, Hardware troubleshooting, printer sharing, , New knowledge and skills gained, Things enjoyed most and Things enjoyed least, The most problem faced during practical training in adequate working equipment/facilities, office facilities are not sufficient for accommodating all staff and student who perform their practical training. There were few chairs compared to number of staffs and students which cause the working environment to be difficult.

In chapter three, then after the report describes various tasks and duties performed and problems encountered during the whole field attachment period. Lastly it draws the conclusion and makes recommendations on what should be done to improve the working condition of the organization.

CHAPTER ONE

1.0 INTRODUCTION

Practical training is an important component for any student since we learn theoretical and by doing field work students get more confidence in what they are learning in University. This is mainly because it provides an opportunity for a student to integrate theory and practice. The student will obtain training and valuable experience in a really life situation (activities) which cannot be simulated and practiced in classes. Through this training the institution hosting the student will receive new ideas, enjoy up-to-date information, obtain good analytical skills in solving problems, and having personnel who are flexible, capable and adaptable to change and who are eager to work well in teams.

1.1 OBJECTIVES OF THE FIELD ATTACHMENT

- Field attachment enables students to get an opportunity to practice what they have learnt in a class so as to handle and tackle different situations during the field work.
- To relate both theory and practice which I have learned in class and in the field.
- The field attachment lead to the opportunity chance to infuse agencies with new and updated concepts for delivery of services, and to aid in providing more knowledge.
- It enhances and enables student to get enough experience on how to conduct a work, be effective and efficient to their responsibility, terms of employment and ethics in future.
- The field attachment is the part of studies in particular to enable students to evaluate their selves about their working performance based on professional matters.

1.2 HISTORICAL BACKGROUND OF THE ORGANIZATION

Tanzania Electric Supply Company Limited {TANESCO} is a parastatal organization under the Ministry of Energy and Minerals. The company is fully owned by the Tanzania government. The first supply of electricity in Tanzania was established by Germans in 1908 at Dar es Salaam. It served the railway workshops and part of the town. When Tanganyika territory was mandated to Great Britain in 1920, a Government Electricity Department was formed under the Tanganyika Railways (Onyango D.E etal).

In 1931, the government of Tanganyika handed over the undertaking at Dar es Salaam, and new ones which has emerged at Dodoma, Tabora and Kigoma to private enterprise.

TANESCO started as two separate private companies in the early 1930s. By then was known as Tanganyika Electric Supply Company. The company was given a concession area on the Pangani falls near Tanga. The other company was the Dar es Salaam and District Election Supply Company Limited (DARESCO) whose concession areas were Dar es salaam, Dodoma, Moshi, Mbeya, Morogoro, Mtwara and other townships. Electricity generation in all these towns greatly depended on supported diesel oil. TANESCO developed the first hydro power station at Kange, in the out skirt of Tanga, along Pangani River. (Onyango D.E etal).

TANESCO is whole owned by government and has traditionally operated as a monopoly for a long time. It has generally not been a strictly profit making enterprise. Being a parastatal organization under the ministry of energy and minerals, it generates, transmits, distributes and sells electricity in mainland Tanzania and Zanzibar, the distribution of electricity in Zanzibar and Pemba is the responsibility of the Zanzibar state fuel and power cooperation (ZECO). The description of the company core activities can be explained as follows;

In 1964, three years after independence, the government bought all the shares from the two private companies and merged them into a single utility under TANESCO. In 1968, the company changed its name to Tanzania Electric Supply Company as it's called now. Since then TANESCO started planning new power projects aimed at meeting the increasing industrial commercial and residential power demands. Several major power development and construction projects have therefore, been undertaken during the past three and half decades, including construction of new numerous 220kV, 132kV, 33kV and 22 kV transmission, distribution lines as well as 400 v /230v lines connecting customers.

1.3 ORGANIZATION STRUCTURE OF TANESCO

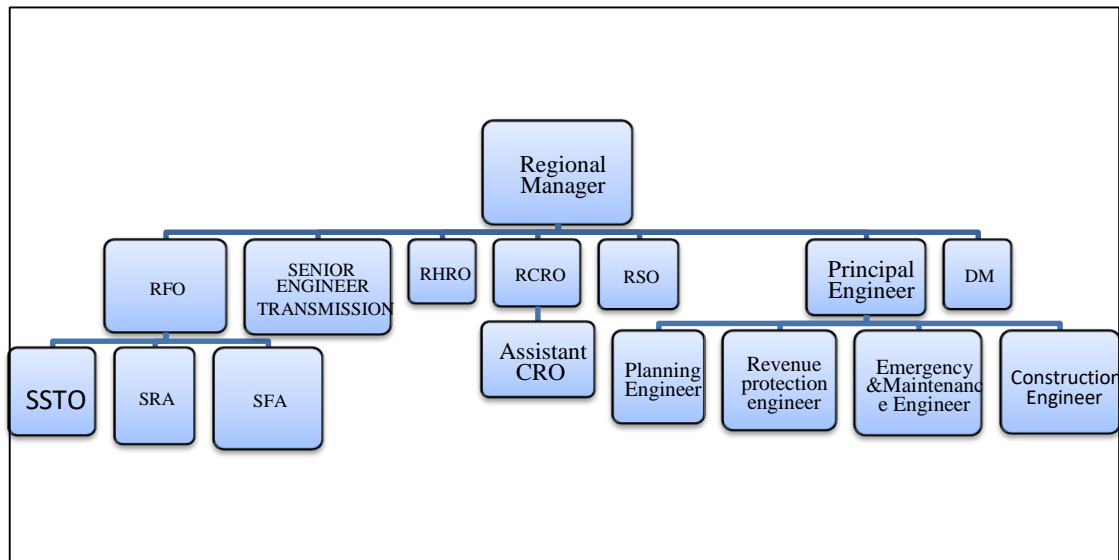
The structure of the organization is hierarchical starting from the top downward, the organizational structure of TANESCO is hierarchical in nature. It is structured to facilitate provision of services and expectations of the members through the utilization of dedicated human resources and modern technology.

TANESCO is headed by the Managing Director assisted by level one, managers who include general managers for Generations, Transmission and Marketing. Others are the company secretary, Chief Financial Officer (CFO), Chief Internal Auditor (CIA), and Chief Information Technology Officer (CITO) who form the executive management level one and

level two managers are given performance based contracts which are renewable for five years depending on their performance.

TANESCO's ORGANISATION STRUCTURE

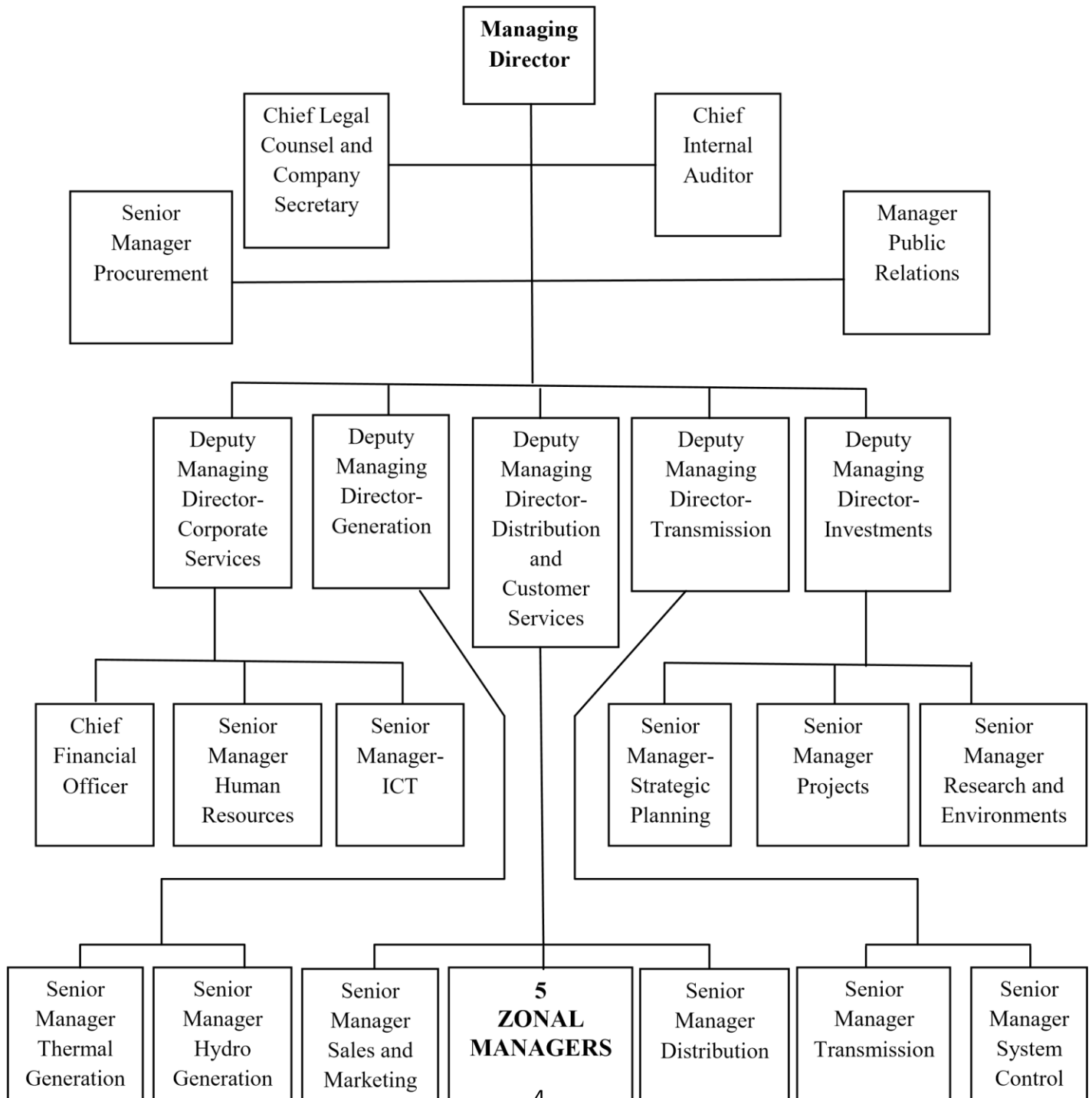
Figure 1



NEW TANESCO ORGANISATION STRUCTURE- EFFECTIVE

FROM 01 JUNE, 2011

Figure 2



1.4 TYPE OF BUSINESS/ORGANIZATION

Tanzania Electric Supply Company (TANESCO) is a public sector which is under supervision of ministry of energy and minerals it receives finance from the government budget. Tanzania Electric Supply Company (TANESCO) is the service organization under the government responsible to provide electricity to the different people in different areas in all over the country including industries and households, this is the only Company which dominates distribution and transmission of electricity to the Tanzanian people.

1.5 MAJOR PRODUCT/SERVICE PROVIDED BY TANESCO

The major Service provided by Tanzania Electric Supply Company is to supply electricity to the people in different geographical areas of the country, thus electricity is generated, transmitted and then distributed to the different areas within the country.

TANESCO ensures stable supply of services to its customers. TANESCO's customers are in both rural and urban areas of the country supplying consumers depending on the nature of the electricity use whether is for residential use, commercial use or industrial use.

1.6 ACTIVITIES PERFORMED BY TANESCO

There are a number of activities performed by TANESCO LTD throughout the country. However, these activities are grouped into four categories namely.

- a) Generation activities.
- b) Transmission activities.
- c) Transmission and Distribution activities.
- d) Administration activities.

Also the company sales electricity to the mainland and bulk power supply to the Island of Zanzibar. Distribution of electricity in Unguja and Pemba is the responsibility of the Zanzibar Electricity Corporation (ZECO).

a) Generation

TANESCO's generation system consists of mainly hydro and thermal based generation. Hydro contributed 73% of total power generated from October 2009 up to September 2010. Gas and thermal contributed the remaining amount. During the year 2010 the total units generated to the grid and isolated plants was 4,938,748,209 Kwh or units.

TANESCO operate own hydropower generating stations interconnected to the grid system. The plants with installed capacities are Kidatu 204MW; Kihansi 180MW, Mtera 80MW, Pangani 68MW, Hale 21MW, Nyumba ya Mungu 8kw totaling 561MW of hydro generation.

In recent years TANESCO has implemented a thermal hydro power generation through own plants and independent power plants (IPPs) Own thermal generation comes from the Dar-es-salaam based Ubongo Plant 100MW and Tegeta 45MW which was commissioned in December 2009.

b) Transmission

TANESCO owns interconnected power grid made up of generation system transmission and distribution system. Transmission system comprises of grid substations (38) interconnected by transmission lines. The transmission lines comprise of 2732.36Km of system voltage 220kv, 21538Km of 132kv, and 546km of 66kv, totaling 4817km by the end of September, 2009 Transmission line use pylons made of steel. The system is all alternating (AC) and the system frequency is 50Hz.

The total installed capacity in the main Grid system amounts to 1051MW. The system is hydropower dependent, constituting about 562MW or 58.51% of total installed capacity

Thermal generating capacity forms the rest, mainly from IPP's

The thermal grid system demand of 2009 was 755.41MW as recorded on November 16, 2009 at 20hrs. By August 9th 2010 the highest grid system demanded was 802MW at 21hrs. The Transmission system losses are in the range of 5% to 6% (5.16 records of record of 2008 and 6.10% as recorded in August 2009).

The output from various generating plants is transmitted and distributed to the various parts of the country with the following facilities. 2986 km of 220 kV transmission lines 1971 km of 132 kV lines.

c) Distribution

The distribution system Network Supply Voltage are 33kv and 11kv which serve as the backbone stepped down by distribution transfer to 400/230 volt for residentially, light commercial and industrial supply. There are big commercial and light heavy industries supplies directly at

33kv and 11kv. Distribution activities are most intensive in terms of geographical coverage.

There are more than 849755 customers linked by these distribution lines. By the end of October 2010 there were 12418km of 33kv lines, 5166km of 11kv lines, 26548km of Lv lines and 9490 distribution transformer. The maximum energy demand for the year 2014 was 833MW occurred on 11th November 2010 at 20.00hrs. The maximum energy demand is currently 16,350,360kwh per day.

d) Transmission and Distribution

TANESCO, owns transmission and distribution lines estimated to comprise of 2,624.36km

The major challenges facing the transmission and distribution systems are

- 1) It is proposed to look for capital for strengthening the high voltage power lines and embark on urgent maintenance, upgrading and expansion of the current transmission and distribution systems
- 2) Vandalism, there are problems of theft of transformer oil, stealing conductors, and outright theft of electricity through illegal services lines and meter tampering. Vandalism is the act of damaging property that belongs to someone else.

MARKETING

The marketing Business Unit is one of the three technical business units in TANESCO marketing Business Unit deals with distribution of electricity energy in one hand and customer service on the other. The business unit also drives the safety function in the company. In Tanzania, distribution starts from 33kilovolt voltage level down to 0.4Kilovolts, while 66Kilovolts and above remain in transmission function.

e) Administration

Like any other organization, TANESCO activities depend on effective administration. Administration activities are performed so as to coordinate the overall activities of the organization. Administration activities are mainly concerned with decision making and policy making. The main activities related to administration are performed by the head office units. The head office units provide a number of support services to the operations group. The directorates at the Head Office are:

- a) Finance
- b) Personnel and Administration.
- c) Projects, Design and Construction.
- d) Corporate Planning and Research.

1.3.0 Vision, Mission and Objectives of The COMPANY

1.3.1 VISION OF THE COMPANY

The vision of TANESCO is to be efficient and commercially focused electricity utility supporting the development of Tanzania and to be the powerhouse of East Africa.

“A leading Regional Provider of Quality and affordable Electric power”

1.3.2 MISSION STATEMENT

Mission of TANESCO as the company is to generate, purchase, transmit, supply and sell electricity in the most effective, competitive and sustainable manner.

The **Motto of** TANESCO is “We light up your life”

Company Core value are

- Customer kwanza
- Safety
- Integrity
- Team work
- Innovation
- Passion

Company Strategic Themes are

- People
- Customer
- Efficiency
- Strategic project
- Communication and Stakeholders Engagement
- Resource Mobilization
- Risk management and governance

CHAPTER TWO

2.0 DESCRIPTION OF TASK AND DUTIES PERFORMED IN THE FIRM.

INSTALLATION OF WINDOWS 11 OPERATING SYSTEM INTO THE COMPUTER

Due to the terms and policies of the firm, in TANESCO windows 11 pro is now most recommended to be used. According to this, the followings are steps involved in the installation of windows 11 operating system

1. Take a USB drive with 8GB storage capacity or more /you can use external driver
2. Format USB drive
3. Connect USB drive into the USB port of another computer which has operating system
4. Run Rufus software in that another computer. Rufus software will be used to make the USB drive bootable for the installation of windows 11pro operating system
5. After opening Rufus, select the image of windows 11 setup. If you don't have windows 11 image setup, go to the browser and download it by checking the specific requirements which meets the needs of your computer
6. Then, in Rufus after selecting the image of windows 11
7. Press start
8. After finishing making USB drive bootable, select close
9. Shut down computer that you want to install windows 11 operating system
10. Plug USB drive to the USB port and then turn on your computer
11. During turning on your computer, immediately call the boot menu by pressing F12 or Esc button for some computers
12. In boot menu, select USB drive and wait for further process

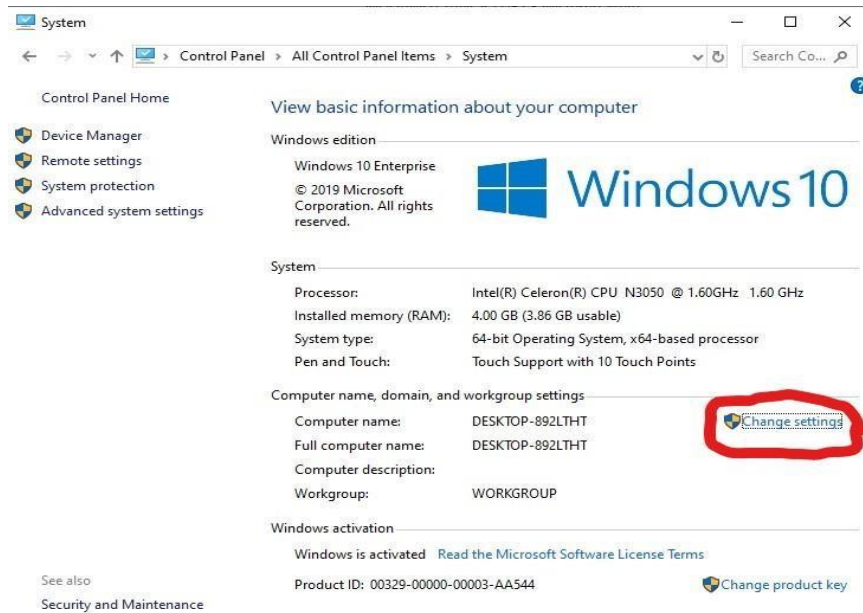
13. Choose a language and select next
14. Select install now
15. Enter a product key for the activation of windows
16. If you don't have product key, select 'I don't have a product key'
17. Select type of windows operating system and press next
18. Accepts the Microsoft software license terms and press next
19. Select custom installation
20. In partition part, select the hard drive that you want to install windows 11pro operating system and press next
21. By doing that window 11pro operating will be installed by waiting in a several minutes

ADDING COMPUTER INTO A DOMAIN

When a computer is connected/joined into a domain it does not use its own local user accounts. This is because user account and passwords are managed on the domain controller of the firm or organization. This means that you can log in with the same username and passwords on any computer connected to the domain of the firm or organization.

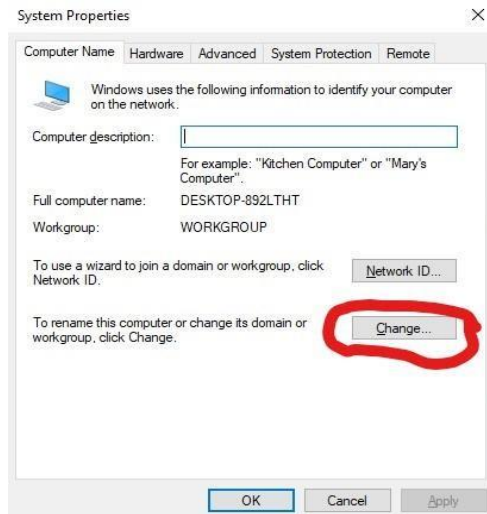
Steps involved in connecting any computer into the domain are as follows

1. In search box of your computer type control panel
2. In control panel items search system
3. Select system
4. In the system, select change settings



5. By selecting change setting, you will be able to see the system properties

6. In the system properties, select change

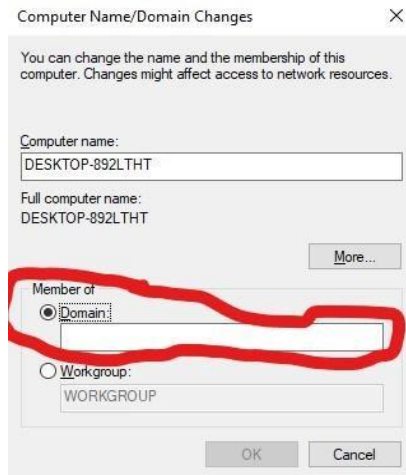


7. Also by doing that you will be able to add a domain or change a computer name

8. Write a name of computer you want to use in a domain

9. In the part of member of choose domain

10. Type a name of the domain and select ok



11. In the system properties, select apply

12. And hence, computer added to a computer

RJ45 TERMINATION

In many organization or offices, a straight through Ethernet cable termination is mostly used since it involves the connection from the routers to the switch and switches to the users computer.

Equipments used for RJ45 termination are **crimping tool**, **cable cutter or scissor**, **RJ45 connector** and **UTP cable**.

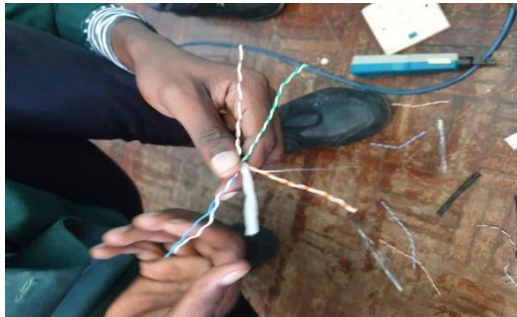
Due to this fact the following are the steps used in the termination of RJ45 for the straight through Ethernet cable

1. Take a crimping tool



2. In the stripping section of crimping tool, take UTP cat6 cable and measure the appropriate length of the cable with your thumb finger

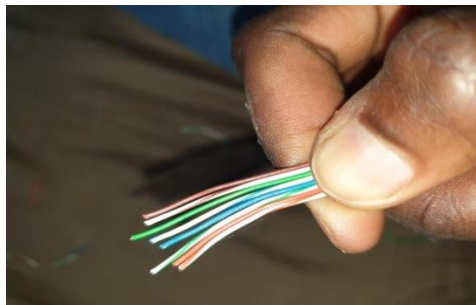
3. Then start to strip the cable
4. After that, spread the twisted cable wires



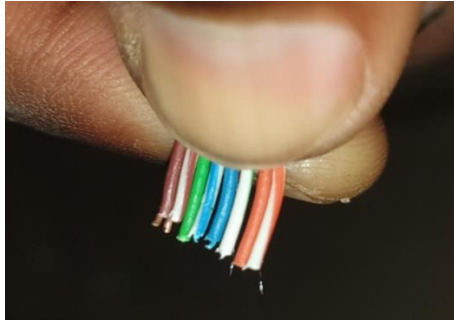
5. Cut the small plastic wire separator and string by using cable cutter or scissor
6. Untwist and straighten all colored wires
7. Arrange the colored wire from left to your right side as

i	White orange
ii	Orange
iii	White green
iv	Blue
v	White blue
vi	Green
vii	White brown
viii	Brown

8. With thumb and index finger hold wire tight to keep them in a right order as arranged before



9. Use cutting section of crimping tool or carefully use cable cutter to cut those arranged wire with a similar length to each other



10. Then, insert wires into the RJ45 connector

11. While connecting, make sure small metal pins of RJ45 connector are facing up



12. Insert RJ45 connector in the crimping section of the crimping tool and squeeze twice the crimping tool all the way down



13. In squeezing make sure all the pins of RJ45 connector are pushed down

14. Then, release the handle of the crimping tool and also release the RJ45 connector on the crimping tool



15. Then, repeat the same procedures for the other end of the cable by matching with the step 7 in terms of color code
16. But if you need cross over Ethernet cable termination, the other end must be matched with the following color code starting from the left to your right side

i	White green
ii	Green
iii	White orange
iv	Blue
v	White blue
vi	Orange
vii	White brown
viii	Brown

HARDWARE TROUBLESHOOTING

Troubleshooting computer hardware error is a process of determining the cause of error and applying the appropriate fix to eliminate the error. Most computer defects are caused by software, hardware or both, displaying the same trouble such as computer hang, no display, no sound etc. What are the steps to troubleshoot hardware?

The troubleshooting process steps are as follows:

1. Identify the problem.
2. Establish a theory of probable cause.
3. Test the theory to determine the cause.
4. Establish a plan of action to resolve the problem and implement the solution.
5. Verify full system functionality and, if applicable, implement preventive measures.

CAT 6 KEYSTONE JACK CONNECTOR (MODULE) TERMINATION

This device allows for quick and simple termination of modules without the need for tooling, this are suitable for loading in wall plate with the appropriate adapter plate or in patch panel frames

In most cases used in the wiring of LAN and Ethernet connection

In our firms (TANESCO) we use Cat 6 keystone for Ethernet connection or installation of LAN

The following below are steps which I take for keystone jack termination

Step 1: Separate the wire

Step 2: Flatten the wire and ensure that all wire looks straight

Step 3: Fix the wire into the Cat 6 keystone jack (Module) according to class B Network

Step 4: Pushing (punching) the wire into the keystone jack

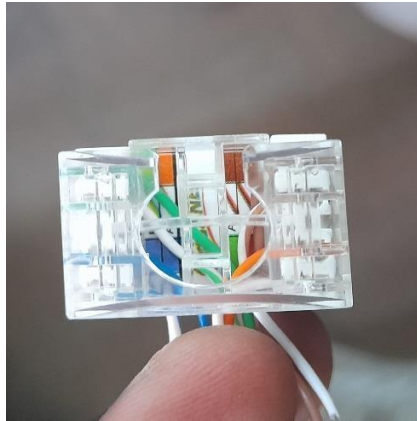
Step 5: Impact and cut wire

Step 6: Cover with dust cover

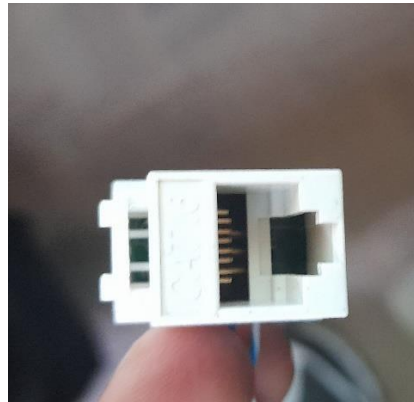
Step 7: Insert the Cat 6 keystone jack into the wall plate

Step 8: Set the wall plate into its wall box and tightly set it with screw driver

Picture below show Cat 6 keystone jack (Module)



Front part



Upper part

PRINTER SHARING

Consider we have two computers where as one act as primary computer and another act as secondary computer, the primary computer is the one which can give access to other computer to share a printer which is connected within it either wireless or with USB cable

The following below are the steps for printer sharing

- ❖ Go to the primary computer and in the search box type CMD (command prompt) then click enter

- ❖ Type ipconfig this enable to get ip address of the primary computer and read it
- ❖ go to the control panel in the primary computer and allow sharing the printer you want
- ❖ Go to the secondary computer and in the search box type \\ then ip address of the primary computer and press enter
- ❖ Then you will see window explore with the list of printer ip address entered
- ❖ Right click the printer you want, then connect

2.1 NEW KNOWLEDGE AND SKILLS GAINED IN EACH OF THE DUTIES ASSIGNED

I have learnt on how to work with staff of different behaviors, qualifications and experiences. For the all eight weeks that I had been at TANESCO Tanga region office, I had much interest on the duties assigned to me especially on using the computerized TANESCO Management System. Although this was my second time to perform such duties and learning through doing them, it increased my eagerness to learn more and even surpass what they knew. I was also interested and gained new knowledge and skills due to the fact that some of the duties I perform were in one way related to what I had been taught in class example Network Configuration. This therefore enabled me to link theories and practices thus creating much insight and cementing what I already knew theoretically.

Also being in the organization helped me to know the behavior of various people and how to interact with them. This involves the way people live, behave and respect each other while working. Moreover, I learned from the organization useful values such as punctuality, confidentiality. I also learned the feeling of how to behave as a real employee in the organization and offering services of IT Technician in a real situation.

Also I learn that the mistake of an employee is better being solved by an organization as whole. Therefore, blames should not go to an individual employee rather steps are to taken by the organization generally.

On the other hand, being in the staff with other employees of TANESCO helped me a lot to change my dressing code and behave as a manager up to this time. Hopeful this will continue throughout my life.

2.2 THINGS ENJOYED MOST AND WHY

The interesting things about the field are the cooperation among the staff members the cooperation is there from the heads of department to the normal workers. The head of department is friendly hence it becomes easy for the workers to tell the problems and seek for help. And other things that I enjoyed most at TANESCO Company Ltd, it was working environment which was very friendly to me, for they do offer attractive working environment in the sense that the duties assigned to me are proportional to the level of supervision. I was encouraged to work as a team in some duties and in other duties I had to work independently under low supervision.

2.4 PROBLEMS FACED/EXPERIENCED IN EXECUTING TASKS

I cannot say that during my practical training I faced any great problem in executing the tasks assigned to me. The department of ICT is well organized and fully equipped. The staffs are well cooperated and they work in teams; therefore, they were very helpful to me in terms of any difficulties

On the other hand, the problems that experienced at TANESCO were that, office facilities were a problem in undertaking the duties assigned. Computers were not enough to accommodate all of the students attending practical training had to remain idle for sometimes when the duties assigned required the use of computers and all the computers are in use for other duties. On other occasions I even missed a chair to sit on which forced me to stay idle while waiting for a chair. Some duties were very challenging, time and energy consuming like carrying meters from store when issuing. They required creativity, analytical and critical thinking in performance.

2.5 HOW PROBLEMS WAS HANDLED (SOLUTIONS TO THE PROBLEMS)

The problem of inadequate office facilities can be solved by the office by having a fixed number of students for practical training because by only increasing the number of chairs and computers cannot solve the problem.

To solve the problems associated with lack of computers skill I did undertake a helpful measure. I was very inquisitive and eager to learn from my fellow students and other staff members.

CHAPTER THREE

3.0 CONCLUSION AND RECOMMENDATIONS

3.1 CONCLUSION

Through conducting industrial practical training, it facilitates student to gain more knowledge and skills in their working activity. Industrial practical training has helped me to gain ability in planning and carrying out any job assigning in my field of study, select a proper tool and their handling, make good cooperation with other member staff, be initiative and gaining of self confidence in performing my job

Therefore, conducting practical training in TANESCO has helped me to gain a lot of practical knowledge and skills necessary for accomplishing my studies.

3.2 RECOMMENDATIONS

In my field of study, I recommend that the faculty should make efforts in increasing the number of computer and even expand the laboratory which will enable students to gain a lot skills and knowledge. Necessary efforts should be made by the faculty of Commerce and Management to ensure that students are competent with the Information Technology and the use of computers. This will enable students to be competent on practicing them practically. Replacement of depreciated computers should be done in order to meet the demands of students.

The organization should employ the system which can help in aiding to accommodate all students during the field practical, the department concerned should arrange sometime intervals which will be able to accommodate all students during practical training. By doing this will aid in producing technicians who are competent both in practical and theory.

Furthermore, the advice to teacher and other department member they should teach us in the such a way that we go and we are together with the updated modern technology, rather than studying things which are not currently used in our society and other sector such as organization and companies. The technology growth is in the high speed so as student we should go with modern one and not analog.

In addition, the organization should provide education to employees through seminars on how to treat students in practical training so as to bring cooperation between them and students which results of efficient and effectively of the work to be performed at the organization.

Also Computer laboratory should be expanded so that large number of students should be accommodated.

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