



CLIENT SERVICE CHARTER

April 2018

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Document Version Control History

Name of the Document	Client Service Charter
Version	2 nd Edition
Responsibility	Management
Developed by	Management
Approval	EWURA Board of Directors, March 2018
Applicable to	EWURA Board of Directors, Management and Staff
Purpose	To provide guidance on service delivery
Related Documents	EWURA Law and regulatory tools
Distribution	EWURA Board of Directors, Management and Staff and stakeholders



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April 2018



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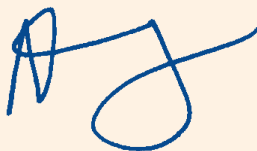
FOREWORD

It is with great pleasure that I present the Client Service Charter of the Energy and Water Utilities Regulatory Authority (EWURA).

This Charter is a social contract between EWURA and its clients who are the key stakeholders in all that it does. The Charter spells out EWURA's main clients, the services offered and the standards of service that clients should expect. This Service Charter is one way in which EWURA can be directly accountable to all our clients. The Charter has been developed based on guidelines issued by the President's Office Public Service Management on preparation of Client Service Charter for government institutions and in consultation with our clients, staff and other key stakeholders.

We are committed to deliver an excellent level of service to meet EWURA clients' expectations. We shall regularly monitor our level of service delivery against these standards and incorporate clients' feedback to promote further improvements in the set standards. Clients' feedback could be a compliment, complaint, suggestion, statement or a word on how they feel when engaging with us in any of our service delivery channels.

All EWURA members of staff are responsible for delivering quality service. I urge them to use this charter to ensure that our services meet our clients' expectations.



Nzinyangwa E. Mchany
ACTING DIRECTOR GENERAL

03/04/2018

1.0 EWURA VISION, MISSION AND CORE VALUES

The Energy and Water Utilities Regulatory Authority (EWURA) is a multi-sectoral regulatory Authority responsible for technical, safety and economic regulation of electricity sub-sector, petroleum and natural gas mid and downstream sub-sector, and water sector pursuant to EWURA Act, Cap. 414 and respective sector legislation. In carrying out its responsibilities EWURA is guided by the following vision, mission and core values.

1.1 Vision

To be a world class regulator of energy and water services.

1.2 Mission

To Regulate Utilities for Energy and Water Sectors in a Transparent, Effective and Efficient Manner that Ensures their Quality, Availability and Affordability.

1.3 Motto

Fair Regulation for Positive IMPACT.

1.4 Core Values

EWURA staff shall be guided by the catchword 'IMPACT' with six (6) core values as follows:

a) Impartiality

Staff shall treat all stakeholders with impartiality and fairness. The duty of EWURA as a regulator is to set a level playing field and balance interests of all stakeholders. The conduct of all staff and the decisions of individual staff as well as those of the Authority shall at all times imply this value.

b) Morality

EWURA staff shall not seek or accept gifts, favors or inducements, financial or otherwise, in the course of discharging their duties. In addition, EWURA staff shall not offer gifts, improper favors or inducements.

c) Professionalism

EWURA staff shall attend to their duties with the highest degree of professionalism.

d) Accountability

EWURA staff shall discharge their duties including making decisions with which they shall be bound and be answerable. Their conduct shall be in a manner that shows readiness to take full liability and responsibility for the outcome of their decisions.

e) Courtesy

EWURA staff shall treat their clients and colleagues with courtesy. Staff shall regard themselves as servants of the people, and will be particularly considerate when dealing with vulnerable members of the public such as the elderly, the poor, the sick and people with disabilities and disadvantaged groups in society.

f) Transparency

EWURA staff shall operate in a fully transparent manner. All regulatory decisions shall be conducted without prejudice, with respect for the interests of all stakeholders and in a fair and completely transparent manner. Information on regulatory decisions shall be communicated openly to all stakeholders using various media.

2.0 OBJECTIVES OF THE CHARTER

The objective of this Client Service Charter is to inform our clients and stakeholders about the services we offer, the standards of services and the way those services are provided. The Charter on one side demonstrates our commitment to meet our clients' expectations and on the other side outlines obligations of our clients to enable us to deliver quality services. Also, the Client Service Charter provides a framework for feedback mechanisms.

3.0 OUR CLIENTS

For the purpose of this Client Service Charter, our clients include:

- a) Regulated service providers.
- b) Consumers of regulated services.
- c) Government Ministries, Departments and Agencies (MDAs) and Local Government Authorities (LGAs).
- d) EWURA's service providers.
- e) Regulators and Regulatory Associations.
- f) Civil societies.
- g) The media.
- h) Academic and Research Institutions.
- i) Development Partners.
- j) Politicians.
- k) Investors.
- l) The general public.

4.0 OUR SERVICES

In accordance with section 7 of EWURA Act our services are:

- a) To issue, renew and cancel licenses of regulated sectors.
- b) To establish standards for terms and conditions of supply of goods and services.

- c) To regulate rates and charges.
- d) To review and approve Power Purchase Agreements (PPAs).
- e) To make rules for the regulated services.
- f) To monitor performance of regulated sectors in relation to availability, quality, standards of services, cost of services, efficiency of production, investment levels and distribution of services.
- g) To facilitate resolution of complaints and disputes between suppliers and consumers of regulated services.
- h) To disseminate information about matters relevant to the Authority functions.
- i) To provide advice to the Government on regulated services.
- j) To carry any other services as stipulated in other sector legislations.

5.0 STANDARDS OF OUR SERVICES

This section lists the important service standards that clients can expect EWURA to deliver. These standards show the manner in which we shall serve and interact with our clients, quality of service and response time.

5.1 Staff Attitude and Relationship with our Clients

a) Staff Attitude and Behavior

We shall at all times, while performing our duties, serve and interact with our clients honestly, diligently, fairly and with mutual respect.

b) Relationship with our Clients

We shall strive to maintain good relationship with our clients at all times by meeting their expectations.

- c) **Fairness and Equality**
We shall treat all our clients fairly and equally irrespective of their social status.
- d) **Self-Introduction (phone calls)**
On receiving calls from clients, EWURA staff shall introduce themselves by names and organization.
- e) **Self-Introduction (Other)**
In meeting with clients staff shall introduce themselves before serving them and will at all times wear Authority identity cards (IDs) while at Authority's premises. Staff will present their IDs or official introduction letter where such letter is required.

5.2 Quality of Services

- a) **Clarity**
We shall provide clear and unambiguous procedures and requirements either in writing or verbal on case by case scenarios to satisfy clients' needs.
- b) **Accuracy of Information**
We shall strive to provide correct and accurate information to our clients to the best of our knowledge.
- c) **Responsiveness**
We shall respond to enquiries within the response time indicated in this charter.
- d) **Emergencies**
We shall respond promptly and professionally to all emergencies in line with laid down rules, procedures and guidelines.

e) Innovativeness

We shall strive to provide the best services at all times and continue developing user friendly tools and procedures and improve them where needs arises.

f) Appointment

We shall honour all appointments and ensure they are attended to as scheduled unless for unforeseen circumstances.

g) Compliance to Agreement

We shall comply with terms and conditions consented in contracts signed with our services providers, serve for reasons that are beyond our control including force majeure or natural calamities.

5.3 Service Response and Delivery Time

(i) Communication

Activities	Response Time
Responding to telephone calls	Within the first five (5) ringing tones
Acknowledgment and reply to written enquiries	Within five (5) working days from date of receipt
Acknowledgment of official electronic mails (info@ewura.go.tz)	Within 24 Hours during working days
Responding to written enquiries including media and all clients.	Within five (5) working days from date of receipt
Responding to questions from parliamentarians	Within five (5) working days from date of receipt

(ii) **Review and Approval of Tariffs:**

Activity	Response Time
Acknowledgment of receipt of the application	Within three (3) working days from the date of receipt
Preliminary review and issuing written feedback of the application	Within five (5) working days from the date of receipt of complete application
Issuance of tariff decision	Within 60 working days from the date of acceptance of complete submission
Approval of Small Power Producer Tariffs (SPPTs)	<ul style="list-style-type: none">• When there is a major tariff application, two months after completion of TANESCO tariff application;• When there is no TANESCO's tariff application, SPPTs shall be approved by December annually.

(iii) **Issuance of License:**

Activity	Response Time
Acknowledging receipt of application	Within 3 working days from the date of receipt
Preliminary review and issuing acceptance letter of the application	Within 5 working days from the date of acceptance
Construction Approval of petroleum facility	30 days from the date of acceptance
Construction Approval of natural gas facility	Within 30 days from date of receipt of a complete application

Activity	Response Time
Site inspection and feedback	Within 20 working days from date of receipt of application
Processing and issuance of Petroleum products licences	Within 30 days from the receipt of acceptance
Processing and issuance of natural gas licences	Within 30 days from the receipt acceptance
Processing transfer of licences	Within 30 days from date of acceptance
Processing and issuance of water supply and sanitation licences	Within 30 days from date of acceptance
Processing and issuance of electricity generation, distribution, supply, cross border trade in electricity, system operation and transmission licences	Within 30 days from date of acceptance
Processing and issuance of electrical installation licences to wiremen and contractors	Within 30 days from receipt of complete application.
Processing and issuance of provisional electricity generation and distribution licences	Within 30 days from receipt of complete application
Issuance of exemption letters to electricity operators whose activities are exempted from requirement of obtaining licence.	Within 14 working days from receipt of a complete request.

Activity	Response Time
Registration of electricity operators generating less than one Megawatt (1MW).	Within 7 working days from receipt of application form of registration

(iv) **Review and Approval of Standards for Terms and Conditions of Supply of Goods and Services:**

Activity	Response Time
Review and Approval of regulated service providers' client service charters and operation manuals.	Within 30 days after receipt of a complete document

(v) **Monitoring Performance of Regulated Sectors**

Activity	Response Time
Review and comment on quarterly and annual reports submitted by regulated suppliers in water utility electricity, natural gas and petroleum.	Within 21 working days from the date of receipt.
Review and comment on quarterly and monthly reports submitted by regulated suppliers in natural gas	Within 10 working days from the date of receipt.
Review and comment on a draft Business Plans submitted by water utilities	Within 40 working days from the date of receipt of the draft Business Plan
Provide feedback on findings of inspections conducted in regulated suppliers.	Within 30 working days after the date the inspection was conducted.

Activity	Response Time
Provide feedback on findings of inspections conducted in regulated suppliers.	Within 10 working days after the date the inspection was conducted.
Reopening of petroleum facility after complying with the EWURA Order and Directives.	Within three (3) working days
Review and approval of Power Purchase Agreement (PPA).	Within 30 working days of receipt of complete application

(vi) **Resolution of Complaints and Disputes:**

Activity	Response Time
Informing service provider on complaint submitted by a consumer and demand response within 21 days.	Within seven 7 working days
Acknowledgment letter of receipt of Complaint to complainant	Within five (5) working days from date of receipt
From conclusion of mediation to issuance of settlement award	Within 30 days
From conclusion of hearing to issuance of award and submission to the Board.	Within 30 days

(vii) **Information Dissemination:**

Activity	Response Time
Publication of petroleum cap prices	The first Wednesday of every Month
Publication of complaint's awards in the public register	21 days after the issuance of the award to the parties provided no appeal referred to Fair Competition Tribunal (FCT)
Submission of Board Orders to Chief Parliamentary Draftsman (CPD) for gazetting.	Within 3 working days after Board approval.
Gazetting tariff Orders, Rules and Notices	Within 21 working days after submission to CPD subject to CPDs schedule
Publication of annual reports on regulated sectors' performance.	Within 180 days after the end of financial year.
Publication of EWURA annual report.	Within 180 days after the end of financial year (but this also depends on CAG signing of the audited annual financial statements).

6.0 OUR RESPONSIBILITY TO CLIENTS

We shall strive to meet our clients' expectations and by so doing we shall be obliged to;

- a) provide quality services on time and in a professional manner;
- b) provide relevant, timely, correct and accurate information;
- c) institute investigation on time on all complaints submitted to the Authority and where applicable provide feedback after completion of the investigation;

- d) serve our clients with courtesy and respect;
- e) treat our clients with fairness and impartiality;
- f) adhere to legal requirements in discharging our duties;
- g) respect our clients' opinion and comments; and
- h) Cooperate with our clients'.

7.0 CLIENTS' RIGHTS AND OBLIGATIONS

7.1 Clients' rights

Our clients have the rights to;

- a) receive services in a professional and courtesy manner;
- b) be provided with adequate, timely and accurate information;
- c) privacy and confidentiality of their information;
- d) participate and comment during consultation processes;
- e) comment on our quality of services;
- f) lodge complaints; and
- g) Right to redress.

7.2 Clients' Obligation

Our client can help us to provide you with the best available services by:

- a) treating our staff with respect and courtesy;
- b) providing complete, timely and accurate information in respect of the services needed from the Authority;
- c) abiding to legal requirements in order to be eligible for accessing the services sought;
- d) timely paying of regulatory levies and fees;
- e) cooperating with our staff;
- f) complying with our orders and directives;
- g) not to offer gifts, bribes, favors or inducements to our staff; and
- h) Providing feedback on the Authority's services when expectations are not met at the appropriate time, and without fear of reprisal.

8.0 CLIENTS' FEEDBACK AND COMPLAINTS HANDLING

8.1 Feedback

We are open and pleased to receive feedback from clients on our performance in delivering regulatory services. Feedback such as compliments, suggestions and complaints can be submitted to the Director General by means of letters, fax, telephone calls, electronic mails, website, and suggestion box and by filling special feedback form or by meeting with Authority management or head of the respective division. Our contact details for submission of feedback are as provided in section 10 below.

We shall work on the submitted feedback with the objective of improving our service delivery. We encourage our clients to provide their contact details whenever submitting feedback to the Authority.

8.2 Complaints Handling

In the event our Client is not satisfied with the manner with which the complaint was handled is free to appeal to external appropriate body. The bodies include but not limited to:

Sn.	Name	Address and Telephone
1.	The Leadership and Ethics Commission;	P.O.Box 13341 Dar es Salaam Tel: +255 22211810/11 2136422 E-mail: secretariat@ethics.go.tz
2.	The Public Procurement Appeals Authority	P.O.Box 9310, Dar es Salaam Tel: +255 22 2120451 E-mail: info@ppaa.go.tz

Sn.	Name	Address and Telephone
3.	The Human Rights and Good Governance Commission	P.O.Box 2643 Dar es Salaam Tel : +255 22 2135747/8 E-mail: chragg@chragg.go.tz
4.	The Prevention and Combating of Corruption Bureau (PCCB)	P.O.Box 4865 Dar es Salaam Tel: +255 (22) 2150043-6 E-mail: dgeneral@pccb.go.tz
5.	Fair Competition Tribunal;	P.O.Box 79650 Dar es Salaam Tel: +255 22 2461173 E-mail: info@fct.or.tz
6.	The Public Service Commission;	P.O.Box 2483, Dar es Salaam Tel: +255-22-2118531-4
7.	The Courts of Law in Tanzania	

9.0 REVIEW AND REPORTING

In order to make the charter relevant to our clients and stakeholders, we shall review it in every three years or at any time when necessary by taking into consideration the following:

- a) Feedback from our clients and stakeholders;
- b) Changes in our Strategic Plan;
- c) Changes in our service delivery mechanisms;
- d) Changes in laws and regulations governing energy and water sectors;
- e) Performance evaluation against our service standards; &
- f) Changes in our client profile, needs and priorities.

Periodically we shall commission a 3rd party to review our performance against the standards indicated in this Client Service Charter.

10.0 OUR CONTACTS AND WORKING HOURS

10.1 Contacts

EWURA Head Quarters	The Director General Energy and Water Utilities Regulatory Authority 4 th Floor, LAPF House, Makole Road P.O. Box 2857, Dodoma - Tanzania Tel.: +255-26-2329002/3/4 Fax:+255-26-2329005 Website: www.ewura.go.tz Email addresses: info@ewura.go.tz
EWURA- Lake Zone	4 th Floor, Front Wing, PPF Plaza, Kenyatta Road, P.O. Box 2069, Mwanza - Tanzania Tel: +255 28 2506071/2; Fax: +255 28 2506073
EWURA- Northern Zone	2 nd Floor, PPF Plaza, Next to Kibo Palace Hotel, Corridor Area P.O. Box 1458, Arusha - Tanzania Tel: +255 27 2970277/78; Fax: +255 27 2970279
EWURA- Southern Highlands Zone	4th Floor – Apartment 401, Plot 2/H, NHC Building – Lupa Way 5, Uhindini Area, near Mbeya Post Office, P. O. Box 2245, Mbeya -Tanzania. Tel: +255 252957328/9; Fax: +255 252957330
EWURA - Eastern Zone	7 TH Floor, LAPF Pension Fund Tower, Opposite Makumbusho Village, Kijitonyama P. O. Box 72175, Dar es Salaam - Tanzania Tel: +255-22 2923513-18 Fax: +255-22 2923519

10.2 Working Hours

Working days: Monday to Friday
Working Hours: 8:00 am to 4.00 pm

Our offices will be closed on Saturday, Sunday and during public holidays.

10.2 Saa za kazi

Siku za Kazi:
Saa za Kazi:

Jumata tu hadi Ijumaa
2:00 asubuhi hadi 10.00 jioni!

Ofisi zetu zitakuwa zimefungwa Siku za Jumamosi, Jumapili
na Sikuuu

<p>EWURA- Kanda ya Kaskazini</p> <p>Ghorofa ya 2, Jengo la PPF, Baada ya Hoteli ya Kibo Palace, Eneo la Corridor S.L.P 1458, Arusha- Tanzania Simu: +255 27 2970277/78; Faksi: +255 27 2970279</p>	<p>EWURA- Kanda ya Nyanda za Juu Kusini</p> <p>Ghorofa ya 4 – Chumba Na. 401, Kiwanja 2/H, Jengo la NHC Barabara ya Lupa 5, Eneo la Uhindiini, Jirani na Ofisi ya Posta Mbeya, S.L.P. 2245, Mbeya-Tanzania. Simu: +255 252957328/9; Faksi: +255 252957330</p>
<p>EWURA – Kanda ya Mashariki</p> <p>Ghorofa ya 7, Jengo la LAPF Pension Fund, Mkabala na Kijiji cha Makumbusho, Kijitonyama S.L.P 72175, Dar es Salaam- Tanzania Simu: +255-22 2923513-18 Faksi: +255-22 2923519</p>	

10.0 ANUANI ZETU NA SAA ZA KAZI

10.1 Anuani

<p>Makao Makuu ya EWURA</p> <p>Mkurugenzi Mkuu Mamlaka ya Udhibiti wa Huduma za Nishati na Maji Ghorofa ya 4, Jengo la LAMP Barabara ya Makole S.L.P. 2857, Dodoma - Tanzania Simu : +255-26-2329002/3/4 Faksi:+255-26-2329005 Tovuti: www.ewura.go.tz Barua pepe: info@ewura.go.tz</p>	<p>EWURA-Kanda ya Ziwa</p> <p>Ghorofa ya 4, Upande wa Mbele, Jengo la PPF, Barabara ya Kenyatta, S.L.P.2069, Mwanza Simu: +255 28 2506071/2; Faksi: +255 28 2506073</p>
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- c) Mabadiliko katika utaratibu wa utoaji huduma zetu;
- d) Mabadiliko katika sheria zinazosimamia sekta za nishati na maji;
- e) Tathmini ya utendaji dhidi ya viwango vya huduma zetu; na
- f) Mabadiliko katika wasifu, mahitaji na vipaumbele vya mteja wetu.
- Kwa vipindi maalum, tutakaribisha upande mwingine wa tatu ili kutathmini utendaji wetu ukilinganishwa na viwango vilivyotajwa katika Mkataba huu wa Huduma kwa Wateja.

Ili kuhakikisha mkataba huu unakuwa na maana kwa wateja na wadau wetu, tutaupitia kila baada ya miaka mitatu au wakati wowote itakapohitajika kwa kuzingatia yafuatayo:

a) Mrejesho kutoka kwa wateja na wadau wetu;

b) Mabadiliko katika Mpango Mkakati wetu;

9.0 KUUPITIA UPYA MKATABA NA KUTOA TARIFA

Na. Jina	Anuani na Simu
1. Tume ya Maadili na Uongozi	S.L.P. 13341 Dar es Salaam Simu: +255 22211810/11 2136422 Barua pepe: secretariat@ethics.go.tz
2. The Public Procurement Appeals Authority	S.L.P 9310, Dar es Salaam Simu: +255 22 2120451 Barua pepe: info@ppaa.go.tz
3. Mamlaka ya Rufaa za Unuzi wa Umma	S.L.P. 2643 Dar es Salaam Simu: +255 22 2135747/8 Barua pepe: chragg@chragg.go.tz
4. Taasisi ya Kuzuia na Kupambana (TAKUKURU)	S.L.P. 4865 Dar es Salaam Simu: +255 (22) 2150043-6 Barua pepe: dgeneral@pccb.go.tz
5. Baraza la Ushindani la Rufani	S.L.P. 79650 Dar es Salaam Simu: +255 22 2461173 Barua pepe: info@fct.or.tz
6. Tume Utumishi wa Umma	S.L.P. 2483, Dar es Salaam Simu: +255-22-2118531-4
7. Idara ya Mahakama Tanzania	

8.0 MAONI YA WATEJA NA NAMNA YA KUSHUGHULIKIA MALALAMIKO

- d) Kulipa kwa wakati unaotakiwa tozo na ada mbalimbali;
- e) Kushirikiana na wafanyakazi wetu;
- f) Kuttoa zawadi, hongo, upendeleo au ushawishi kwa wafanyakazi wetu;
- g) Kutoa mrejesho juu ya huduma za Mamlaka pale ambapo matarajio yanakuwa hayajaitimizwa kwa muda mwafaka na bila uoga wala kisasi.

8.1

Maoni ya wateja

Tunatanya kazi kwa uwazi na tunafarajika kupokea mrejesho kutoka kwa wateja juu ya utendaji wetu katika utoaji huduma. Mrejesho kama vile pongezi, mapendkezo na malalamiko unaweza kuwasilishwa kwa Mkurugenzi Mkuu kwa njia ya barua, nukushi, simu, barua pepe na sanduku la maoni na kwa kujaza formu maalumu za mrejesho au kwa kukutana na mengineji ya Mamlaka au mkuu wa eneo husika.

Maelezo ya anuani zetu kwa ajili ya uwasilishaji huo wa mrejesho yanapatikana katika kifungu cha 10 hapa chini. Tutayafanyia kazi maoni yaliowasilishwa kwa lengo la kuboresha huduma zetu.

Tunawahimiza wateja wetu kuonesha anuani zao kila wanapotoa mrejesho kwenye Mamlaka.

8.2

Namna ya kushughulikia malalamiko

Inapotokea mteja wetu hakuridhika na jinsi malalamiko yake yalivyoshughulikiwa, yuko huru kukata rufaa kwa chombo muwafaka nje ya Mamlaka. Vyombo hivyo ni pamoja na:

6.0 WAJIBU WETU KWA WATEJA

Tutahakikisha tunakidhi matarajio ya wateja wetu na kwa kufanya hivyo tutatakiwa kufanya yafuatayo:

- a) kutoa huduma bora kwa wakati na kwa weledi mkubwa;
- b) kutoa taarifa muhimu, kwa wakati, usahihi na ukweli;
- c) kufanya uchunguzi kwa wakati juu ya malalamiko yanayowasilishwa EwURA na ikibidi tutatoa mrejesho baada ya kumalizika kwa uchunguzi;
- d) kuhudumia wateja wetu kwa unyenyekevu na nidhamu;
- e) kuhudumia wateja wetu kwa haki bila upendeleo;
- f) kufuata sheria wakati wa kutekeleza wajibu wetu;
- g) kuheshimu maoni na mawazo ya wateja wetu; na
- h) kushirikiana na wateja wetu.

7.0 HAKI NA WAJIBU WA WATEJA

7.1 Haki za wateja

Wateja wetu wana haki za:

- a) kupata huduma kwa njia ya weledi na unyenyekevu;
- b) kupewa taarifa muhimu na sahihi kwa wakati;
- c) faragha na siri katika taarifa zao;
- d) kushiriki na kutoa maoni wakati wa michakato ya kupiana ushauri;
- e) kutoa maoni juu ya viwango vya huduma zetu;
- f) kuwasilisha malalamiko; na
- g) Haki ya kufanya marekebisho.

7.2 Wajibu wa Wateja

Mteja wetu anaweza kutusaidia kutoa huduma bora kwa:

- a) kuwachukulia wafanyakazi wetu kwa heshima na unyenyekevu;
- b) kutoa kwa wakati taarifa kamili na sahihi kwa kuzingatia aina ya huduma anayohitaji kutoka Mamlaka;
- c) kufuata utaratibu wa kisheria ili aweze kupata huduma anayohitaji;

Shughuli	Muda wa Utekelezaji
Uchapisishaji wa bei kikoמו za mafuta.	Umatano ya kwanza ya kila mwazi.
Uchapaji wa maamuzi ya kumaliza mgogoro katika rejesta ya umma.	Siku 21 baada ya kufikiwa makubaliano baina ya pande mbili, kama hakuna ukataji rufaa kwenye Baraza la Rufaa la Ushindani (FCT).
Uwasilishaji wa Amri za Bodi kwa Mwandishi Mkuu wa Bunge kwa ajili ya kuingizwa kwenye Gazeti la Serikali.	Ndani ya siku tatu (3) za kazi baada ya idhini ya Bodi.
Uchapisishaji wa Bei, Kanuni na Taarifa	Ndani ya siku 21 za kazi baada ya kuwasilishwa kwa Mwandishi Mkuu wa Bunge kwa kuzingatia ratiba yake.
Uchapaji wa Ripoti za mwaka za utendaji wa sekta zinazodhibitiwa.	Ndani ya siku 180 baada ya kumalizika kwa mwaka wa fedha.
Uchapaji wa Ripoti ya mwaka ya EWURA.	Ndani ya siku 180 baada ya kumalizika kwa mwaka wa fedha (lakini itategemea Mdhbiti na Mikaguzi Mkuu wa Hesabu za Seriali kuasini zilizokaguliwa.)

(vii) Usambazaji taarifa

Shughuli	Muda wa Utekelezaji
Tangu kukamilika kwa usikilizaji wa malamiko hadi kutolewa kwa maamuzi na kuwasilishwa kwenye Bodi ya wakurugenzi.	Ndani ya siku 30 za kazi

Shughuli	Muda wa Utekelezaji
Kumfahamisha mtoa huduma juu ya malalamiko yaliyowasilishwa na mteja na kupewa siku 21 za kujibu.	Ndani ya siku saba (7) za kazi.
Kumwandikia barua malamikaji ya kumfahamisha kupokelewa kwa malalamiko yake	Ndani ya siku saba (7) za kazi tarehe ya kupokea malalamiko.
Tangu kukamilika kwa usuluhishi hadi kutolewa kwa maamuzi	Ndani ya siku 30 za kazi

Maazimio ya malalamiko na migoro:

(vi)

Shughuli	Muda wa Utekelezaji
Kupitia na kutoa maoni juu ya taarifa za robo mwaka na kazi tangu tarehe ya utendaji za mwaka mzima za utendaji katika sekta inayodhibitiwa ya Gesi Asilia	Ndani ya siku 10 za kazi tangu tarehe ya kupokelewa.
Kupitia na kutoa maoni juu ya rasimu za mipango kazi iliyowasilishwa na mamlika za maji	Ndani ya siku 30 za kazi tangu tarehe ya kupokelewa rasimu ya mpango kazi.
Kutoa mrejesho wa matokeo ya ukaguzi uliofanjwa kwa watoa huduma.	Ndani ya siku 30 za kazi baada ya ukaguzi kufanyika.
Kufunguliwa upya kwa kituo cha mafuta baada ya kutimiza maelekezo na maagizo ya EWURA	Ndani ya siku tatu (3) za kazi.
Kupitia upya na kuidhinisha makubaliano ya ununuzi wa nishati.	Ndani ya siku 30 za kazi tangu tarehe ya kupokelewa maombi.

Shughuli	Muda wa Utekelezaji
Kukiri kupokea maombi	Ndani ya siku tatu (3) za kazi tangu tarehe ya kupokea
Upitaji wa awali na utoaji barua ya kukubali maombi	Ndani ya siku tano (5) za kazi tangu tarehe ya kupokea
Idhini ya ujenzi wa kituo cha mafuta	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi kamili
Idhini ya ujenzi wa kituo cha gesi asilia	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi kamili
Ukaguzi wa eneo la ujenzi na kutoa majibu ya ukaguzi huo	Ndani ya siku 20 za kazi tangu tarehe ya kupokea maombi kamili
Mchakato na utoaji leseni za mazao ya petroli	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi kamili
Mchakato na utoaji leseni za gesi asilia	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi kamili
Mchakato wa kuhamisha leseni	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi kamili
Mchakato na utoaji leseni za huduma ya Maji safi na Usafi wa Mazingira.	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi.
Mchakato na utoaji leseni za mfumo wa uzalishaji, uendeshaaji, usafirishaji, usambazaji, uzaji umeme nje ya nchi.	Ndani ya siku 30 za kazi tangu tarehe ya kupokea maombi kamili.

(!!!) Utoaji wa leseni:

Shughuli	Muda wa Utekelezaji	<p>Kukiri kupokea maombi</p> <p>Ndani ya siku tatu (3) za kazi tangu tarehe ya kupokea</p> <p>Upitaji wa awali na utoaji barua ya kukubali maombi</p> <p>Ndani ya siku tano (5) za kazi tangu tarehe ya kupokea maombi</p> <p>Kufanya maamuzi ya viwango vya bei</p> <p>Ndani ya siku 60 za kazi tangu tarehe ya kupokea maombi yaliyo kamiliifu.</p>	<p>Kuithinisha viwango vya bei za wazalishaji wadogo wa umeme</p> <ul style="list-style-type: none"> • Marekebisho yatafanyika miezi miwili (2) baada ya kuithinisha kwa maombi TANESCO ya kurekebisha ya viwango vya gharama. kutakapokuwa hakuna maombi ya Tanesco ya kurekebisha viwango vya bei, viwango vya bei za wazalishaji wadogo wa umeme vitaidhinishwa kufikia mwezi Desemba kila mwaka.
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(ii) Kupitia na Kuithinisha viwango vya bei:

Shughuli	Muda wa Utekelezaji	<p>Kujibu hoja za maandishi zikiwemo za vyombo vya habari na wateja</p> <p>Ndani ya siku tano (5) za kazi tangu tarehe ya kupokelewa</p>	<p>Kujibu maswali kutoka kwa wabunge</p> <p>Ndani ya siku tano (5) za kazi tangu tarehe ya kupokelewa</p>
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Muda wa Utekelezaji	Kupokea wito wa simu
Ndani ya miito mitano (5) ya kwanza	Kukiri kupokea na kujibu hoja za kimaandishi!
Ndani ya siku tano (5) za kazi tangu tarahé ya kupokelewa	Kukiri kupokea na kujibu hoja za maandishi ya barua pepe (info@ewura.go.tz)
Ndani ya saa 24 katika siku za kazi	

(i) **Mwasiliano**

5.3 Utoaji huduma na muda wake

g) Kuheshimu Makubaliano
Tutaheshimu vigezo na masharti katika mikataba iliyosainiwa na watoa huduma wetu, isipokuwa kwa sababu ambazo ziko nje ya uwezo wetu ikiwa ni pamoja na majanga yasababishwayo na nguvu za asili.

f) Miadi
Tutaheshimu miadi yote na kuhakikisha kwamba tunahudhuria kama ilivyopangwa, isipokuwa tu; kama kutajitokeza mazingira yasiyokwepuka.

e) Ubunifu
Tutajitahidi kutoa huduma bora wakati wote na kuendelea kubuni nyenzo za kiudhibiti na taratibu nzuri na kuziboresha kila itakapotakiwa kufanya hivyo.

d) Dharura
Tutashughulikia masuala yote ya dharura kwa wakati na kwa weledi kama ilivyoelekezwa kwenye sheria, taratibu na miongozo iliyopo.

- c) Uwajibikaji**
Tutajibu hoja na maswali kwa wakati mwafaka kama inayobainishwa ndani ya Mkataba huu.
- b) Usahihi wa taarifa**
Tutajitahidi kutoa taarifa za uhakika na sahihi kwa wateja wetu kwa kadiri ya taarifa tutakazokuwa nazo.
- a) Uwazi**
Tutatoa taratibu za huduma zetu na mahitaji kwa uwazi bila utata, iwe kwa maandishi au kwa mazungumzo, kwa kuzingatia kila tukio kwa lengo la kukidhi mahitaji ya wateja.
- 5.2 Ubora wa Huduma**
- e) Kujitambulisha (kwingine)**
Watakapokutana na wateja, wataanyakazi watatakiwa kujitambulisha kabla ya kuwahudumia na wakati wote watatakiwa kuwa wamevaa vitambulisho vya Mamlaka wanapokuwa kwenye majengo ya Mamlaka. Wataanyakazi watatakiwa kuonesha vitambulisho hivyo au barua rasmi za utambulisho pale itakapokuwa inahitajika kufanyika hivyo.
- d) Kujitambulisha (kwenye simu)**
Katika upokeaji simu kutoka kwa wateja, watumishi wa Ewura watatakiwa kujitambulisha kwa majina na taasisi.
- c) Haki na Usawa**
Tutahudumia wateja wetu kwa haki na usawa bila kuangalia nafasi yao katika jamii

- 5.1 Mtazamo wa watumishi wetu na uhusiano na wateja**
- a) **Kwa muda wote, wakati tukitekeleza wajibu wetu** tutawahudumia na kushirikiana na wateja wetu kwa uaminifu, unyenyekevu, haki na nidhamu ya hali ya juu.
- b) **Uhusiano na wateja wetu** Tutahakikisha tunadumisha uhusiano mzuri na wateja wetu wakati wote kwa kukidhi matarajio yao.

Kifungu hiki kinaorodhesha viwango muhimu vya huduma ambazo wateja wanatarajia kutoka EwURA. Viwango hivi vinaonesha ni jinsi gani tutatoa huduma na kushirikiana na wateja wetu, ubora wa huduma na muda utaotumika wakati wa kujibu hoja au maswali.

5.0 VIWANGO VYA HUDUMA ZETU

- c) Kudhibiti bei na gharama Kupitia na kuidhinisha makubaliano ya ununuzi wa nishati ya umeme
- e) Kuweka kanuni kwa ajili ya huduma zinazodhibitiwa Kufuatilia utendaji wa sekta zinazodhibitiwa katika upatikanaji,ubora, viwango vya huduma, gharama za huduma, ufanisi katika uzalishaji, ngazi za uwekezaji na usambazaji huduma.
- g) Kuwezesha utatuzi wa malalamiko na migogoro kati ya mtoa huduma na mtumia huduma
- h) Kusambaza taarifa juu ya masuala muhimu ya kazi za Mamlaka
- i) Kutoa ushauri kwa Serikali juu ya huduma zinazotolewa
- j) Kutoa huduma nyiingine kama zinavyotajwa katika sheria zingine za kisekta

2.0 MALENGO YA MKATABA HUU

Makusudio ya mkataba huu ni kuwataarifu wateja na wadau wetu juu ya huduma tunazotoa, viwango vya huduma hizo na jinsi zinavyotolewa. Mkataba huu kwa upande mmoja unaonesha dhamira yetu ya kukidhi matarajio ya wateja wetu na kwa upande mwingine kuelezea wajibu wa wateja katika kutuwezeshwa kutoa huduma bora. Vile vile, Mkataba huu unatoa utaratibu wa kupata mrejesho.

3.0 WATEJA WETU

Kwa ajili ya Mkataba huu wa huduma kwa mteja, wateja wetu ni pamoja na:

- Watoa huduma wanaodhibitiwa
- Watumiaji wa huduma zinazodhibitiwa
- Wizara, Idara za Serikali, Mashirika ya Umma na Serikali za Mitaa
- Watoa huduma wa EWURA
- Wadhibiti na Vyama vya Udhibiti
- Vyama vya kirai
- Vyombo vya Habari
- Taasisi za elimu na utafiti
- Wabia wa Maendeleo
- Wanasiasa
- Wawekezaji
- Umma kwa ujumla

4.0 HUDUMA ZETU

Kwa mujibu wa kifungu cha 7 cha sheria ya EWURA huduma zetu ni:

- Kutoa na kufuta leseni za sekta zinazodhibitiwa
- Kuanzisha viwango vya ubora na masharti ya kutoa bidhaa na huduma

b) Maadili

Watumishi wa EWURA hawatatakiwa kuomba au kupokea zawadi, upendeleo au ushawishi, fedha au vinginevyo; kwa ajili ya kutoa huduma zao. Hali kadhalika; watumishi wa EWURA hawatatakiwa kutoa zawadi, upendeleo usiostahili au ushawishi.

c) Weledi

Watumishi wa EWURA watatekeleza wajibu wao kwa weledi wa kiwango cha juu kabisa.

d) Uwajibikaji

Watumishi wa EWURA watatekeleza wajibu wao ikiwa ni pamoja na kutoa umuzi ambao utaasimamiwa vema na kutetea. Mwenendo wao utatakiwa kuonesha utayarifu wa kuwajibika na matokeo ya umuzi wao.

e) Unyenyekevu

Watumishi wa EWURA watatakiwa kuonesha unyenyekevu kwa wateja na watumishi wenzao. Watumishi watapaswa kujiona kama watumishi wa watu; na wanapotoa huduma, watatakiwa kuwapa kipambele wale wanaostahili huduma maalum kama vile wazee, masikini, wagonjwa na wengine ulemavu na makundi mengine yenye mahitaji maalum katika jamii.

f) Uwazi

Watumishi wa EWURA watatekeleza majukumu yao kwa njia ya uwazi. Umuzi wowote wa kiudhibiti unapaswa kufikiwa bila hisia mbaya, kwa heshima, kwa maslahi ya wadau wote na kwa haki na kwa uwazi kabisa. Taarifa kuhusu umuzi wa kiudhibiti unapaswa kutolewa kwa uwazi kwa wadau wote kupitia vyombo mbalimbali vya habari.

1.0 DIRA, LENGO NA KANUNI ZA EWURA

Mamlaka ya Udhibiti wa Huduma za Nishati na Maji (EWURA) ni chombo cha udhibiti kilichoundwa kwa mujibu wa Sheria ya Udhibiti wa Nishati na Maji, Sura Namba 414 ya Sheria za Tanzania. EWURA inawajibika kwa udhibiti wa kifundi na kiuchumi wa nishati (umeme, mafuta, gesi asilia) na sekta ya maji. Katika kutimiza majukumu yake, EWURA inaongozwa na dira, lengo na kanuni zifuatazo.

1.1 Dira

Kuwa mdhibiti wa kiwango cha kimataifa wa huduma za nishati na maji

1.2 Lengo

Kudhibiti watoa huduma za nishati na maji kwa uwazi, ufanisi na kwa namna inayohakikisha kuwa huduma hizo ni bora, zinapatikana na tena kwa gharama stahiki.

1.3 Kaulimbiu

Udhibiti wa haki kwa matokeo chanya

1.4 Kanuni

a) Kutokupendelea

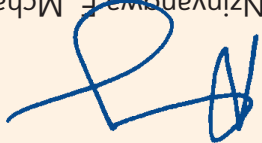
Watumishi wa EWURA watawahudumia wadau wote kwa usawa na pasipo upendeleo. Wajibu wa EWURA kama mdhibiti ni kuhakikisha uwepo wa mazingira sawa ya ushindani na kusimamia kwa haki maslahi ya wadau wote. Mwendoo wa watumishi wote na umuzi wa kila mmoja; na hali kadhalika wa Mamlaka; mara zote utatakiwa kuzingatia na kuonesha amali hii.

Kwa heshima kubwa napenda kuwasilisha Mkataba wa Huduma kwa Mteja wa Mamlaka ya Udhhibiti wa Huduma za Nishati na Maji (EWURA). Mkataba huu ni wa kihusiano kati ya EWURA na wateja wake ambao ni wadau wakuwa katika huduma zitolewazo na Mamlaka. Mkataba huu unaainisha wateja wakuwa, huduma zinazotolewa na viwango vyake ambavyo wateja wanastahili kuhudumiwa.

Mkataba huu ni moja ya njia ambazo EWURA inapaswa kutumia katika kuwajibika moja kwa moja kwa wateja wake. Mkataba huu umendaliwa kwa kuzingatia muongozo uliotolewa na Ofisi ya Rais (Utumishi wa Umma), kwamba kila taasisi ya umma inapaswa kuwa na mikataba ya huduma kwa mteja na kwa kushauriana na wateja, watumishi na wadau wakuwa.

Tumedhamiria kwa dhati, kutoa huduma ya kiwango cha juu ili kukidhi matarajio ya wateja wa EWURA. Mara kwa mara tutakuwa tukifuatilia viwango vyetu vya huduma kwa kuzingatia vigezo na viwango, pamoja na kupokea na kushughulikia maoni ya wateja katika kuboresha huduma hizo kwa mujibu wa viwango vilivyopo.

Maoni ya wateja yanaweza kuwa ni ya kupongeza, kulalamika, kupendekeza, kauli au neno lakuneshha jinsi wadau wanavyojisikia wanapokuwa wanapata huduma zetu kupitia njia mbalimbali. Watumishi wote wa EWURA wanawajibika kutoa huduma za viwango bora. Hivyo nawataka watumie mkataba huu kuhakikisha kwamba huduma zetu zinakidhi matarajio ya wateja.



Nziyanga E. Mchany

KAIMU MKURUGENZI MKUU

03/04/2018

YALIYOMO

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Aprili 2018

MKATABA WA HUDUMA KWA MTEJA



Taarifa Maalumu za Waraka Huu

Jina la Waraka	Mkatiba wa Huduma kwa Mteja
Toleo	Toleo la pili
Muwajibikaji	Uongozi
Muandaaji	Uongozi
Muidhinishaji	Bodi ya Wakurugenzi Ewura, Machi 2018.
Watumiaji	Bodi ya Wakurugenzi ya EWURA, Uongozi na Wafanyakazi
Nia	Kutoa mwongozo wa kutoa huduma
Nyarakazozohusika	Bodi ya Wakurugenzi ya EWURA, Uongozi, Wafanyakazi na Wadau
Usambazaji	Bodi ya Wakurugenzi ya EWURA, Uongozi, Wafanyakazi na Wadau

www.ewura.go.tz

Aprili 2018

MKATABA WA HUDUMA KWA MTEJA

ISO 9001:2015 Certified

Mamlaka ya Uchibiti wa Huduma za Nishati na Maji

