



UNITED REPUBLIC OF TANZANIA
MINISTRY TRANSPORT
TANZANIA CIVIL AVIATION AUTHORITY



In reply please quote:

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Date: 13 July 2026

TO: ALL STAKEHOLDERS

RE: CONTINUAL IMPROVEMENT OF TCAA INTERNAL SYSTEMS, BUSINESS PROCESSES AND SERVICE DELIVERY

The Tanzania Civil Aviation Authority (TCAA) is undertaking a programme of continual improvement aimed at modernising its business processes, operational systems and information management. These initiatives form part of the Authority's commitment to enhancing service delivery, strengthening regulatory oversight, improving operational efficiency, and aligning its services with national priorities and international best practices.

2. As these initiatives are implemented, stakeholders should expect changes to certain business processes, digital platforms, documentation requirements, communication channels and service delivery procedures. Such changes are intended to improve efficiency, transparency, accountability and the overall quality of services provided by the Authority.

3. The Authority is committed to ensuring a smooth transition. Stakeholders will be informed in advance of specific changes affecting particular services, together with any applicable transitional arrangements and implementation timelines.

4 In this regard, the Authority requests your understanding, cooperation and continued support during this transition period. Your partnership will be instrumental in ensuring the successful implementation of these improvements and in enabling the Authority to provide more efficient, reliable and responsive services.

5 The Authority appreciates your continued partnership and remains committed to serving you better.

Dr. Jabiri K. Bakari
DIRECTOR GENERAL