

YEAR	2021
Correspondent/Company Name	Toplis and Harding (T) Limited
PORT/COUNTRY	Tanzania
Website	www.toplisandharding.com
Claims	188
Loss Prevention	72
Claims:	172
Loss Prevention:	50
Commodity 1	Steel coils
Commodity 2	Rice
Commodity 3	Wheat
2.(a) Of the number of claims reported, how many resulted from theft and/or pilferage:	Less than 20%
(b) Do you consider theft and pilferage in your port to be casual or organized:	Casual
(c) Did most of the theft and pilferage occur prior to or after arrival of the goods at your port:	After Arrival at Port
(d) Did governmental or commercial authorities take any important steps during the last 12 months to combat the theft and pilferage situation: Explain: (up to 3 lines can be entered here)	The Port is constantly reviewing its security measures though no new steps have been taken in the last 12 months.
3.(a) What nature of loss do you experience most frequently in connection with Containerized Cargo:	Physical distortion
4.(a) Did any port congestion exist during this 12 month period:	Yes
(b) If yes, what was the cause of the congestion, and is it improving or worsening (up to 3 lines can be entered here):	Govt agencies are contracted to conduct maritime administration including regulating the port, shipping services, safety & security and ship tallying, document

control. They are relatively less experienced and efficient which partly leads to congestion.

(c) Were there any unusual delays in Customs:	NO
(d) Estimate average number of days between date of arrival of a vessel and the date the cargo released:	0-3
(e) Did consignees take prompt delivery or did they use port terminal facilities for storage purposes:	Most consignees opt for prompt delivery
(f) What are the precautions currently in place to confirm that the correct carrier picked up the cargo from the port facility?	The carrier must bring the Release Order for the cargo that they are collecting. This document is issued by the Tanzania Revenue Authority and they also must show other documents such as the commercial invoice, BL etc.
(g) the total number of claims how many resulted from non-delivery:	0
(h) Is this number more or less than last year's figure:	0
5. Did commercial organizations take any steps to protest laxity in port or terminal management, if such existed: Explain (up to 3 lines can be entered here).	No
(a) Name of International Airport	Julius Nyerere International Airport
Distance from City Center	DAR ES SALAAM
(b) Would it appear that adequate security measures (perimeter fencing, night lighting of cargo terminal area, patrols, gate guards, etc.) are in force:	Yes
(c) Was the air cargo terminal congested during the year:	No
(d) Is there an adequate amount of ground handling equipment:	Yes
(e) Did good housekeeping within the air cargo terminals exist during the year:	Yes

(f) Are valuables afforded adequate protection:	Yes
(g) Did any major cargo losses occur during the year:	Very few and far between (we have not been involved in any air cargo losses)
8. What issues do you foresee that could impact cargo movement by handling at your port in the coming year? (Up to 3 lines can be entered here)	Yes - mishandling of cargo by stevedores, accidents involving port equipment
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