



MINISTRY OF TRANSPORT TANZANIA PORTS AUTHORITY (TPA) PUBLIC NOTICE

Tanzania Ports Authority, wishes to notify all its esteemed Customers about the important details for DP World to be used for settling Port Charges, Customer Portal Services, Contacts for key Officials and Location for Customer Services Office. Please Observe details shared for easy Port Operations through DP World.

1. DP WORLD BANK ACCOUNT DETAILS FOR SETTLING PORT CHARGES

Account Name - DP WORLD DAR ES SALAAM LIMITED				
Bank Name	CRDB Bank PLC	NMB Bank PLC	NBC Ltd	SCB Tanzania
USD A/C	0250845146400	24810018705	011105020667	8706092171700
TZS A/C	0150845146400	24810018704	011103042740	0106092171700
Swift code	CORUTZTZ	NMIBTZTZ	NLCBTZTX	SCBLTZTX

1. BILLING & CUSTOMER SERVICE OFFICE LOCATION DP WORLD DAR ES SALAAM LIMITED TPA BANDARI TOWER - ONE STOP CENTRE TPA HEAD OFFICE BUILDING - 2ND FLOOR DAR ES SALAAM

2. CONTACT DETAILS

CONTACT DETAILS - DP WORLD DAR ES SALAAM LIMITED		
DEPARTMENT	PHONE NUMBER	EMAIL ADDRESS
BILLING (TOLL FREE)	0800 750353	mateen.khan@dpworld.com
CUSTOMER SERVICE (TOLL FREE)	0800 710222	dpwdsms.customersupport@dpworld.com
OPERATION - VESSEL	0800 750353	dsm.vesselplanning@dpworld.com
OPERATION - YARD		dsm.yardplanning@dpworld.com
OPERATION - CARGO CONTROL		dsm.cargocontrol@dpworld.com
IT SUPPORT	+255 748 504 104	dpwdsms.itsupport@dpworld.com

3. CUSTOMER PORTAL FOR E-SERVICES -
<https://gl-community.dpworld.com>

Following services are available on the community portal

- Customer registration
- Import / Export Release
- Quotation request / Payment
- Vehicle booking service (Truck appointment)
- Special Service Requests (SSR)

Issued by;
Director General,
Tanzania Ports Authority (TPA),
DAR ES SALAAM.