



## **WORLD BANK FAMILY NETWORK DAR ES SALAAM DUTY STATION INFORMATION JULY 2020**

### **World Bank Office Address:**

50 Mirambo Street  
Dar es Salaam  
Ilala Municipality  
+255 786 587 892

### **KEY CONTACTS:**

#### **World Bank/ UN Emergency Contacts:**

- WB Country Director: Mara Warwick. +255 (0) 784 411 137
- WB Security Officer: Celicius Okeke - + 255 022 216 3221 / +255 078 908 0805
- United Nations Security: 022 219 5092/ 0684 344 214
- UNDSS MEDEVAC Coordinator: Marco Smoliner - Marco.smoliner@un.org  
0684604022
- UN Doctor – Dr John Andrew Mugaya – 0800750 129
- Mental health services – UN Stress Counselor – Ms Zinat Fazal – 0800 750 204
- DSS Duty Officer for medical emergencies – 0767 800 186

- Oyster Bay Police: 0715 291 299

### Hospitals:

- [IST Clinic](#) on Ruvu Street behind IST Campus on Haile Selassie (Hours: 24/7. Phone: +255 22 2601307 or +255 22 2601308)
- [Aga Khan Hospital](#) Emergency Department on Obama Avenue/Ocean Road. (Hours: 24/7. Phone +255 22 211 5151 or +255 22 211 5153)
- [Sali International](#) on Yacht Club Road. (Hours: 24/7. Phone: +255 22 2601264 or +255 22 2601265)
- [London Health Centre](#) on Kimweri. Phone: +255 22 266 4839
- Premier Health in Namanga (259 Ali Hassan Road, Namanga, Kinondoni), +255 752 254 642/ 715 254 642 +255 22 266 8320; See Dr. Pierre
- [Premier Health](#) in Masaki (near Doubletree hotel), +255 22 266 4240

-  IST Clinic
-  Sali International Hospital
-  London Health Centre
-  Embassy of the United States...
-  The World Bank
-  Canada Embassy
-  Aga Khan Hospital
-  Premier Care Hospital - Masaki



### Social Media Groups:

- Facebook groups – Team Tanzania/ Expat Parents in Dar/ Expat Families in Dar/ Expats Arriving/Leaving Dar
- [Safe in Tanzania](#) – UNDSS Facebook group

**Realtors:**

- Simon Taylor – [simon.taylor06@gmail.com](mailto:simon.taylor06@gmail.com) - +44 1208 816293

**Travel Agent:**

- Coastal Air – Tina +255 693 160 560
- Meera – Bon Voyage Travel - +255 (0) 785 933 394

**World Bank Approved Taxis:**

- Mboma + 255 (0) 713 239 651
- Michael +255 (0) 784 998 132
- Abdallah Pazi +255 (0) 713-542174
- Abdallah Uledi +255 (0) 713-478649
- Yisambi Mboma +255 (0) 713-239651
- Omari Bakari +255 (0) 714-033900
- Wenceslous Shoo +255 (0) 715-312617

**Dar Hotels:**

- Sea Cliff (Peninsula)
- Coral Beach Hotel (Peninsula)
- Slipway (Peninsula)
- Double tree (Peninsula)
- Hyatt (Close to the office)

**Long Term Furnished Accommodation:**

- Sea Cliff Court Apartments

**Grocery Stores:**

- Village Supermarket
- Shoppers - +255 (0) 787 73 50 55
- Target -
- Garden Market
- Food Lovers
- Shreejees

**Vet:**

- Pet Care House – 0753 643 835
- Brittany (Every Living Thing) – 0763 576 888

**Gyms:**

- [Coliseum](#) (Oyster Bay)
- [Mind, Body Fuel](#) (Seacliff)
- Personal trainer - +255 788 429 385
- Boxing – Beka- +255 712 503 233

**Tutoring services:**

- [Magenta Learning](#) - +255 753 100 388

**Spas:**

- Skin Deep - +255 777 784 787
- [Ocean Spa](#) (Slipway) - +255 742 923 141
- Zen spa

**Delivery services:**

- [Piki](#) (everything) – Download the app. It's the best!
- Shoppers (groceries) - +255 787 73 50 55
- MMI (alcohol) - +255 766 455 664
- Target (groceries) – +255 746 780 000

## **DAR ES SALAAM INFORMATION**

### **INTRODUCTION**

Tanzania is known as one of the most peaceful countries in East Africa – and Dar es Salaam, its largest metropolis, literally denotes this – translating directly to 'Residence of Peace'. The country is rich with cultural and natural wonders, including the spice island of Zanzibar, the wild plains of the Serengeti, the unparalleled peak of Kilimanjaro, and the traditional nomadic tribe of the Masai. Its urban centres also contribute to Tanzania's warm heart, and these centres are growing at a rapid rate – Dar es Salaam is generally expected to welcome approximately 25,000 new citizens per month.

### **CLIMATE**

There are minimal temperature changes throughout the year. Coastal areas are hot and humid with an average day temperature of 30C (86F). The long rains are from March to May with occasional rain between October and December. The hottest months are between October and February. July and August are cooler and dry. The hotels you will be staying at have pools, and we would advise against swimming in the ocean in Dar es Salaam. Do not forget to bring sunblock and sun screening lotions (SPF 30 – 50).

### **LANGUAGE**

The official language is Swahili. Tanzania is a multilingual country and there exist as many languages as ethnic groups. The second language for a large proportion of the population is English.

## TIME ZONE

The time in Dar es Salaam is EAT (GMT +3 hours).

## CURRENCY

Tanzanian Shilling (TZS) is the national currency in Tanzania. You can easily exchange your money in the city at good rates. Most of the bigger hotels & restaurants accept credit cards, but it is always useful to have cash, since many others do not accept credit cards. If you are getting a visa on arrival, remember to bring some dollars in cash. The US Dollar is always good to bring and is easily exchanged in town.

1 US Dollar = approx 2230 TZS

1 Euro = approx 2420 TZS

## TANZANIA ENTRY REQUIREMENTS

**Passport:** A passport or travel document that is valid for not less than six months issued by a State or an International Organization recognized by the Government of the United Republic of Tanzania, and a valid visa (for nationals whose country requires visa) that is obtained at any Tanzania Mission abroad or on arrival at any designated entry points.

**Health Requirements:** Yellow fever vaccination is not mandatory when visiting Dar es Salaam, but it is required if your flight routes through South Africa and is sometimes requested by immigration in Zanzibar so it is advised that you do carry your proof of vaccination card along with your other travel documents.

Please note that you might be asked to present your international certificate of vaccination (yellow card) at the point of entrance to verify having received the yellow fever vaccine.

## LIVING

Living in Dar can be an exercise in patience. You'll learn to understand the Tanzania expressions "Pole Pole" and "Anytime from now" – if you embrace that things will take time you'll save yourself a lot of frustration! Adjusting to a more laid back beach life takes time.

One of the best parts of living in Dar is the proximity to the ocean. There are so many water related activities to enjoy. Most of these are accessed via the Dar es Salaam Yacht Club. The Club has a beach, beach bars, beautiful ocean sunsets, restaurants, a pool and playground. There are specialty food nights and social events. They also offer sailing lessons and SUP and kayak group exercise opportunities. Private boats can also be moored here.

There are a few options for living, all of which have pros and cons. If you'd like to live in town closer to the office there are some good apartment options. However, most socializing happens on the peninsula. The International School of Tanganyika's elementary campus is in Upanga, just off the peninsula (about 10 min from the office), and the secondary campus is on the peninsula so this may also play into decision making. On the peninsula the areas of Masaki and Oyster Bay offer many good options – apartments, compound living and stand-alone homes. Most accommodation have pools and some even gorgeous sea views!

Most people have house help – maid, nanny, driver, cook, gardener – it depends on your family's living arrangements and personal needs. Many people ask for recommendations on social media or within their networks at the office of people leaving. An average daily wage for domestic staff is roughly between USD \$15-22 a day. Overtime pay is expected for out of hours work. Contracts are highly recommended to protect all parties because Tanzania is a highly litigious society. Attached is a draft used by various Bank staff, that can be revised and adapted to suit individual circumstances.

It is at your discretion how you choose to manage medical insurance for domestic staff – whether it is included in the salary or you pay in addition should be stipulated in the contract. Some families also provide additional money or benefits including transportation and/or a daily meal. You can choose to pay monthly or bi-monthly – in our experience bi-monthly was preferable. It is very normal for domestic staff to ask for loans that can be advanced and then deducted from their salary. A bonus of one month per year (we did ½ a month twice per year) is legally required, as is 28 days of paid holiday per year. Salaries can be paid in cash, however as this adds a degree of risk for everyone, it may be preferable to do via bank transfer or mobile money. Severance is paid at one more pay per year of work with your family.

## ELECTRICITY

Electricity: The voltage is between 220 – 240 volts. The primary socket types are British BS – 1363.

Electricity is prepaid via Luku. Each property has a Luku box with a unique identifier comprised of 11 digits. Payments can be made at most of the larger grocery stores or via mobile money. This latter option is much easier and allows for electricity payment at any time and from anywhere (including overseas if you are connected to Wifi). Once payment is made you will receive a code which must be entered in the Luku box. If you make physical payment this code will be provided on the receipt. If you make mobile money payment, you will receive a text message.

## USEFUL HOUSEHOLD CONTACTS:

- Generators – Plus Tronics - 065 320 8910
- Electricity - Tanesco – 0784 768 584
- Water - Dawasco – Rama: 068 263 1828 OR 080 011 0064/ 0716 628 613/ 0713 370 535

## LOCAL BANK ACCOUNTS

There are a number of local banks that incoming staff can set up accounts. For ease of access from the World Bank office, Standard Chartered is very close and has good customer service. On the peninsula Stanbic Bank has a new office. The process can be lengthy to establish a local account, and requires staff to make periodic transfers from their 'home' bank. The advantages of setting up a local account are to more easily and cheaply make local payments for services and also domestic staff. Importantly, a local account can also be linked with mobile money from your mobile phone which makes payments much more effortless.

## MOBILE PHONE SERVICE PROVIDERS

The most common service providers for mobile phone services include:

Company	Mobile Money Name
Vodacom	M-Pesa
Airtel	Airtel Money
Tigo	Tigo Pesa

Vodacom and Tigo have small offices on the peninsula, making any customer service needs rather straightforward. Airtel has its main office on Ali Hassan Road, and as its corporate Headquarters, is usually quite busy.

SENDWAVE was also recommended as an easy way to transfer money internationally between the US, Kenya, Ghana and Tanzania.

## INTERNET

You can get a Smile box from Shopper's plaza and pay for internet as you go. Another option is Zuku which you pay monthly for. They can come directly to you to set it up.

## CABLE

Contact DSTV to set up a satellite dish and converter.

## MALARIA

Mosquito nets are recommended for sleeping, especially during rainy season to protect against malaria. Malaria testing kits are easily purchased from local pharmacies. It is recommended that you travel with the testing kits and the medication, also when travelling to home countries where medical service providers may be less experienced in dealing with tropical disease diagnosis.

Mosquito net fundi:

Elias - +255 (0) 755 411 808



Msemwr - +255 713 230 812

## SECURITY

Dar is relatively safe. It is recommended that you not carry valuables while walking on the street. It is not recommended for women to carry a purse when walking, especially a cross body bag, because bag snatching is common. Most crime is minor and non-violent. However, there have been some incidents of violence. Take precautions like hiring a driver at night, avoiding certain areas and not walking past dark. Avoid Coco Beach past dusk. The office provides regular security updates and alerts. The Facebook group Safe in Dar is also particularly helpful and is for UN staff exclusively.

All homes have 24 hour security. However, this arrangement will depend on the type of accommodation you choose. Security is organized through the chosen company – Guardaworld, G4 & Night Support. Guards are very underpaid so where you can give them additional jobs to do for a tip or food this is very appreciated.

## WHAT TO BRING IN YOUR SHIPMENT

You can get most things in Dar or find alternatives to live very well. However, certain items are very expensive because they are imported or not the same quality. If you're bringing children, I would recommend bringing shoes and clothing. We also brought gifts (think ahead to birthdays and other special occasions) as there aren't many (inexpensive) options to buy kids toys. In the absence of official mission travel due to COVID this is especially important because previously we relied heavily on colleagues bringing things in for our family.

- Bug spray & sunscreen
- Electrical converters
- Dry goods – cereals, diapers, baby formula
- Personal care items – specialized creams & care items
- Garbage cans
- Cooler boxes
- Spring-loaded lancing device & numbing cream – to help reduce pain for young children receiving malaria finger pricks
- Water sport activities: Kayak, Stand up Paddle board, surf board... etc.

## EATING OUT:

A Tanzanian treat to try is pilau - a mix of rice, pilau spices, vegetables and meat. We also really enjoy chapatis which is like equivalent to a tortilla, naan or pita as well as mshikaki (marinated beef or chicken). There is also a big Indian influence so there are always good Indian food options.



### Some of our favorites:

Indian – Flames

Italian – Zuane, Bella Napoli, Hamu

International – Salt, Beach Club at Coral Beach, Karembezi Café, The Happening Place, The Grand, Bar in Dar, Terrace, Waterfront

Breakfasts – Salt, Karembezi Café, Epidore

Chinese – Great Wall of China, The Grand

Thai – Thai Kani, Thai Peppers

Mexican – Taste of Mexico

Lebanese – Epidore, Levant

Vegetarian- Kind Earth

Jamaican – Kingston 8, Velicia's

Japanese – Osaka

The recommended amount for gratuities is 5% to 10% of the bill. Tipping is always a personal choice, and visitors are encouraged to tip as they find appropriate.

### SHOPPING:

Visit the Souk market at Slipway and enjoy a beautiful sunset from one of the restaurants there. [The Green Room](#) at Slipway is a must go. They have good quality locally made products and fashionable furniture.

For mall shopping there is Milimani City where there are some shops to buy sporting equipment, appliances and big box grocery items.

Tanzania produces a lot of beautiful fabrics. These can be found in the bustling market of Kariakoo, which if you can manage the heat and crowds you can also pretty much also find anything you're looking for! A less hectic option is Uhuru street where there are a number of shops selling vibrant kitenge fabrics (20-25,000 Tsh each).

Also check out Tinga Tinga Alley. Roger is always happy to show you his art and that of his colleagues - +255 (0) 716 682 710.

[Handmade from Tanzania](#) has beautifully handwoven bedding and clothing. [The Mabinti Center](#) also makes nice gift items and supports a worthwhile cause.

### OUR TRAVEL RECOMMENDATIONS:

- *And Beyond* lodge in Lake Manyara to see tree climbing lions
- *Asilia* Jabali Ridge in Ruaha National Park
- *Lazy Lagoon Island* in Bagamoyo - an hour from Dar

- *Overhang* in South Beach - self-catering beach cabins overlooking the ocean an hour and a half from Dar
- In Zanzibar our favorite area is *Paje* - White Sand Villas and Kisiwa on the Beach
- *The Residence Zanzibar*- you can ride bikes around the property and watch the monkeys playing
- *Butiama Beach Lodge* - Swimming with the whale sharks at Mafia Island
- *Gibbs Farm* - near Ngorongoro
- *And Beyond's* Mnemba Island – best place for an adult getaway
- *Ayana Hotel* – Pemba island
- *Fanjove Private Island* - swimming with dolphins!
- *Raskutani* – *South Beach*
- *Chaza Wamba* – 2 self-catering homes in South Beach (can also be rented individually)

#### ADDITIONAL DAR ACTIVITIES:

- Catch a water taxi from Slipway and visit Bongoyo Island for some relaxation under a banda and fresh fish BBQ. Take a boat from the White Sands Hotel to Mbuya Island and do much of the same! Or you can hire a private boat to get to Fungu Yasini Island, a magical sandbar in the middle of the Indian Ocean (But bring your own shade!).
- Visit Mediterraneo Restaurant for lunch in Mbezi Beach.
- Sunday champagne buffet brunch at the Hyatt for special occasions is always a nice treat
- Pizza nights (Tues and Thurs) at the Yacht Club or weekend fish buffet (Saturday & Sunday)
- At the Grand Casino in town there is a gaming room for kids and delicious Chinese food in a private Karaoke room for adults. They'll even arrange pick up and drop off!
- Take in a football match at the National Stadium – although depending on the game this can be a bit hectic...
- The trampoline park called Bounce at Mkuki House Shopping Mall
- A small movie theatre at the Dar Free Market
- Nafasi Art Space puts on art, music and dance events regularly

## ZANZIBAR ACTIVITIES

Zanzibar Ferry Tickets: [Azam Ferries](#) website. Reserve online and pick up at ferry terminal. Passport/resident permits will be required. Our trusted driver in Zanzibar is Shakur +255 777 414 163.

Things to do:

- The Hyatt in Stone Town is a must!
- Lunch is also amazing at Emerson Spice on Hurumzi in Stone Town. It's more of an adult vibe but the kids get to sit Swahili style on cushions and carpets.
- Visit the Curio Shop in Stone Town to view amazing antiques and purchase beautiful restored furniture +255 777 411 501
- Nungwi swimming with turtles
- Have lunch at The Rock Restaurant in Pingwe
- The annual Zanzibar music festival, Sauti za Busara, is a must and a great time to hear music from across the continent
- While in Paje, kite surfing lessons are a fun way to spend the day
- Relax and enjoy!!!