



## **PUBLIC NOTICE**

### **UPDATE ON THE NEW TANCIS IMPLEMENTATION**

**Dar es Salaam, 28th January, 2025**

The Tanzania Revenue Authority (TRA) is pleased to announce that on 20th January 2025, the new Tanzania Customs Integrated System (TANCIS) was successfully launched, to enhance service delivery, and reduce costs for importers, exporters, and other stakeholders.

We extend our heartfelt gratitude to all stakeholders and members of the public for their cooperation and patience during this transition period, in which we have experienced a smooth rollout of TANCIS, despite of some isolated minor challenges.

To address the inconveniences caused by downtime during the upgrade of new TANCIS and strengthening our partnerships with taxpayers, **we will lawfully waive customs warehouse rent charges confirmed to have arisen due to system-related delays. We further commit to working with Inland Container Depots (ICDs), and Terminal Operators to seek waivers for any storage charges confirmed to have been incurred due to these disruptions.**

TRA hereby assures all stakeholders to continue using and enjoying the enhanced TANCIS. For immediate assistance or more information, please visit our dedicated Customer Support Centre located on the **4th Floor of the TPA New Building** or call our toll-free numbers: **0800 750 075, 0800 780 078, or 0800 110 016.**

*"Together We Build Our Nation"*

  
**Yusuph Juma Mwenda**  
**Commissioner General**