



Seafarers' Welfare and Complaint Reporting Notice

Date: 27th April, 2026

The Zanzibar Maritime Authority (ZMA), in its commitment to ensure full compliance with the provisions of the International Maritime Organization (IMO) and the International Labour Organization (ILO) instruments, hereby reaffirms its dedication to the protection of Seafarers' rights and welfare.

All Seafarers serving onboard vessels registered under the Tanzania Zanzibar flag are encouraged to report any concerns or complaints directly to the Authority. ZMA is committed to ensuring that all reports are treated with confidentiality, urgency and professionalism.

Seafarers may submit complaints related to, but not limited to:

- i. Delay or non-payment of wages
- ii. Lack of medical assistance onboard
- iii. Inadequate food, water or living conditions
- iv. Any other welfare or safety concerns

Reports can be submitted at any time via the following dedicated email address: mlc@zma.go.tz

ZMA assures all Seafarers that their voices matter. Every report will be carefully reviewed and appropriate action will be taken in line with applicable International Maritime Standards.

Seafarer's safety, dignity and wellbeing at sea remains our priority.