



NOTICE TO STAKEHOLDERS

ON COMPLIANCE WITH THE TANZANIA SHIPPING AGENCIES (INLAND CLEARANCE DEPOT TARIFF) ORDER, GN. NO. 459 OF 2022 AND COMPLAINT HANDLING REQUIREMENTS

The Tanzania Shipping Agencies Corporation (TASAC) reminds all Port Terminal Operators, Inland Clearance Depots (ICDs), Shipping Agents, Clearing and Forwarding Agents, Consignees and other stakeholders to strictly comply with the Tanzania Shipping Agencies (Inland Clearance Depot Tariff) Order, GN. No. 459 of 2022.

In particular, stakeholders are reminded that:

- (i) Regulation 11 of the Order provides that a party responsible for occasioning delays in transferring a nominated container to an ICD shall bear the associated storage costs resulting from such delay.
- (ii) Regulation 19 of the Order requires a Port Terminal or ICD to compensate a consignee for delays in delivering containers where such consignee is ready and willing to take delivery of the container.

Further, stakeholders are reminded to ensure full compliance with the Tanzania Shipping Agencies (Complaints Handling) Regulations, GN. No. 338 of 2018 as amended, including the establishment, operationalization and effective utilization of internal complaint handling mechanisms, timely resolution of consumer complaints, and provision of safe, reliable and efficient regulated services.

Stakeholders are therefore advised that, in the event of complaints arising from delays in transfer or delivery of containers, or any other complaint relating to regulated services, such complaints shall be handled in accordance with the applicable laws and procedures. TASAC shall continue receiving, evaluating and resolving complaints in accordance with the law.

All regulated service providers are urged to take necessary measures to ensure compliance and avoid unnecessary inconveniences to port users and the general public.

Issued by:
TANZANIA SHIPPING AGENCIES CORPORATION (TASAC)