

THE UNITED REPUBLIC OF TANZANIA



MINISTRY OF FINANCE AND PLANNING
GOVERNMENT ELECTRONIC PAYMENT GATEWAY(GePG)
ESCALLATION MATRIX

SUPPORT GROUP	RESPONSIBLE PERSONNEL	TITLE	PHONE CONTACTS	EMAIL	GROUP MAIL(if any)
GePG Help Desk / MoFP Call Center All customer queries (Level 1 for Escalation)	GePG Help Desk Team	GePG Help Desk / MoFP Call Center	GePG Helpesk +255 714 927 494 +255 787 626 502 MoFP Call Center: +255262160000	All general (Non Luku) issues: gepg.support@hazina.go.tz LUKU issues: gepg.lukusupport@hazina.go.tz	
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