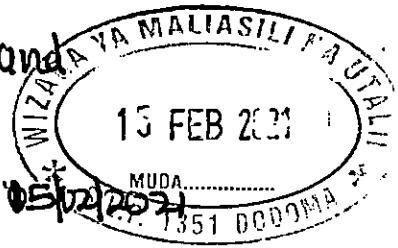


HICT

Review and
advise
DDC

KLM 05/2/2021



**HOTELS ASSOCIATION
HAT OF TANZANIA**

Ref: HAT/PS-MNRT/MNRT PORTAL/08-21-2

08th February, 2021

TO:
Permanent Secretary,
Ministry of Natural Resources and Tourism,
Mtumba Government City,
Prime Ministers' Street,
P.O. Box 1351,
Dodoma
Tanzania

Dear Sir,

Ref: GUEST REGISTRATION DUPLICITY ON MNRT PORTAL AND REQUESTING FOR PERIODIC REPORTS

Reference is made to the heading above.

Following the requirement of all accommodation providers to register guests online in the MNRT Portal through the letter dated 27th August 2020, we would kindly like to bring to your attention challenges faced by the hoteliers in the industry.

DUPLICITY OF GUEST REGISTRATION

Since the issuance of the new requirement, operators have had cases of duplication of guest entries in the portal. The issue has been reported multiple times to the portal IT technician but there has not been a definitive solution. The main concern is that operators are expected to pay Tourism Development Levy (TDL) based on the registered entries in the system. Thus, in such cases of duplicity, there is a risk of being wrongly charged due to the number of entries exceeding the actual number of bednights. Additionally, there may be a risk of operators being required to justify the discrepancies between the registered entries and TDL amounts paid, leading to additional administrative burden.

REQUEST FOR PERIODIC REPORT

We propose and request that, in the process of addressing the above mentioned issue, operators be provided with periodic reports on the entries of each individual facility. This will assist in the ascertaining that the correct information are registered in the portal and make it easier for operators to reconcile the entries.

CONFIRMATION ON RUAHA AND NYERERE OPERATORS USING MNRT PORTAL

During the launch of the MNRT Portal, various trainings were conducted by the system administrators in Arusha and Dar es Salaam. It was communicated in the meetings that Nyerere and Ruaha National Parks'

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operators will not be using the system until the parks are integrated in the system and trainings are conducted in Iringa and Morogoro for the same. However, no confirmation, training nor communication on the integration of Ruaha and Nyerere in the MNRT Portal has been made to date. It is still unclear whether operators in the said parks are to use the portal or maintain the previous arrangements. We kindly request for an official confirmation on what our members in the Ruaha and Nyerere should comply with.

It is our hope that, your esteemed office will consider our request and grant operators the periodic reports while the system is put in order.

Thank you for your timely response and continuous cooperation.

Yours sincerely

Kennedy Edward
For and On behalf of
Hotels Association of Tanzania (HAT)

Cc:

Director of Toursim,
Ministry of Natural Resources and Tourism,
Mtumba Government City,
Prime Ministers' Street,
P.O. Box 1351,
Dodoma
Tanzania

Chief Executive Officer
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