



## Electronic Service Providers/Suppliers Return Filing-Taxpayer's Portal

**User Manual**

**Version 2.1**

**24/4/2023**

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## **1. Introduction**

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Tanzania Revenue Authority (TRA) recognizes that, there is a need to make an effort in creating a suitable tax regime for Non-resident electronic service Providers/Suppliers conducting business in Tanzania without having a fixed place. Consequently, the Authority undertook measures aimed at enhancing its return filing and tax payment systems in order to accommodate Non-resident electronic service providers/suppliers.

Specifically, the enhancement aimed at providing a platform for return filing and tax payment for Non-resident electronic service providers/suppliers through a simplified online and payment framework. This platform will enable the Non-resident electronic service providers/suppliers to effectively and efficiently fulfill their tax obligations in terms of return filing and payment of tax liabilities.

This User Manual (UM) provides a detailed guidance for Non-Resident electronic service providers/suppliers on how to effectively use the portal to file returns and pay income tax and Value Added Taxes (VAT).

## 2. Overview

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Non-resident electronic service providers'/suppliers' Return filing portal shall enable Non-resident Electronic Service Providers/Suppliers to file and register their payment particulars through a simplified online platform. The illustration in this manual has used **LAST CHANCE and Test Final** as an individual business name and entity respectfully, to assist users to quickly familiarize with the entire process.

Key features or major functions performed by the system

- Return Filing (VAT and IT)
- Tax payment

User access

- Non-resident user will access the portal for filing and make payments using link provided through his /her corporate/business email address.
- Non-resident users will use login credentials sent to business/corporate email address provided for sign in.
- The portal will be online and can be accessed in different browsers such as Opera, Chrome, Mozilla etc.
- Applicant must have an access to his/her corporate/business email address
- The initial password provided by the system through the user's business/corporate email shall be a temporary, of which upon initial login the system requires the user to change such a password via a system provided change password screen.

This screen requires the user to enter current password and the new password created by the user, the system further requires the user to confirm the new password and finally update it.

The Current password refers to the user's initial password retrieved from the business/corporate email while the new password refers to the User's created email by following the system password strength interactive guidelines.

## 3. Getting Started

### 3.1 Return filing

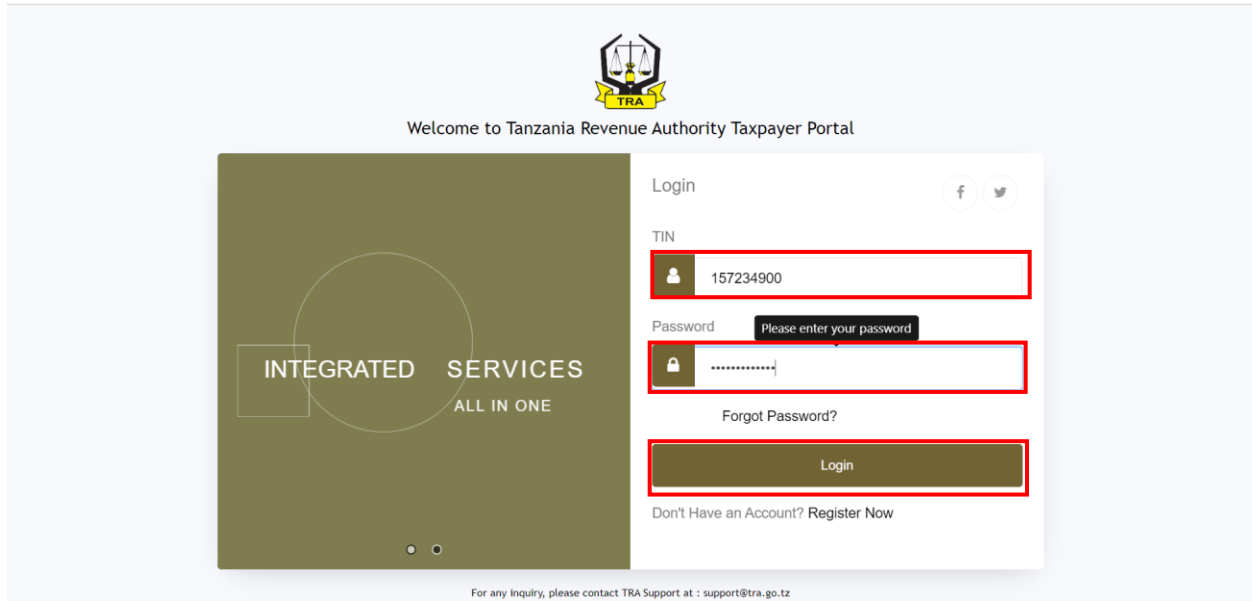
URL: <https://taxpayerportal.tra.go.tz>

Click the link provided through your corporate/business email as depicted in the URL above, the system will direct you to the taxpayer's portal as depicted below:

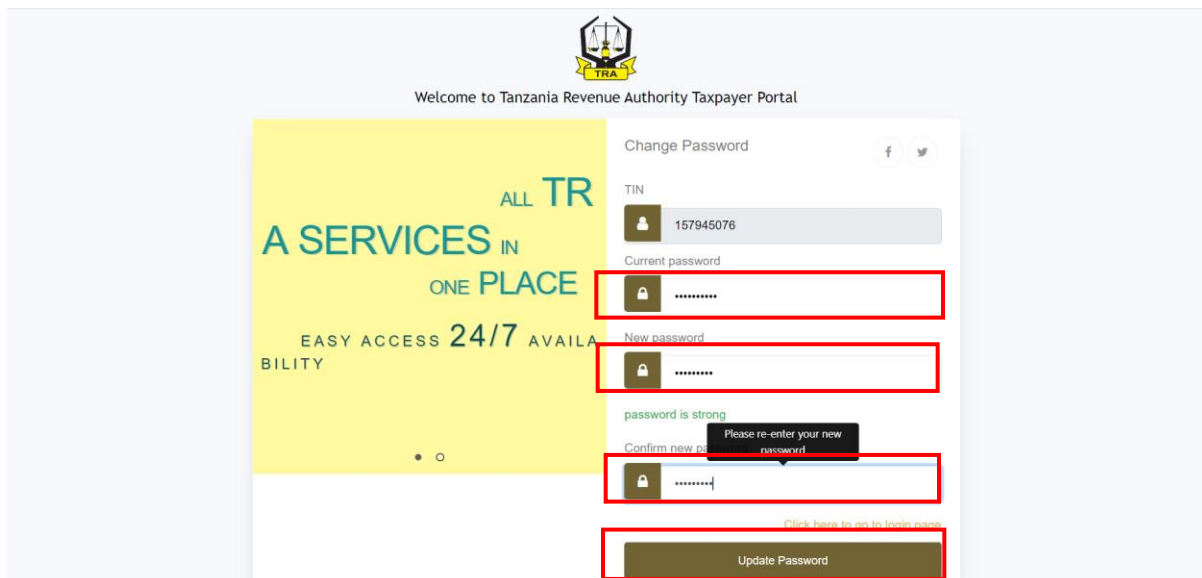


Click services, then click login

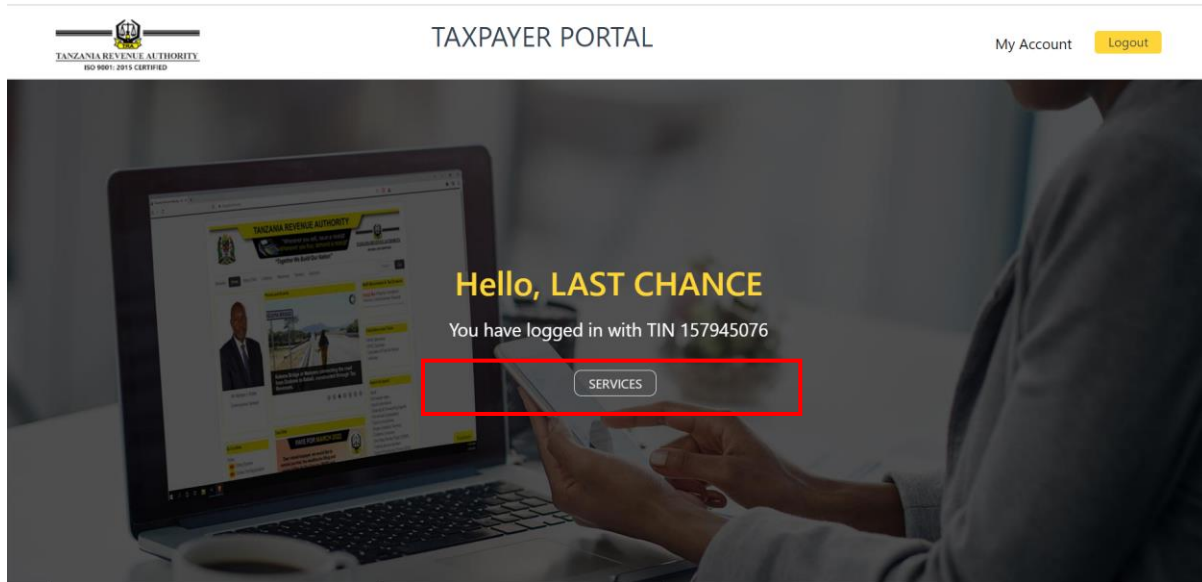
Capture TIN as username and password sent to the email during TIN registration, then click “Login”



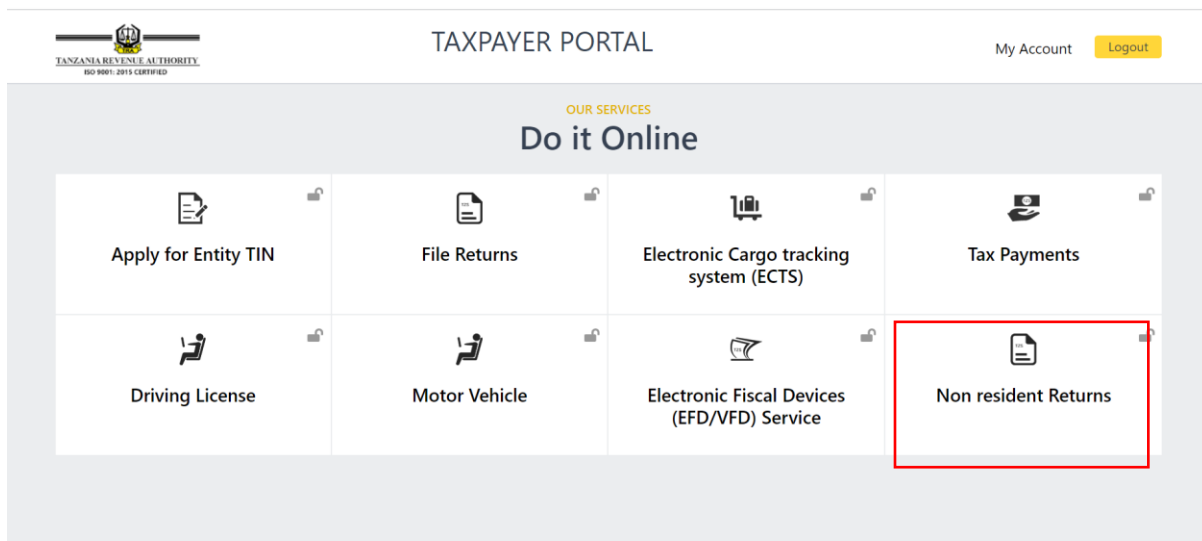
Re-enter passwords, current password and new password, then click “Update password”



### Select “Services”

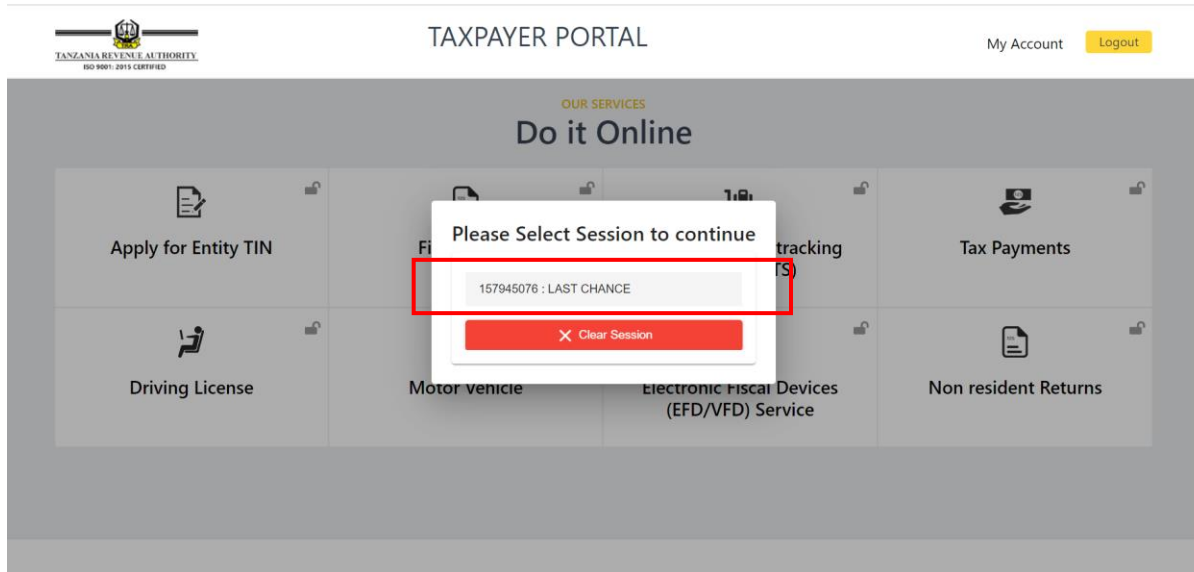


### Click “Non-Resident Returns”

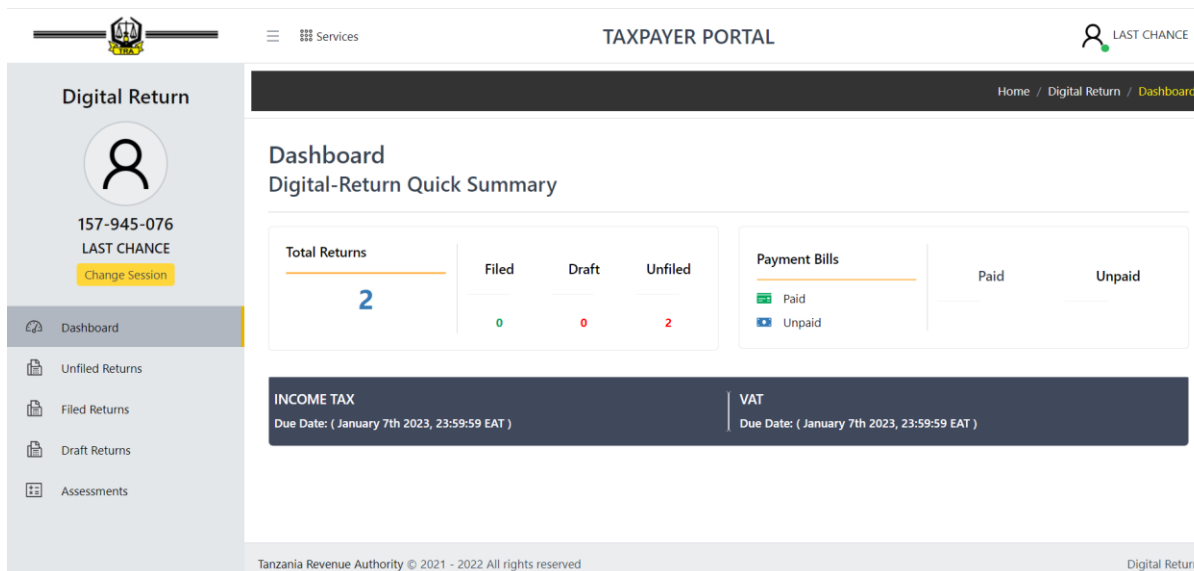




Select a session to use



Dashboard will display with details, including number of filed and unfiled return



## Filing VAT Return

To start filing return, select “Unfiled return”

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left, the 'Digital Return' sidebar contains a menu with 'Unfiled Returns' highlighted in a red box. The main area displays 'Unfiled Returns' with search filters for 'Tax Type' and 'Year'. Below the filters is a table with the following data:

SN	Return Type	Year	Month/Period	Due date	Action
1	VAT	2022	12	January 7th 2023, 23:59:59 EAT	Action
	PIT	2022	12	January 7th 2023, 23:59:59 EAT	Action

Search return to file by “Return type” and “Year”

The screenshot shows the 'TAXPAYER PORTAL' interface with search filters applied. The 'Tax Type' dropdown is set to 'VAT' and the 'Year' dropdown is set to '2022', both highlighted with a red box. The table below shows the filtered results:

SN	Return Type	Year	Month/Period	Due date	Action
1	VAT	2022	12	January 7th 2023, 23:59:59 EAT	Action

Click “Action” then select “File Return”

The screenshot shows the 'Unfiled Returns' section of the Taxpayer Portal. At the top, there are filters for 'Tax Type' (VAT) and 'Year' (2022). Below the filters is a table with the following data:

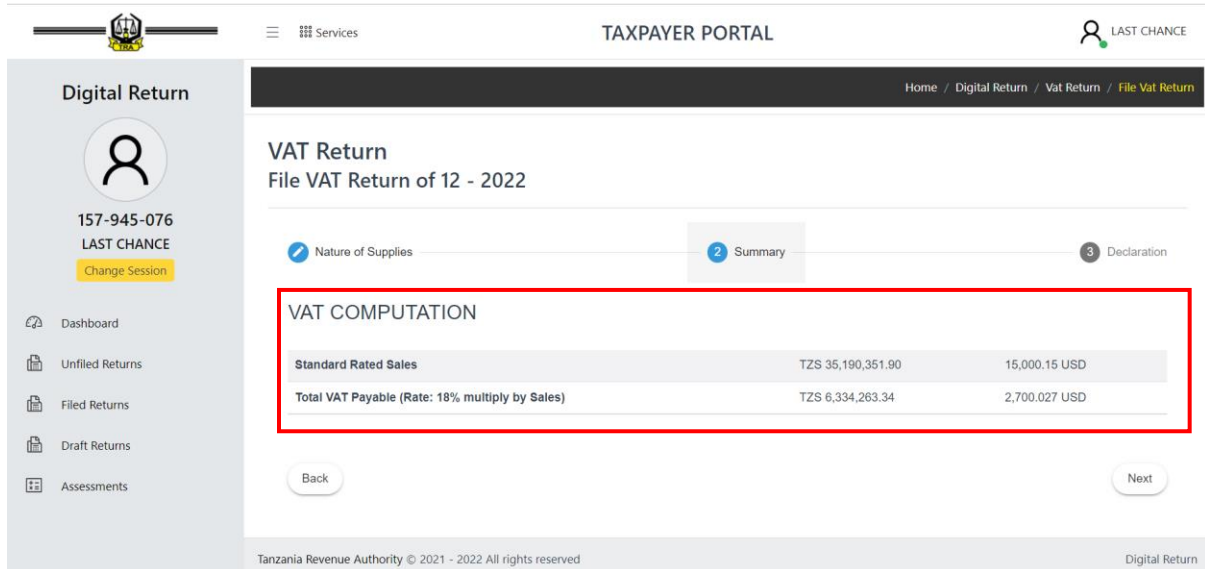
SN	Return Type	Year	Month/Period	Due date
1	VAT	2022	12	January 7th 2023, 23:59:59 EAT

An 'Action' dropdown menu is open over the first row, with 'File Return' selected. The page also includes a sidebar with navigation options like 'Dashboard', 'Unfiled Returns', 'Filed Returns', 'Draft Returns', and 'Assessments'. The footer contains 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and 'Digital Return'.

Capture Sales (In USD), then click “Next”

The screenshot shows the 'VAT Return' page for 'File VAT Return of 12 - 2022'. The page has a progress indicator with three steps: '1 Nature of Supplies', '2 Summary', and '3 Declaration'. The 'Nature of Supplies' step is active. A form field for 'Standard Rated Sales in USD (\$)' is highlighted with a red box and contains the value '15,000.15'. A 'Next' button is located at the bottom right of the form. The page also includes a sidebar with navigation options and a footer with 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and 'Digital Return'.

View Tax Computation summary (Standard rated sales and Total VAT payable), and click “Next” if you are satisfied with completeness of information otherwise “Click” Back for rectification and reperform the procedures then Click “Next”

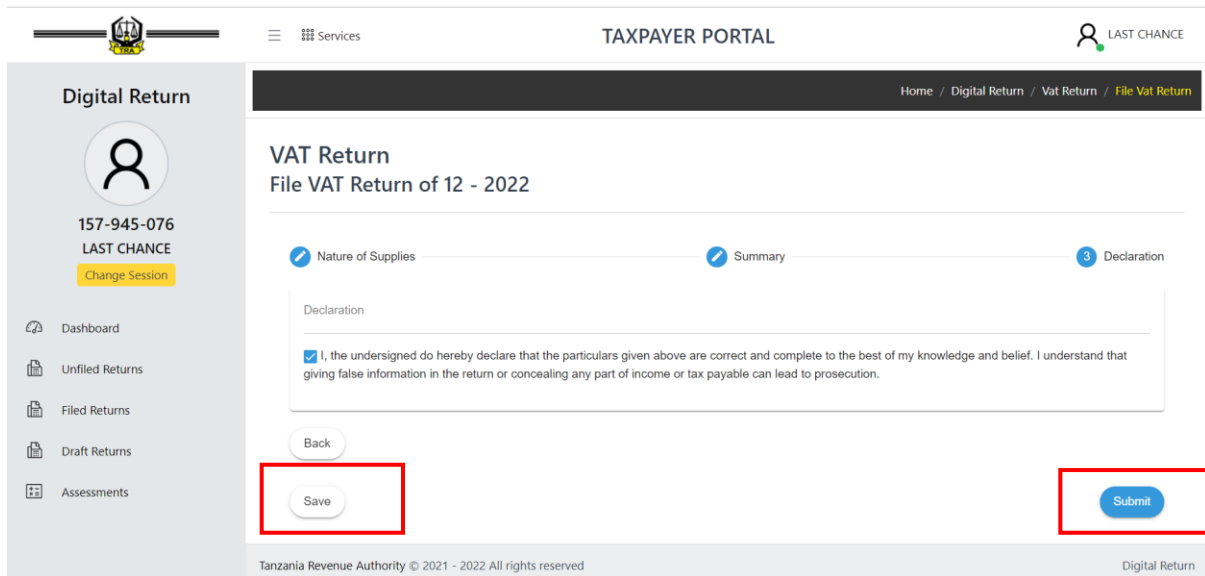


The screenshot shows the 'TAXPAYER PORTAL' interface for filing a VAT Return for December 2022. The user is logged in as 'LAST CHANCE' with ID '157-945-076'. The navigation menu on the left includes 'Digital Return', 'Dashboard', 'Unfiled Returns', 'Filed Returns', 'Draft Returns', and 'Assessments'. The main content area shows a progress bar with three steps: 'Nature of Supplies', 'Summary', and 'Declaration'. The 'Summary' step is active, displaying a 'VAT COMPUTATION' table. The table is highlighted with a red border and contains the following data:

Category	TZS	USD
Standard Rated Sales	TZS 35,190,351.90	15,000.15 USD
Total VAT Payable (Rate: 18% multiply by Sales)	TZS 6,334,263.34	2,700.027 USD

Below the table are 'Back' and 'Next' buttons. The footer includes 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and 'Digital Return'.

Tick the check box to declare, then click “submit”. If you do not wish to submit at this material time, click “save” for later editing and submission, this information will be retrievable in the Draft returns)



The screenshot shows the 'TAXPAYER PORTAL' interface for the 'Declaration' step of the VAT Return filing process. The user is logged in as 'LAST CHANCE' with ID '157-945-076'. The progress bar shows three steps: 'Nature of Supplies', 'Summary', and 'Declaration'. The 'Declaration' step is active, displaying a text area for the declaration and a checkbox. The checkbox is checked, indicating the user's declaration. Below the declaration area are 'Back', 'Save', and 'Submit' buttons. The 'Save' and 'Submit' buttons are highlighted with red boxes. The footer includes 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and 'Digital Return'.

To view status of return after successful submission, select filed return then view status. If the status reads “Submitted” it means the return is not yet processed.

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left is a sidebar with 'Digital Return' and a user profile for '157-945-076 LAST CHANCE'. The main area is titled 'Filed Returns' and contains a table with the following data:

SN	Return Name	Submission Date	Month/Period	Year	eDocument No.	Status
1	VAT	Dec 28, 2022	12	2022	202215794507612281010733	Submitted

The 'Submitted' status in the table is highlighted with a red box. Below the table, there is a 'Refresh' button and a pagination control showing 'Items per page: 10' and '0 of 0'.

And if status reads “Processed” it means the return has already been processed/filed and you can Click action option to view appropriate actions

This screenshot is similar to the previous one, but the status of the return is 'Processed'. The 'Processed' status in the table is highlighted with a red box. The 'Action' button next to it is also visible.

SN	Return Name	Submission Date	Month/Period	Year	eDocument No.	Status
1	VAT	Dec 28, 2022	12	2022	202215794507612281010733	Processed

Click “Action”, to view Acknowledgement, Assessment or Submitted return

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View VAT Return Acknowledgement.

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### View Assessment

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left is a sidebar with a user profile for 'Test Final' (TIN: 163-028-816) and a menu with options: Dashboard, Unfiled Returns, Filed Returns, Draft Returns, and Assessments. The main content area displays a 'VAT Return Assessment Report' for 'Return of 2 - 2023'. The report is a PDF document titled 'NOTICE OF SELF ASSESSMENT' from the Tanzania Revenue Authority (TRA). The report details include: TIN: 163028816, Taxpayer's Name: TEST FINAL, Address of Taxpayer: GUATEMALA, VRN: 40311056F, Year of Return: 2023, Month of return: 2, Tax Type: VAT, Assessment No.: DG42576837, and Date of Issue: 08 February 2023. The report is viewed in a browser window showing page 1 of 2 at 74% zoom.

### Submitted VAT return view

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left is a sidebar with a user profile for 'LAST CHANCE' (TIN: 157-945-076) and a menu with options: Dashboard, Unfiled Returns, Filed Returns, Draft Returns, and Assessments. The main content area displays a 'Submitted VAT Return' for 'Return of 12 - 2022'. The report is a PDF document titled 'VAT return for non-resident electronic service suppliers' from the Tanzania Revenue Authority (TRA). The report includes a note: 'Note: This return is submitted under the provisions of regulation 6(1) of the Value Added Tax (Registration of Non-Resident Electronic Service Suppliers) Regulations, 2022. You are hereby required to submit the return and make payment within 7 days after the end of the month to which it refers.' The e-document number is 202215794507612281010733. The report is viewed in a browser window showing page 1 of 3 at 81% zoom. Below the note is a table for 'Part 1 - General Information':

1) Name of Taxpayer:	Tax Office	Itala
LAST CHANCE		

Additional fields in the table include: 2) Taxpayer Identification Number, 3) Year of Income, and 4) VRN.

## Filing Income Tax Return

To start filing return, select “Unfiled return”. Then search by Return type and year.

Go to action then select “File Return”.

The screenshot shows the 'Unfiled Returns' section of the Taxpayer Portal. The search filters are set to 'Tax Type' and 'Year'. The table below shows one entry:

SN	Return Type	Year	Month/Period	Due date
1	PIT	2022	12	January 7th 2023, 23:59:59 EAT

The 'Action' dropdown menu is open, showing the 'File Return' option.

Capture sales (In USD), then click “Next”

The screenshot shows the 'Income Tax Return' page for 'File Income Tax Return of 12 - 2022'. The progress bar indicates the current step is '1 Nature of Supplies'. The 'Sales in USD (\$)' field is highlighted with a red box and contains the value '20,000'. The 'Next' button is visible at the bottom right.



View Tax Computation, then click “Next”, otherwise if not satisfied with completeness of the information click “Back” for rectification and reperform the procedures then Click “Next”.

**TAXPAYER PORTAL**

Home / Digital Return / Income Tax / File Income Tax

### Income Tax Return

File Income Tax Return of 12 - 2022

1 Nature of Supplies      2 Summary      3 Declaration

#### TAX COMPUTATION

Sales Amount	TZS 46,920,000.00	20,000 USD
Tax Payable - (Rate-2% multiply by Sales)	TZS 938,400.00	400 USD

Back      Next

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Tick the check box to declare, then click “submit” (If you do not wish to submit at this material time click “Save” for later editing and submission, this information will be retrievable in the draft returns)

**TAXPAYER PORTAL**

Home / Digital Return / Income Tax / File Income Tax

### Income Tax Return

File Income Tax Return of 12 - 2022

1 Nature of Supplies      2 Summary      3 Declaration

Declaration

the undersigned do hereby declare that the particulars given above are correct and complete to the best of my knowledge and belief. I understand that giving false information in the return or concealing any part of income or tax payable can lead to prosecution.

Back      Save      Submit

To view status of return after successful submission, select filed return then view status. If status reads "Submitted" it means the return is not yet processed.

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left is a sidebar with 'Digital Return' and user information: '157-945-076 LAST CHANCE' and a 'Change Session' button. The main area is titled 'Filed Returns' and contains filters for 'Tax Type' (set to PIT) and 'Year' (set to 2022). A table lists two returns:

SN	Return Name	Submission Date	Month/Period	Year	eDocument No.	Status	Action
1	PIT	Dec 28, 2022	12	2022	202215794507612282845967	Submitted	Action
2	VAT	Dec 28, 2022	12	2022	202215794507612281010733	Processed	Action

The 'Submitted' status for the first row is highlighted with a red box. A 'Refresh' button is located above the table. At the bottom, it shows 'Items per page: 10' and '0 of 0'.

And if status reads "Processed" it means the return has already been processed and you can go to the action option to select the appropriate actions.

This screenshot is similar to the previous one but shows the 'Processed' status for the first return. The 'Tax Type' filter is now set to 'PIT' and the 'Year' is '2022'. The table shows:

SN	Return Name	Submission Date	Month/Period	Year	eDocument No.	Status	Action
1	PIT	Dec 28, 2022	12	2022	202215794507612282845967	Processed	Action

The 'Processed' status for the first row is highlighted with a red box. The 'Refresh' button and pagination information remain the same.

Click “Action”, to view Acknowledgement, Assessment or Submitted return.

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left is a sidebar with 'Digital Return' and user information: '157-945-076 LAST CHANCE'. The main area is titled 'Filed Returns' and contains a table with the following data:

SN	Return Name	Submission Date	Month/Period	Year	eDocument No.	Status
1	PIT	Dec 28, 2022	12	2022	202215794507612282845967	Processed

An 'Action' dropdown menu is open for the first row, listing: Acknowledgement, View Assessment, and View Submitted Return.

Click “Acknowledgement” to View Income Tax Return.

The screenshot shows the 'TAXPAYER PORTAL' interface for 'Income Tax Return Acknowledgement'. The page title is 'Income Tax Return Acknowledgement Return of 12 - 2022'. It features a QR code, the TRA logo, and the text 'ACKNOWLEDGEMENT OF RECEIPT'. The taxpayer information is as follows:

Taxpayer Name: LAST CHANCE  
Taxpayer TIN: 157-945-076

Click “Assessment” to view the Income Tax Return Assessment Report.

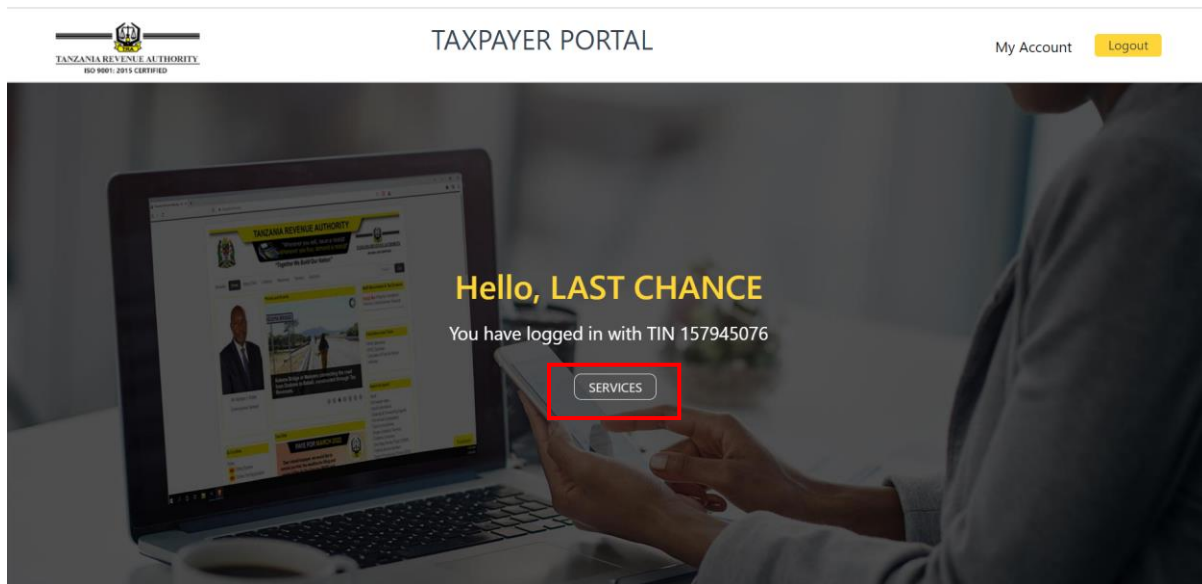
The screenshot displays the 'TAXPAYER PORTAL' interface. On the left, a sidebar titled 'Digital Return' shows a user profile for 'LAST CHANCE' with TIN '157-945-076' and a 'Change Session' button. Below the profile are navigation options: Dashboard, Unfiled Returns, Filed Returns, Draft Returns, and Assessments. The main content area shows the 'Income Tax Return Assessment Report' for 'Return of 12 - 2022'. A breadcrumb trail reads 'Home / Digital Return / Income Tax / Assessment Report'. The report itself is a PDF viewer showing a document from the Tanzania Revenue Authority (TRA) Domestic Revenue Department, titled 'NOTICE OF SELF ASSESSMENT'. The document includes a QR code, the TIN '157945076', the taxpayer's name 'LAST CHANCE', and the return details: 'Year of Return: 2022' and 'Month of return: 12'. The footer of the report states 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved'.

Click “View Submitted return” to view the submitted Income Tax Return.

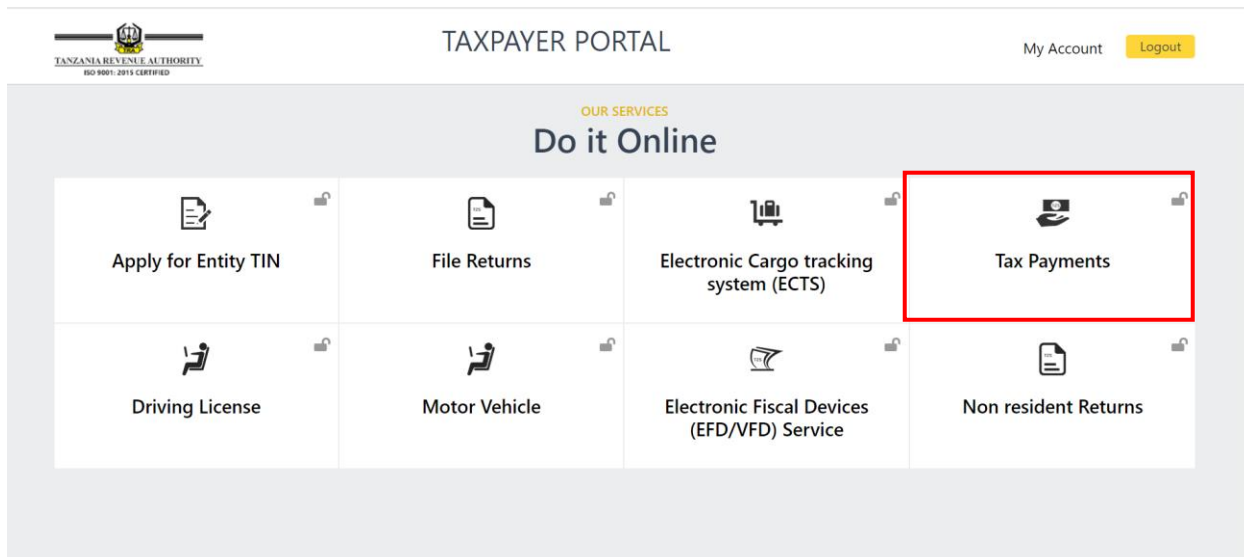
The screenshot displays the 'TAXPAYER PORTAL' interface. On the left, the sidebar is identical to the previous screenshot. The main content area shows the 'Submitted Income Tax Return' for 'Return of 12 - 2022'. A breadcrumb trail reads 'Home / Digital Return / Income Tax / Submitted Return'. The return document is a PDF viewer showing a document from the Tanzania Revenue Authority (TRA) titled 'Income tax return for non-resident electronic service providers'. The document includes a QR code, the form number 'Form ITX219.03.E', and a note: 'Note: Note: This return is submitted under the provisions of Section 90A(2) of the Income Tax Act, Cap.332. You are hereby required to submit the return and make payment within 7 days after the end of the month to which it refers.' The e-document number is '202215794507612282845967'. The footer of the report states 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved'.

## 3.2 Tax Payment

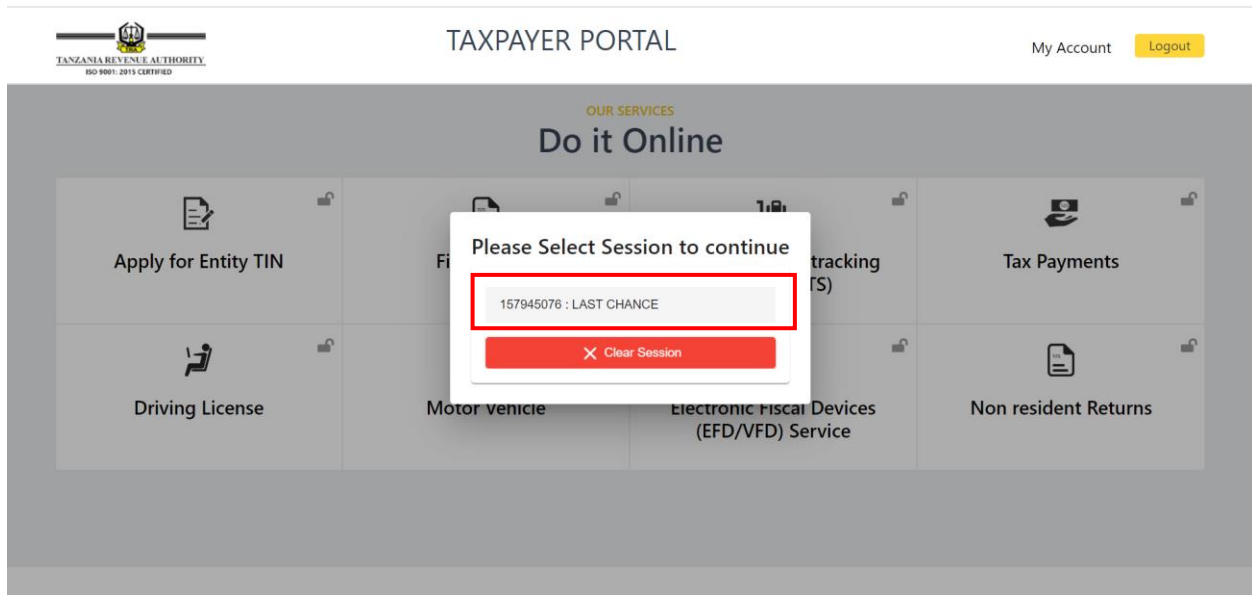
Payment process (after successfully filing returns,), login into taxpayer portal and then Select “Services”



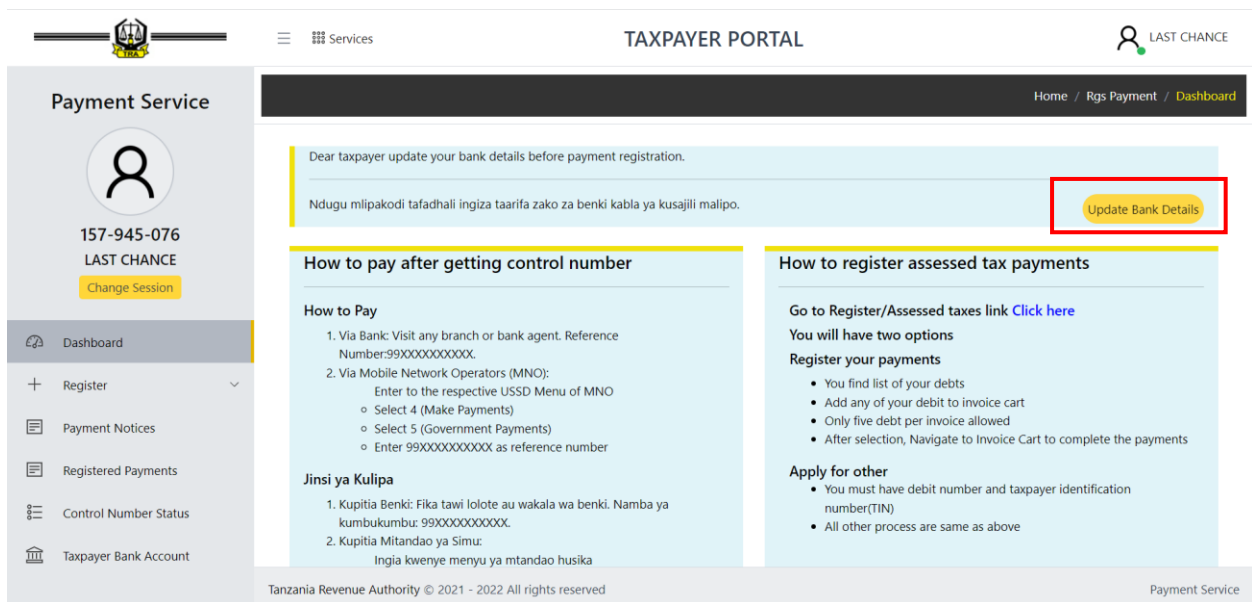
Select “Tax payments”



Click “the business/entity/individual name” to continue with the session.



Click “Update Bank Details”,



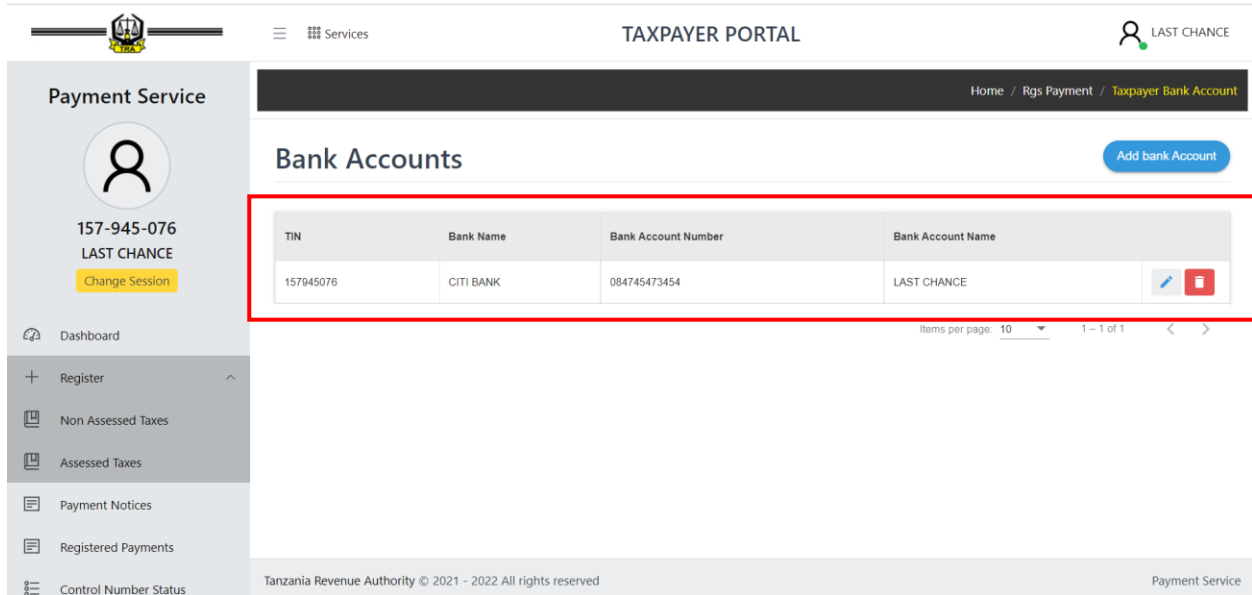
Click Taxpayer Bank account and Select “Add bank Account”

The screenshot shows the 'TAXPAYER PORTAL' interface. On the left is a 'Payment Service' sidebar with a user profile for 'LAST CHANCE' (TIN: 157-945-076) and a 'Change Session' button. The main content area is titled 'Bank Accounts' and contains a table with columns: TIN, Bank Name, Bank Account Number, and Bank Account Name. The table is currently empty, displaying 'No data found'. A blue 'Add bank Account' button is highlighted with a red rectangular box in the top right corner of the main content area. The breadcrumb trail at the top right reads 'Home / Rgs Payment / Taxpayer Bank Account'. The footer includes 'Tanzania Revenue Authority © 2021 - 2022 All rights reserved' and 'Payment Service'.

Capture bank details, then click “Submit”

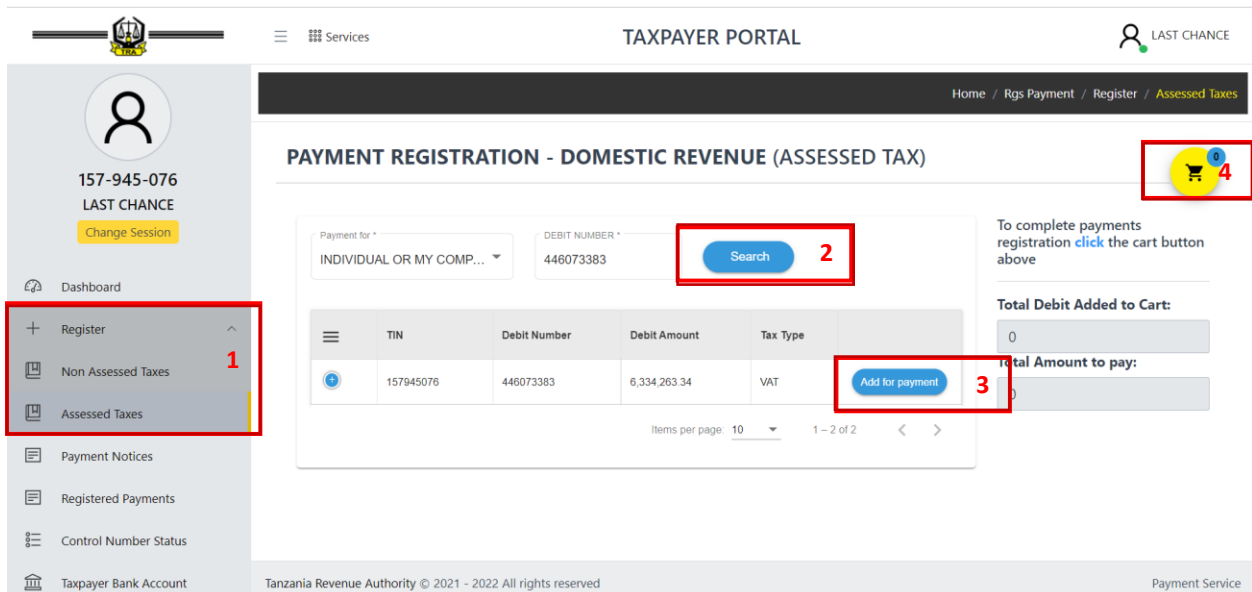
This screenshot shows the 'Bank Accounts' page with a form to add a new bank account. The form fields are highlighted with a red rectangular box. The fields include: TIN (157945076), Bank Account Number (4354455545), Bank Account Name (LAST CHANCE), and Bank Name (CITI BANK). A blue 'Submit' button is located at the bottom right of the form. A red 'Close' button is visible in the top right corner of the main content area. The table below the form is empty, showing 'No data found'. The breadcrumb trail and footer are identical to the previous screenshot.

Bank Account will be added successfully and details displayed



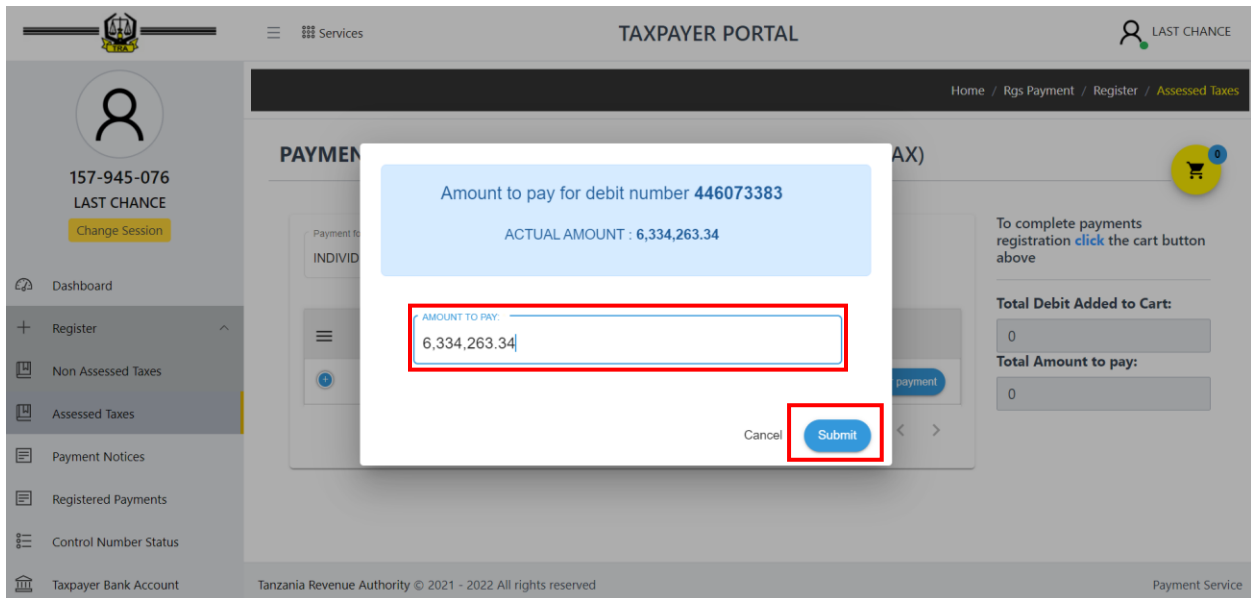
Click <sup>1</sup>“Register” For payment registration, then “Click” <sup>1</sup>Assessed Taxes appearing below the register menu as its sub menu after clicking.

<sup>2</sup>Search for the relevant assessed tax debit number, Click <sup>3</sup>“Add for payment” , Click the <sup>4</sup>“Cart” button to complete payment registration.

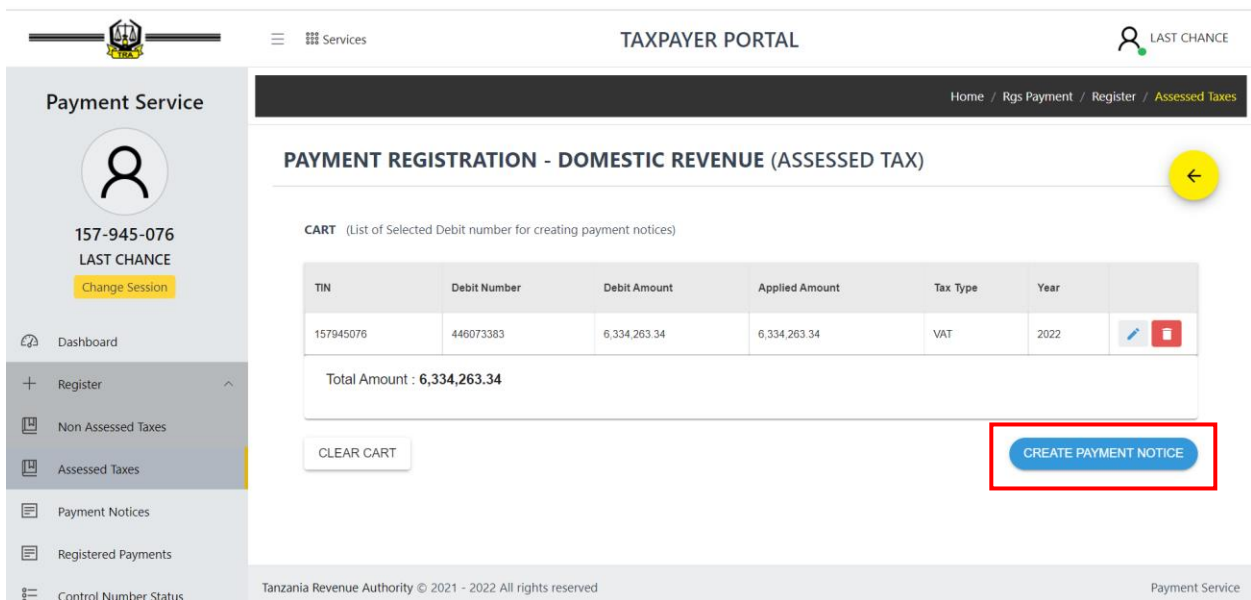




Capture the displayed amount to pay and then click “Submit”



Click “Create payment notice” to a create payment notice.



Select taxpayer location as Tanzania-Mainland, Enter Mobile Number, Enter your email Address, Select methods of payments as your registered bank, Select Mode of Payments as SWIFT Transfer to Bank of Tanzania (TISS) and TRA Bank Account as Commissioner for Domestic Revenue Department.

Click “submit”

TAXPAYER PORTAL

Payment Service

157-945-076  
LAST CHANCE  
Change Session

Dashboard

Register

Non Assessed Taxes

Assessed Taxes

Payment Notices

Registered Payments

Control Number Status

Taxpayer Bank Account

You are about to create payment notice of TShs. 6,334,263.34

If you want to generate payment notice without control number, make sure to uncheck generate control number options below

Generate control number for this payment notice

Taxpayer information :

TIN: 157945076 TaxPayer Name: LAST CHANCE

Taxpayer Location \* Tanzania-Mainland Mobile Number: \* 0745556066 Email Address: \* lastchance@mail.com

Phone format example : 0777111111

Payments information :

Methods of Payments: CITI BANK (084745473454 ) Currency: TZS

Mode of payments: \* SWIFT Transfer to Bank of Tanzania (TISS) TRA Bank Account: \* Commissioner for Domestic Revenue Department

To get bank account make sure you have select taxpayer Location and payment mode

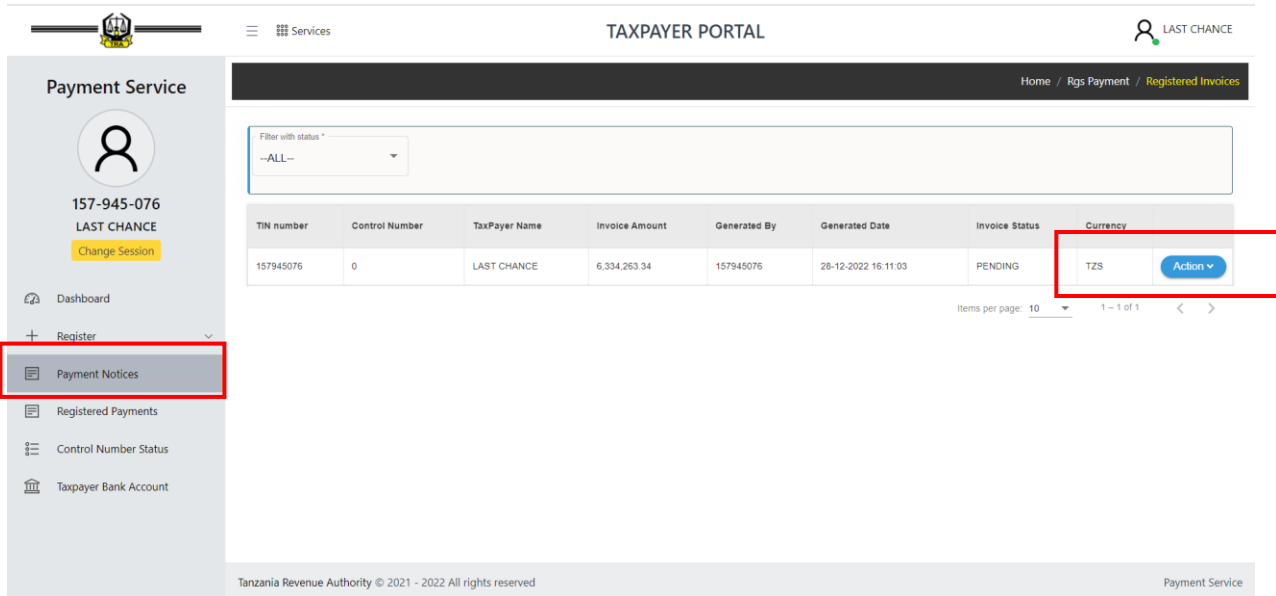
Cancel Submit

Tanzania Revenue Authority © 2021 - 2022 All rights reserved

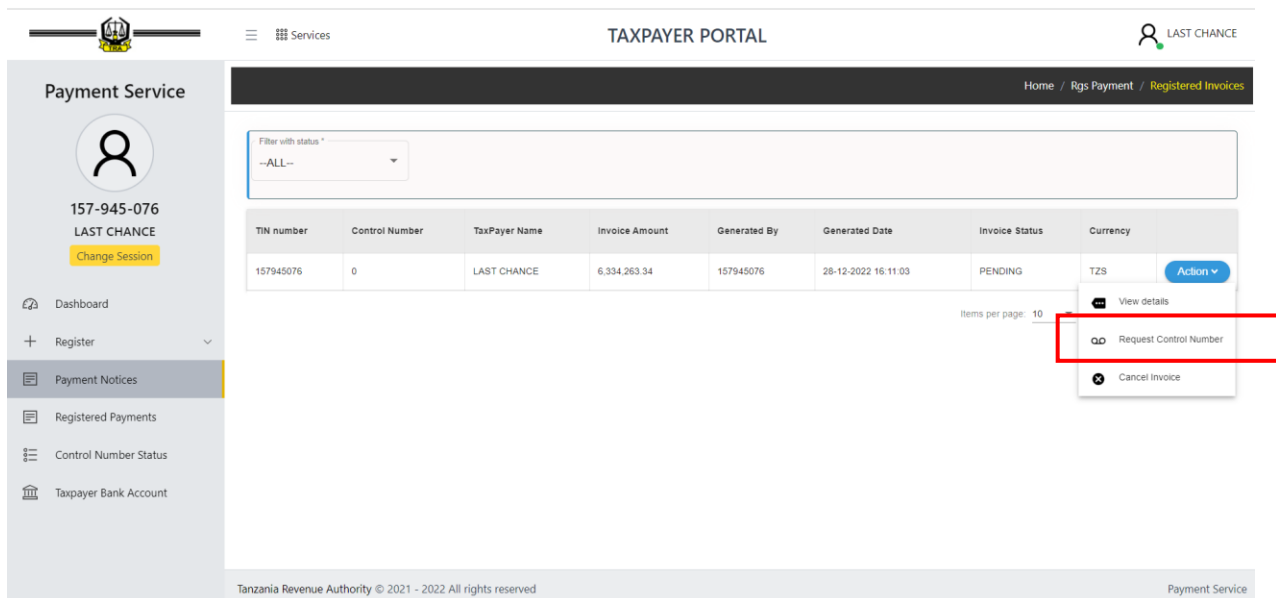
Payment Service

**NB:** The selection of taxpayer location as Tanzania-Mainland is for administrative purposes and does not mean that the taxpayer (in this case a Non-resident) is physically located in Tanzania-Mainland.

Select payment notice, then click “Action”; three levels of actions are prompted i.e., view details, Request control number decision and Cancel invoice actions are displayed.



Click “Request control number” to autogenerate a control number.



### Control number generated successfully

The screenshot shows the 'Payment Service' interface. On the left is a sidebar with navigation options: Dashboard, Register, Payment Notices, Registered Payments, Control Number Status, and Taxpayer Bank Account. The main area displays a table of registered invoices. A filter dropdown is set to '--ALL--'. The table has the following data:

TIN number	Control Number	TaxPayer Name	Invoice Amount	Generated By	Generated Date	Invoice Status	Currency	Action
157945076	993090004937	LAST CHANCE	6,334,263.34	157945076	28-12-2022 16:11:03	RECEIVED	TZS	Action

At the bottom of the table, it indicates 'Items per page: 10' and '1 - 1 of 1'.

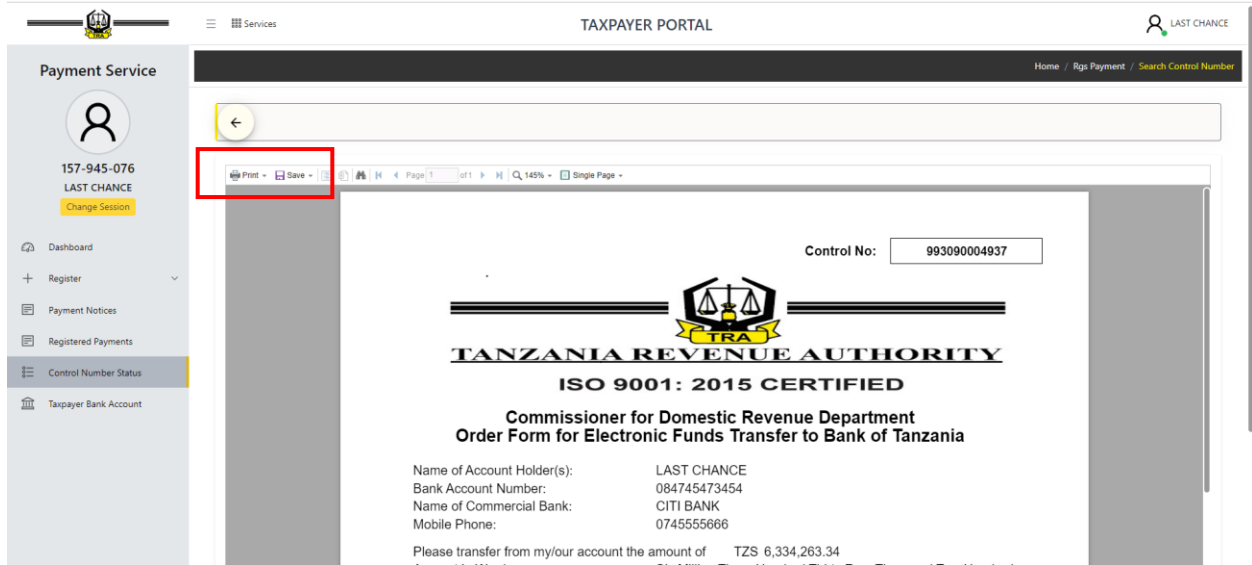
Click registered payments to view created order form through the view “Action”.

The screenshot shows the 'TAXPAYER PORTAL' interface. The left sidebar is similar to the previous screenshot. The main area displays a table of 'COMPLETED/PROCESSED BILLS'. A filter section allows filtering by 'CONTROL NUMBER'. The table has the following data:

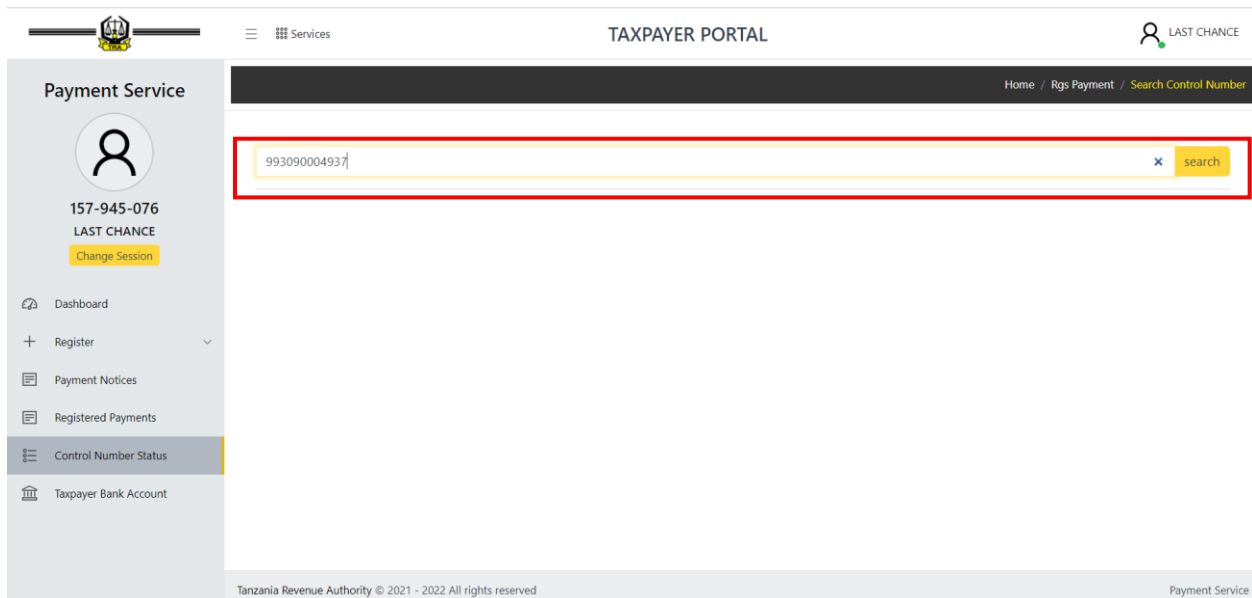
Bill Number	Bill Amount	Payer Tin	Payer Name	Bill Generate Date	Bill Generate By	Status	Control Number	Action
01TZ10060	6,334,263.34	157945076	LAST CHANCE	28-12-2022 16:10:04	157945076	COMPLETED	993090004937	Action

The 'Action' dropdown menu for the first row is open, showing options: 'View details', 'Cancel Control Number', and 'Order Form'. The 'Order Form' option is highlighted with a red box.

In the Order form view, click print button or save to download order form for payment process



After making payment, click Control Number Status then capture control number and click "Search"



### 3.2.1 Sample Order Form

For purposes of clarity with respect to payment account details see the sample order form below which contains among other thing the SWIFT CODE and Account Number of the Commissioner for Domestic Revenue.

Control No: 998420787172



**Commissioner for Domestic Revenue Department  
Order Form for Electronic Funds Transfer to Bank of Tanzania**

Name of Account Holder(s): BANK OF GRANADA  
 Bank Account Number: 0165500300  
 Name of Commercial Bank: BANK GRANADA

Mobile Phone: 0752110702  
 Please transfer from my/our account the amount of TZS 100.00

Amount in Words: One Hundred Only

Value Date: 09/02/2023  
 To: Commissioner for Domestic Revenue Department  
**Tanzania Revenue Authority**  
**Bank of Tanzania**  
 Account Number: **9921134701**  
 SWIFT Code: **TANZTZX**

Details of Payment (field 70 of MT103): **998420787172**  
 Taxpayer TIN: **163028816**  
 Taxpayer Name: **TEST FINAL**

**TAX INFORMATION FOR WHICH PAYMENT IS APPLICABLE (For TRA use only)**

#	Tax Description	Item Reference	GFS Code	Tax Amount(TZS)
1	Income Tax on Electronic Services for Non-resident for Corporations	573102403	11122125	100.00

Signature ..... Date...../...../20.....  
 Signature..... Date...../...../20.....

**Bank use only**  
**Reference number**

**Note to Commercial Bank:**

1. Please capture the above information correctly.
2. Field 70 of MT103 carries a payment control number, must be captured correctly.

**NB:** The control number provided in the order form must be quoted when making payments as it is a unique identifier facilitating reflection of the payments in TRA systems.

### **3.2.2 Currency for payments**

Although the tax returns are filed in United States Dollar (USD) and translated to Tanzanian Shilling (TZS), the tax assessment is issued in Tanzanian Shilling (TZS). Accordingly, the charge/tax liability created by the system is in Tanzanian Shilling (TZS).

Thus, bank instructions for settling tax payments have to quote the amount in Tanzanian Shilling (TZS). This will ensure that an identical amount settles an identical charge/tax liability and that the amount paid in not held up in suspense.

## Support

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In case of any enquiries, do not hesitate to contact Tanzania Revenue Authority through the following means;

**Phone number:** 0800 750075

**Email Address:** [service@tra.go.tz](mailto:service@tra.go.tz)

0800 780078

**Social Media pages:** Facebook: tratanzania

Twitter: @tratanzania

Instagram: @tratanzania