



# GHANA SHIPPERS' AUTHORITY

24th December 2024

## PUBLIC ANNOUNCEMENT

The Ghana Shippers Authority (GSA) extend its compliments!

1. It has come to the notice of GSA that shippers have experienced significant delays in the delivery and evacuation of containers from the port of Tema, due to either the breakdown of the scanners at Terminals or system glitches, with attendant grave impact on the entire cargo clearance process.
2. GSA is aware of the strenuous effort being made to resolve the persistent challenges, especially with the continuous breakdown of the scanner at the MPS Terminal 3, and the intermittent system glitches of ICUMS.
3. GSA hereby reminds the shipping community that, no shipper using a port in Ghana should pay for cost associated with delays not occasioned by the shipper.
4. All cargo interest holders, consignees, and Service Providers should report to the Ghana Shippers' Authority promptly where any such cost is imposed or paid, for the necessary investigation and a refund, where it is established that the delay was due to systemic failure.
5. GSA will continue to work with all stakeholders to ensure efficient delivery service in the shipping sector for the benefit of all.

GSA wishes all a peaceful business season and happy holidays.

SGD.  
Charles Darling Sey  
Eastern Zonal Manager  
For: Chief Executive Officer

cc: Chief Executive Officer  
Head, Corporate Affairs