



**THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF FINANCE**



**THE NATIONAL BOARD OF ACCOUNTANTS AND AUDITORS TANZANIA  
(NBAA)**

**PUBLIC NOTICE**

**STREAMLINED COMMUNICATION CHANNELS FOR OUR ESTEEMED  
MEMBERS, STUDENTS AND OTHER STAKEHOLDERS**

The National Board of Accountants and Auditors (NBAA) Tanzania would like to inform her esteemed customers (i.e Members, Students and Other Stakeholders) that, it has introduced two interactive communication systems i.e. Customer Based Helpdesk System and eMrejesho system in order to promote customer satisfaction on delivering her services. The effective utilization of these systems as designated channels for communication with NBAA Tanzania will minimize lead time, increase efficiency, bring integrity, enhance transparency as well as accountability.

**1. General Inquiries and Assistance on MEMS**

You are requested to send your inquiries, concerns, or requests regarding MEMS to email address [helpdesk@nbaa.go.tz](mailto:helpdesk@nbaa.go.tz). Immediately after you submit your issue, you will receive acknowledgement message together with e-ticket number (unique number) which you will use it for making follow-up or getting feedback or status on the issue submitted to NBAA.

In addition to that, you will receive a notification message once your issue has been resolved/attended. If you are not satisfied with the replies from NBAA then, you can reopen your ticket for more clarification (s). On your request please, do not forget to include your phone number, registration number and your username.

The NBAA dedicated support team stands ready to address your queries promptly and provide the necessary assistance to ensure that we meet your desired satisfaction.

**2. Feedback, Complaints and Suggestions**

Since your feedback, complaints and suggestions are valuable to the development of the Accountancy Profession then, we humbly request you to utilize our eMrejesho system by visiting [www.emrejesho.gov.go.tz](http://www.emrejesho.gov.go.tz) then select National Board of Accountants and Auditors (NBAA) for presenting your issue. After your issue being received and registered by NBAA, you will receive acknowledgement message together with e-ticket number (unique number) which you will use it for making follow-up or getting feedback or status on the issue submitted to NBAA. In addition to that, you will receive a notification message once your issue has been resolved/attended.

Thank you for your cooperation and continued support.

***'Together we shall move the Profession Forward'***

For further information and clarification please contact:

EXECUTIVE DIRECTOR,  
AUDIT HOUSE, 8TH FLOOR,  
4 'BARABARA YA UKAGUZI'  
P.O BOX 1271,  
41104 TAMBUKARELI  
**DODOMA**

Issued on 28<sup>th</sup> March 2024

Branch: Mhasibu House; 25 Bibi Titi Mohamed Street; P. O. Box 5128; Salaam; Tel: +255-22-2211890-9;