

TANZANIA PETROLEUM DEVELOPMENT CORPORATION



"TPDC FOR NATIONAL DEVELOPMENT"

CUSTOMER SERVICE CHARTER

MARCH, 2020

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PREFACE

Tanzania Petroleum Development Corporation (TPDC) is the National Oil Company of Tanzania through which the Ministry of Energy implements its petroleum exploration and development policies.

In order to serve its customers, the Corporation has developed a customer service charter. The charter defines the relationship between Corporation and Customers, rights and obligations of each part and how the Corporation aims to achieve the service objectives. The Corporation will use this customer service charter to set standards, to measure its performance against its commitments to the customers and to continuously focus on their needs.

Furthermore, this customer service charter outlines TPDC's service commitment to its customers where TPDC is committed to provide high quality customer service in all interactions with its customers without any kind of discrimination.

Regards,

Dr. James Mataragio

Managing Director

1.0 TPDC VISION, MISSION, CORE VALUES AND FUNCTIONS

Tanzania Petroleum Development Corporation (TPDC) is the National Oil Company of Tanzania through which the Ministry of Energy implements its petroleum exploration and development policies. TPDC was established through the Government Notice No.140 of 30th May 1969 under the Public Corporations Act No.17 of 1969. The Corporation began operations in 1973. TPDC is a wholly owned Government parastatal, with all its shares held by the Treasurer Registrar. In carrying out its responsibilities, TPDC is guided by the following vision, mission and core values in line with the overall National Vision of 2025.

1.1 Vision

The Corporation vision is to become a leading integrated National Oil and Gas Company competing nationally, regionally and globally in an environmentally responsible manner to the benefit of all customers.

1.2 Mission

To participate and engage in the exploration, development, production and distribution of oil and gas and related services; facilitate a fair trading environment; safeguard the national supply of petroleum products; at the same time developing quality and safety standards to protect people, property and the environment.

1.3 Core Values

Integrity: TPDC conducts itself in honest, fair and trustworthy manner

Transparency: TPDC operates openly and communicates in a clear, candid and timely manner

Professionalism and excellence: TPDC works in a professional manner to achieve high in the stipulated goals

Respect: TPDC considers others in the decision making process

Teamwork: TPDC works together to achieve its vision and mission

Environment and safety: TPDC conducts its activities in consideration of minimal impact to the environment

1.4 Functions

In accordance with Section 9(1) of the Petroleum Act, 2015, as the National Oil Company, the Corporation shall perform the following functions:

- (a) Advising the Government on policy matters pertaining to petroleum industry;
- (b) Participating in petroleum reconnaissance, exploration and development projects;
- (c) Carrying out specialized operations in the petroleum value chain using subsidiary companies;
- (d) Handling the government's commercial participating interests in the petroleum sub-sector;
- (e) Managing the marketing of the country's share of petroleum received in kind;
- (f) Developing in depth expertise in the petroleum industry;
- (g) Investigating and proposing new upstream, midstream and downstream ventures local and international;
- (h) Contracting, holding equity or participating in oil service and supply chain franchises and other licenses;
- (i) Performing any petroleum activities and related functions.

2.0 PURPOSE OF THE CHARTER

The objective of this Customer Service Charter is to inform our customers and stakeholders about standards and services that TPDC offers. The charter on one side demonstrates TPDC's commitment to meet customer expectations and on the other hand outlines customer's obligations to enable TPDC to deliver quality services. This Customer Service Charter provides a framework for feedback mechanisms. The charter will have the general section and a segment dedicated for natural gas, which currently forms the main business of the corporation.

3.0 TYPES OF CUSTOMERS

For the purpose of this Customer Service Charter, the Corporation's customers include;

- i. Government Ministries, Departments and Agencies (MDA's)
- ii. The Media
- iii. Academic and Research Institutions
- iv. Civil Societies

- v. Development Partners
- vi. Investors
- vii. Politicians
- viii. Local Communities in areas where oil & gas activities are being conducted
- ix. Various suppliers who provides goods and services to the Corporation
- x. Natural gas users i.e. power producers, industries, automobiles, institutions and households; and
- xi. The public.

4.0 SERVICES OFFERED

Services offered by the Corporation include; exploration and production of oil and gas (Eyasi-Wembere), sales of natural gas, sales of exploration data, provision of government advice on the petroleum sector, sales of petroleum white products, construction of infrastructure – both processing and transportation and selling of condensate.

5.0 SERVICE STANDARDS

This section lists the important service standards the customers should expect TPDC to deliver with emphasis of corruption free services. These standards show the manner in which TPDC shall serve and interact with its clients and the quality of services to be provided.

5.1 Employee's attitude and relationship with Customers

5.1.1 Employee's attitude and Behavior

The Corporation shall at all times, while performing its duties serve and interact with its customers honestly, diligently, fairly and with mutual respect

(a) Relationship with Corporation Customers

The Corporation shall strive to create and maintain a good relationship with its customers at all times by meeting their expectations.

(b) Self-Introduction (Phone Calls)

On receiving phone calls, TPDC employees shall introduce themselves by names, designation and Corporation. A customer will be expected to wait until the end when the system will automatically terminate the call in case the attendant thereof is away from the room.

(c) Fairness and equality

The Corporation shall treat all its customers fairly and equally irrespective of their social status.

(d) Appointment

The Corporation shall honour all the appointments made and ensure they are attended to as scheduled unless for unforeseen situations.

5.1.2 Quality of Service to be delivered

(a) Clarity

The Corporation shall provide clear and definite procedures and requirements either in writing or verbally.

(b) Accuracy of Information

The Corporation's employees shall provide correct information to its customers to the best of their knowledge

(c) Responsiveness

The Corporation shall respond to all enquiries according to the way they are received and their urgencies.

6.0 TPDC RESPONSIBILITIES

The Corporation will continue to service its customers in best ways while ensuring;

- (a) Respect to customers privacy and adhere to confidentiality of information discussed
- (b) Continuous improvement of service delivery to meet customer's needs and satisfactions.
- (c) Provision of timely feedback to meet customer's needs.

7.0 CUSTOMER RIGHTS AND RESPONSIBILITIES

This section of the Customer Service Charter states the right and responsibilities of customers when seeking services from the Corporation.

7.1 Customer's Rights

A customer has the right to:

- (a) Privacy and confidentiality
- (b) Access services and facilities in a manner that meets their needs
- (c) Get general unbiased information about the functions, responsibilities, performance and procedures
- (d) Be treated promptly, with dignity and respect
- (e) Lodge a complaint
- (f) Be involved in issues affecting them
- (g) Awareness and education on natural gas use

7.2 Customer's Responsibilities

A customer has a responsibility to:

- (a) Being courteous, polite and respectful of Corporation's employees
- (b) Respecting the rights of, and provide courtesy towards, other customers
- (c) Being open and honest with the Corporation by providing accurate and complete details when contacting the Corporation
- (d) Informing the Corporation when customer's situation changes, for example, change of address or personal details change
- (e) Using appropriate channels for customer requests, complaints and compliments while using online social media channels for general dialogue

- (f) Attending scheduled meetings punctually
- (g) Safeguarding the environment and preservation of ecosystems
- (h) Use the product or service properly as intended and agreed between him and the Service Provider

8.0 CUSTOMER FEEDBACK ON SERVICE DELIVERY AND COMPLAINTS HANDLING

(a) Feedback

The Corporation is open and pleased to receive feedback from its customers on its performance in delivering its services. Feedback such as Compliments, Suggestions and Complaints can be submitted to the Managing Director by means of letters, fax, telephone calls, electronic mails, website, suggestion box and physical visit through the Corporation's Desk Officer who will receive the feedback and submit to the Managing Director. The Corporation's contact details for submission of feedback are as provided in section 11.

(b) Complaints Handling

In the event of dissatisfaction of the Corporation's customer with the manner with which the complaint was handled, customers are encouraged to make contact and ask for the matter to be reviewed.

Customers are encouraged to file complaints through different communication platforms e.g. TPDC's provided toll free number, suggestion box placed at any TPDC registered office, walking in at any TPDC offices, e-mail etc.) as a feedback of the service delivered.

9.0 REVIEW AND REPORTING

In order to make the Charter relevant to its customers, the Corporation shall review it within every **5** years or at any time – whenever necessary by taking into consideration issues like;

- i. Feedback from customers

- ii. Changes in strategic Plan
- iii. Changes in Corporation's service delivery mechanism
- iv. Changes in customer's profile, needs and priorities

10.0 NATURAL GAS CUSTOMER SERVICE CHARTER

10.1 Services Provided

TPDC provides services such as natural gas sales, advice to the government collection of revenues, infrastructure development, and industry awareness to the public, infrastructure maintenance, and Corporate Social Responsibility, among others;

Gas sales services go to the following customers:

- a) Power producers
- b) Industrial customers
- c) Institutional customers
- d) Household customers
- e) Automobiles
- f) feedstock industries e.g. Fertilizer plants

10.1.1 Standards for Natural gas services

This part will be completed once TBS prescribes the Standards

10.1.2 Duties and responsibilities of the service provider

- a) Ensure gas availability at the stipulated standards
- b) Identification of prospective customers
- c) Prepare draft heads of terms (Term Sheet)
- d) Spearhead negotiations and signing of the term sheet
- e) Prepare draft gas sales/purchase agreements (GSAs)
- f) Engage the customers in the negotiations and signing of the GSA
- g) Supervise the installation of infrastructure that meets standards
- h) Work with the Authority (EWURA) to implement industry compliance
- i) Supply natural gas to customers
- j) Calibrate and verify customers' meters pursuant to WMA regulations

10.1.3 List of Customer entitlements

- a) Copy of all relevant agreements
- b) Getting the service in timely manner
- c) Information about any event that may hamper business operations

10.1.4 Rights and responsibilities of customers

- a) Rights

- i. To get the service efficiently
- ii. To register feedback (complaints, compliments, suggestions, etc.)
- iii. To be involved in decisions that directly affect his business
- iv. To meet the service provider whenever such need arises

b) Responsibilities

- i. Ensuring that the internal natural gas systems are in good order and up to the standards
- ii. To consume natural gas in quantities agreed in the Gas Sales Contracts
- iii. Timely payment of bills
- iv. Cooperation with the agents representatives / of the service provider
Cooperation with the /Delegates of the service provider
- v. Provide natural gas provider with access to infrastructural installations
- vi. Act in a responsible manner in the intercourse with people, the environment and ensure safety is a priority

10.1.5 Relationship between customers and TPDC

We expect that the relationship with customers will be cordial, friendly, courteous, hospitable and tension-free.

10.1.6 Procedure for customer feedback, issues and complaints

- i. There will be a customer care number (toll free) known to all the customers and a customer feedback form will be filled up twice a year – in January and July or wherever the customer wishes to provide feedback. The form is attached to this charter as **appendix 1**.
- ii. A suggestion/complaint box will be placed in a conspicuous place, but customers may as well use the email address available in the website or any other means provided in section 11 (contact information).
- iii. The marketing and communication unit will be responsible in handling all complaints initially and report them to the management
- iv. Un-resolved issues will be discussed with the management to find an amicable solution
- v. Where a complaint is not settled within 60 days, the matter shall be referred to the Authority for adjudication.

10.2 Purpose of this Customer Service Charter

10.2.1 Commitment of TPDC to customers

The chief objective of this customer service charter is to signify TPDC's commitment towards fulfilling its obligations to the customers and to provide a framework for the best relationships between the service provider and the clients.

10.2.2 TPDC Interaction with customers

i) Customer identification

- a) Market surveys to identify the potential customers
- b) Determination of the appropriate natural gas tapping point
- c) Determination of the route distance between the tapping point and customer's premises
- d) Assessment of the customer's needs in terms of the required volume
- e) Calculating the cost of infrastructure and advising the customer as to types and standards of the infrastructure required
- f) Carrying out all the technical drawings and designs
- g) Carrying out the safety and environmental impact assessment
- h) Laying down the infrastructure

ii) Connection

- a) PRS/Meter installation at the customer's site/premises.
- b) Connecting the meter with the pipe adjoining the customer's boiler/kitchen/kiln/furnace/heater/generator etc. and do a Leak/Pressure test
- c) Commissioning and testing
- d) Prepare a commissioning and testing report
- e) Taking the initial readings

iii) Billing

- a) Taking monthly readings
- b) Raising the invoice and communicating it to the customer
- c) The above billing procedure caters for power and industrial customers.
- d) The rest follow the prepaid system

iv) Payments

- a) The customer is given 30 days to pay up the bills
- b) In the interim, follow-ups will be made through e-mails and phone calls
- c) If at the end of 30 days any invoices have not been honoured, a written reminder will be sent to the defaulting customer and the second reminder after 10 days and the final reminder if the customer's default persists; after which services will be stopped until the pending payments are made.

v) Complaints

Where a customer has any complaints as to the services provided or any contractual grievances, the procedure put down under part 10.1.6 will be followed.

vi) Disconnection

Disconnection will be done as per the procedure laid down under 10.3.2

10.2.3 Framework for customer satisfaction

- i. Efficient and prompt delivery of natural gas as per the agreement
- ii. Courteous handling of customers and their agents
- iii. Corruption free deals
- iv. Fool proof framework for receiving and handling of complaints
- v. Prompt and timely attendance to customer needs and queries
- vi. Improvement of the services following any complaints
- vii. Maintaining standards of service

10.2.4 Awareness on type, availability and quality of services offered by TPDC

The marketing and communication units will periodically create awareness as to type, availability, costs, quality and types of services offered.

10.2.5 Guidance to customers on non-compliance and reporting to the regulator

Customers are directed to comply with, not only the gas sales agreements but also other legal dictates such as environmental upkeep, safety requirements, timely payment of bills and good industry practices. Non-compliance will be dealt with in the following manner:

- i. Letters will be sent to remind the customer of their responsibility
- ii. After 3 reminders in intervals of 10 days without any response, the final notice will be issued which will be copied to the authority

- iii. Other stringent measures will follow, such as discontinuing the service and officially reporting to the authority.

10.2.6 Customer focused approach

- i. Courtesy in the interaction with the general public – whether a partner or not
- ii. Encouragement to give feedback of a service rendered
- iii. Discouragement of any kind of corruption, including asking for or giving bribery or any kind of favours
- iv. Giving maximum attention to customers while talking and listening to them
- v. Maintaining sanity, sobriety and calmness even at the highest provocation

10.2.7 Framework for feedback mechanism

- i. Suggestion box at the reception
- ii. Telephone numbers for customer service emergency call – toll free number
- iii. Corporation e-mail address – info@tpdc.co.tz
- iv. Seeking meeting appointment and having a direct interaction

10.2.8 How to improve service delivery

TPDC shall strive to ensure the following:

- i. Gas availability to customers all the time
- ii. Working on customer complaints in a timely, efficient and professional manner
- iii. Seeking amicable solution whenever grievances or misunderstanding are registered
- iv. Marketing research to determine whether there are any new tastes and preferences in the market
- v. Customer care package – including post sale services, conveniences such as electronic payment systems,

10.2.9 TPDC Standards for accountability and responsiveness

- i. Letters will be replied to within 5 working days of delivery at TPDC
- ii. Complaints about TPDC officials will be dealt with according to TPDC's code of conduct of its employees

- iii. Complaints about a delay or inaccuracies of a process will be communicated within 3 working days
- iv. Rapid response will follow in case of danger or a risky and fatal situation
- v. Casual visits are discouraged, but time will be dedicated to provide audience to casual customers/visitors whose reason of visitation is genuine and realistic.

10.3 Various information contained in the Charter

10.3.1 New gas connection procedures

i) Customer identification

Customer identification will be done in accordance with the procedure laid down under part 10.2.2 (i)

ii) manner of connecting

Connection procedures will follow the process delineated under part 10.2.2.(ii)

iii) Expected timelines

Timelines are stipulated in the table below

SN	ITEMS	Power Days	Ind. Days	Inst. Days	Dom. Days
	Assessment and determination of requirements/needs	3	3	3	1
	Assessment and determination of tapping point, route and distance	5	5	5	1
	Working out Technical feasibility and financial viability	10	10	5	2
	Drafting negotiating and initialling of Gas Sales Agreement (GSA)	15	15	10	1
	Management approval of the GSA and incorporating the comments from management	3	3	3	-
	Board's approval and incorporating the comments from the Board	3	3	3	-
	Vetting by the Ministry	15	15	15	-
	Vetting by the Attorney General's Chambers	15	15	15	-
	Signing of the GSA/sales contracts	3	3	3	1
	Project implementation – wayleave acquisition and technical drawings	20	20	20	20
	– Safety and Environmental Impact Assessment	20	20	20	20
	– Compliance check including application for various permits and licenses and certificates	90	90	90	30
	– Infrastructure construction	10	10	10	2
	Meter installation and connection	5	5	5	5
	Commissioning and Testing	3	3	3	1
	TOTAL NUMBER OF DAYS	220	220	210	84

LEGEND: Ind. =Industrial; Inst. = Institutional; Dom. = Domestic. **Note:** days stipulated depend on the case, customer location, customer category, weather, material availability, customer's readiness etc.

The entire activity may be accomplished in about seven months.

iv) Procedure

The above table captures the high level procedure of customer connection. Some of the activities may run in parallel while others must be preceded by the rest in that sequence/order.

10.3.2 Gas disconnection

The supply of natural gas may be cut short under the following circumstances:

- i) Where a customer fails to pay his bills for 2 consecutive months – in which case reminders will have been communicated and a customer will have not heeded – where disconnection shall persist until the entire bill is settled;
- ii) During emergency such as leakage, fire or breakdown in any affected segment of the natural gas infrastructure or some form of interruption in the premises of the customer – where TPDC shall strive to restore the service at the earliest depending on the nature of the emergency;
- iii) For safety reasons – where a minimum time should be taken to alleviate the danger or risk perceived;
- iv) During planned and unplanned maintenance – where a maximum of two days shall be assumed to suffice such maintenance, otherwise the customer should be informed if the time exceeds the stipulated time;
- v) At the request of the customer.

10.3.3 Gas Reconnection

After disconnection due to the above circumstances – excluding the last one, the customer will be intimated of the date and time that the supply of service will resume. If the service was disconnected at the behest of the customer, the service shall be restored upon payment of some fees to be determined at the time of service resumption.

10.3.4 Procedure for the Installation of Meters

The procedure is different from customer to customer whether industrial, domestic or institutional, the type and size of a meter and such other technical considerations.

10.3.5 Maintenance Procedure

Operations and Maintenance Company (GASCO) shall determine their functional integrity. Any malfunctioning is either repaired or substituted. GASCO may outsource this function to a certified (registered) organisation versed with mechanical standards – such as Weights and Measures Agency, Tanzania Bureau of Standards or any other certified person.

10.3.6 Illegal Connection and Disconnection

Illegal connection is a misdemeanour. If detected it will attract summary disconnection and prosecution

10.3.7 Quality of Natural Gas Supply

There are three processing plants that separate the natural gas with all the impurities, including water, unwanted gases and condensates – leaving clean and quality natural gas (as stipulated in the standards) for customer use.

10.3.8 Safety Procedures for Natural Gas Supply

- i. Marks/beacons indicating the pipeline route/passage
- ii. Fence around the premises
- iii. Odourisation of natural gas to give it a distinct smell detectable in case of leakage and periodic testing or measurement of the odouriser content
- iv. Use of protective gears such as reflectors, safety boots and helmets during industrial operations
- v. Specific colours to distinguish a natural gas pipeline from any other pipe
- vi. Putting valves at a conspicuous place that can easily be accessed for cutting off supply in case of emergence
- vii. Fire extinguishers
- viii. Sand baskets at every risky area
- ix. Safety awareness and familiarisation – including advocacy of regular safety drills

10.3.9 Reliability of Natural Gas Supply

TPDC shall strive to ensure reliability of natural gas supply by:

- i. Intensifying exploration activities

- ii. Ensuring that the quota of natural gas for the domestic market versus the export market is safeguarded and enhanced
- iii. communicating any anticipated/planned interruption early enough
- iv. Making effort to restore the supply after some interruption – but in any event not to exceed 48 hours

10.3.10 Planned Interruption of Natural Gas Supply

Scheduled interruption may occur due to various factors:

- i. Regular maintenance of plants and transportation infrastructure
- ii. Failure of the customer to fulfil an obligation
- iii. When there is maintenance of a well

10.3.11 Un-planned Interruption

It may happen due to the following reasons:

- i. Leakage of natural gas at any section of the pipeline
- ii. During emergency such as fire at any section of the gas network
- iii. Industrial boycotts
- iv. Sabotage on the infrastructure
- v. Hazard in the premises of a customer

10.3.12 Access to Customer Premises

TPDC expects that a customer will give access to the natural gas supplier to any point of the natural gas supply infrastructure at any reasonable time or at any hour during times of emergence

10.3.13 Metering Process – where not operational

- i. Recording and reconciling with the last readings to ensure no gas went through during the entire non-operational period
- ii. Closing the inlet valve to ensure no gas bypasses the meter
- iii. Checking and calibrating the meter to ensure that it captures the readings correctly

10.3.14 maintaining the integrity of metering and safety devices

- i. Regular check and calibration
- ii. Regular servicing
- iii. Substitution of worn out parts

10.3.15 Billing Procedures

- i. Taking readings from the meter for the volume consumed in a month
- ii. Changing the volumes from the SI units into metric units
- iii. Reconciling the readings and signing the meter reading sheets
- iv. Preparing the billing advice
- v. Preparation of invoices

10.3.16 payment Procedures

- i. Issuance of invoices to customers
- ii. Grace period of 30 days to honour the invoice
- iii. Customer to pay up the invoice amount within 30 days

10.3.17. Customer Complaints

i) Complaint handling

- a) A suggestion box at the Headquarters reception
- b) Emergence contact number – toll-free
- c) Duly instituted Public Relations unit to handle all the complaints
- d) Corporation email – info@tpdc.co.tz

ii) Reporting

- a) The Public Relations officers will handle the complaints and report to the Head of Communications Unit all un-resolved issues
- b) Head of Communications Unit to report to the Management all the issues that cannot be handled at the Unit's Level
- c) The Management to strive to handle the complaint at operational level
- d) The Management to report the unresolved issues to the Authority – especially those that have to do with policy or regulatory matters

iii) Record Keeping

- a) All the complaints shall be recorded in a duly established register
- b) The register shall record the following particulars
 - The name of the customer
 - Customer's company
 - Nature of the complaint
 - Date and time that a complaint was received
 - Name of the Service provider's agent who handled the complaint
 - The resolution reached

- c) The register shall be countersigned by the service provider's agent and the customer to signify the end of the complaint

10.3.18 Compensation to Customers for failure to meet Obligations

TPDC shall endeavour always to meet her obligations. In case there is a good reason for failure, the measures agreed in the Gas Sales Agreement shall follow suit – such as supply or pay.

10.3.19 Service restoration time after Interruption

Services shall be restored within 48 hours of an interruption; otherwise, the customer shall be advised of any further delays – which shall not exceed 72 hours.

10.3.20 Response time for incidents reported

Incidents of risky nature shall receive a rapid response. A specially designated Emergence Response Unit (Rapid Response) shall be designated to respond to such incidents. Any other matters that do not pose danger to property and life shall be handled in a normal procedure – aiming at solving such within 48 hours (2 working days).

10.4 Natural Gas Standards – to be advised once TBS responds

10.4.1 Product Standards

10.4.2 Response and delivery schedules

- i) Power
- ii) Industrial customers
- iii) Institutions
- iv) Domestic gas
- v) CNGV

10.4.3 Quality and accuracy of Service

As treated under part 10.3.7

10.4.4 Emergence response

As treated under part 10.3.20

10.4.5 Complaint handling

As treated under part 10.3.17

10.4.6 Staff Attitude

TPDC staff will be oriented and insisted upon handling the customers and the general public courteously and hospitably. They will be taught to stay calm even at the highest provocation from visitors and customers.

10.4.7 Customer Relationships

Customer Relationships shall be cordial and friendly. TPDC shall strive to handle customers with due care and integrity. Bribery and any sort of corruption are strictly forbidden.

10.5 Duties and Responsibilities of TPDC as Service Provider

TPDC hereby states the approach to be followed to ensure that the services are delivered in line with customer satisfaction through fulfilling the following duties and responsibilities:

10.5.1 Standards of service

Services shall follow the standards stipulated under part 10.4.1

10.5.2 Openness and information dissemination

As the matter of good governance, all steps geared to transparency shall be instituted, including complaint handling as stipulated under part 10.2.3 to 10.2.9.

10.5.3 Consultations and involvement

TPDC works transparently. Stakeholders will be consulted and involved in matters touching their interest. This will be done according to legal and institutional framework setting.

10.5.4 Fair Treatment to all

TPDC extends fair and impartial treatment to all.

10.5.5 Issue resolution

Issues shall be resolved within 2 working days after receiving such issues.

10.5.6 Effective use of Resources

Resources – including human, financial, time, machinery and land shall be used effectively to create value and customer satisfaction, which will eventually add value and positive corporate image for TPDC.

10.5.7 Innovation and Service Improvement

TPDC shall implement strategies that will ensure innovation and improvement in:

- i. Service delivery and customer feed-back form

- ii. Billing system – including electronic payment systems
- iii. Vehicle refilling stations
- iv. Customer care and prompt complaint resolution

10.5.8 Safety and safety awareness

Safety is the priority agenda of the industry. Awareness and training on safety issues will be conducted on regular basis – including fire drills; emergency numbers will be provided to every customer in case of any safety concern.

10.5.9 Copy of the Charter to Customers

Every Customer will receive a copy of this Customer Service Charter.

10.5.10 Compensation to Customers

The gas sales agreement will specify the circumstances under which each party shall make good and indemnify the other party in case any default occurs.

10.6 Rights and Responsibilities of Customers

10.6.1 Rights

i) Privacy and Confidentiality

The agreements and all business arrangements with a customer shall be kept as confidential as possible without infringement to any laws, regulations or duly established rules.

ii) Courtesy and Professionalism

Every customer deserves to be handled with due consideration, respect, courtesy and professionalism.

iii) Adequacy, timeliness and accuracy of information

TPDC will disseminate information in a timely, accurate and adequate manner.

iv) Service Agreement

There will be a Gas Sales Agreement (GSA) signed with every customer.

v) Participation and involvement

Before and after signing the GSA, a customer is sufficiently consulted and involved in the agreement process. In case any changes occur that have a direct implication on the customer's business operations, consultations shall be made and notices shall be served.

vi) Opportunity to provide comments on the services provided

As per part v) above, a customer shall have time for comments in the involvement and consultation process.

vii) Opportunity to lodge complaints

A customer has the right to lodge complaints and mechanism for that is provided under part 10.3.17

viii) Right to appeal against a decision

TPDC shall strive to contain all the complaints emanating from its interaction with customers. However, if a customer is sorely aggrieved and they cannot come to an agreement with the service provider, they will have a right to appeal to the Authority.

10.6.2 Responsibilities

i) Courtesy and Respect to TPDC Staff

Customers are expected to show courtesy and respect at all the times that they interact with the employees and agents of the service provider.

ii) Timely Payment

Customers are advised to honour their payment bills (invoices) within 30 days of the invoicing date. Beyond the 30 days will be regarded as defaulting which shall be dealt with in accordance to the mechanism set out in the GSA.

iii) Compliance

A customer shall comply with all the pre-requisites of their business licence.

iv) Punctual attendance to meetings

It is expected as a code of conduct and professionalism that customers shall be punctual in meetings and all appointments.

v) Safe keeping of TPDC's infrastructure

All infrastructure under a customer's custody shall be kept safely and in a good working order.

vi) Timely and accurate response to the Service Provider's requests

Customers are expected to respond on time and accurately on all issues.

vii) Law abiding

Customers shall be law abiding citizens on all fronts, complying with every legal requirement whether commercial, residential, emigrational etc.

10.7 Communication Procedures

This charter contains the communication information at the end – including the name, the logo, key contact details and working hours. This information is detailed under a separate chapter (chapter 11) of this charter.

10.8 Customer Billing Process

10.8.1 Monthly meter reading

There will be monthly meter reading to determine the volumes consumed.

10.8.2 Calculations and Billing

The above readings will be recorded and calculations made to determine the actual quantity a customer was supplied with; from which the invoice will be prepared and served on the customer.

10.8.3 Mode of Payment

Invoices are settled through depositing into bank accounts – whose details shall be available in each invoice. It is expected that a customer will meet such an obligation within 30 days of the date of each invoice.

10.8.4 Billing Error Rectification

In case there is any error in the billing advice, the bill shall go back to the service provider and the error shall be rectified. Upon this rectification, a new payment deadline of 30 days shall follow the day that the new billing was effected.

10.9. Complaint and Dispute Resolution

10.9.1 Registration of Grievances and complaints

Complaint handling mechanism is provided for under part 10.3.17

10.9.2 Dispute Resolution

GSA's shall provide all the dispute resolution mechanism.

10.9.3 Filing of unsolved disputes with the Authority

All the unresolved disputes shall be filed with the Authority which shall mediate between the service provider and the customer

10.9.4 Feedback from Customers

Feedback is handled through the mechanism provided for under parts 8, 10.1.6 and 10.2.7

10.10. Format

This Charter is presented in a manner that is easy to follow by dividing it in sections and sub-sections – delineating obligations and rights of parties.

10.10.1 General Obligations of Service Providers

i) Preparation of Customer Service Charter

The service provider prepares this charter with a view to providing guidance to relationships between parties.

ii) Commitment to furnish adequate information

Each party shall undertake to furnish every relevant information when required to do so.

10.10.2 Approval by the Authority

The charter shall be approved by the authority before eventually being circulated to customers for reference and application.

10.10.3 Publication of the Charter

i) Format – Electronic and Hard Copy

The charter shall be in both electronic and hard copies

ii) Languages of the Charter

The language of the charter shall be English

iii) Access of the charter

Every customer shall have a hard copy of the charter

iv) Copies to be Furnished to the Authority

Copies shall be submitted to the authority – in both formats.

10.11 Review and Update of the Customer Service Charter

10.11.1 Review Period

This charter shall be reviewed within 5 years of its application or at any time deemed necessary.

10.11.2 Review of the Approach

TPDC shall review the approach to determine whether it still suffices to meet the customer expectations

10.11.3 Review of Service Commitments and Standards

TPDC will review service commitments after every five years to see if the service commitments and standards are still sufficient to meet the needs, priorities and tastes of the customers.

10.11.4 Review of Contact and Communication information

Where there are changes in the contact information such as physical address, web-domain, telephone numbers, contact focal person, e-mail addresses etc., such information shall be reflected in the reviewed document.

10.11.5 Review of Charter accessibility by customers

During review, TPDC shall assess if the charter is adequately accessible to the customers (through the periodical customer service feedback) and propose adjustments accordingly.

10.11.6 Review of Responsiveness to Customer needs

TPDC will review this charter to determine whether the evolving developments in the industry have any substantial effects on the service delivery goals

10.11.7 Review of Customer Feedback Collection

In order to improve service delivery, TPDC will review the procedure for customer feedback collection, assess whether the existing means is sufficient to gather the information, and help to help service provision.

10.11.8 Review of Complaint Handling Process

There shall be review for customer handling process to consider if any changes are desirable.

10.11.9 Need for Direct Review of Standards

An assessment shall be made to see whether there is need for direct review of any of the standards of the service delivery.

10.11.10 Consultation with Customers

Prior to the review process, customers will be consulted to take their opinion and preferences on board.

10.12 Review of Charter by the Authority

10.12.1. The power of the Authority to Review

The authority may review this charter to ensure compliance and decent service provision.

10.12.2 The power of the Authority to give directives

The Authority shall have powers to give directives that shall ensure the charter conforms to all the guidelines

10.12.3 Service Provider to Comply with Directives

The service provider will comply with the directives by reviewing the charter to accommodate the Authority's directives.

10.12.4 Criteria for Review

The authority shall employ the following criteria while reviewing the Customer Service delivery Charter:

- i. Whether the service provider has reviewed the charter regularly;
- ii. Whether the charter contains sufficient and necessary information that complies with all legislative and regulatory requirements;
- iii. Engagement of stakeholders – whether customers were consulted in the development and review of the charter.
- iv. Simplicity of language – Whether the charter is written in a simple language that can easily be understood by the customers.

11. CORPORATION'S CONTACT DETAILS AND WORKING HOURS

11.1 CONTACTS

Address: The Managing Director,
Tanzania Petroleum Development Corporation,
Benjamin W. Mkapa Pension Towers, Tower A,
Azikiwe/ Jamhuri Str.
P.O. Box 2774/5233, Dar es Salaam

Tel: +255 22 2200 103/4 | Fax: +255 22 2200 113
Toll free:

Email: info@tpdc.co.tz

Website: www.tpdc.co.tz

Logo:



11.2 WORKING HOURS

Working days: Monday to Friday

Working Hours: 8:00am to 4:00pm

Our offices will be closed on Saturdays, Sundays and during public holidays.

TANZANIA PETROLEUM DEVELOPMENT CORPORATION (TPDC)



CUSTOMER SERVICE DELIVERY FEEDBACK FORM

Dear our esteemed and valued customer, TPDC warmly appreciates serving you and promises to continuously strive to improve and exceed your expectations. We greatly appreciate getting your feedback about our service. Kindly respond to this questionnaire that may take a few minutes of your valuable time.



CUSTOMER FEEDBACK SURVEY FORM

Please check (✓) the box or provide some explanation as appropriate.

1. What do you know about TPDC?
2. How many products or services does TPDC offer?
3. Which Product(s) or services have you taken so far?
4. Did we meet your expectations? Yes No
5. How would you rate your interaction with our employees?
Excellent *Very good* *Good* *Poor* *Very Poor*
6. Did you find it easy to use our products and services? Yes No
7. Is it easy to access our products? Yes No
8. Will you choose TPDC for other products and services as well? Yes No
9. What should we improve to make your experience with us better?
.....
10. Was your need satisfied? Yes No
11. Are you comfortable doing business with TPDC? Yes No
12. Can you call TPDC your selection? Yes No
13. What will you remember TPDC for?
14. Why did you choose this product?
15. Any other product you would like TPDC to supply?

16. What else can TPDC do to meet your expectations?

.....

17. What did you like most about TPDC?

.....

Anything else you would like us to know about your experience with us?

.....

.....

Thank you for your participation TPDC 2020

13. SERVICE RATING

Kindly rate (by indicating a tick mark) on how do you feel about the service that TPDC provides in supplying natural gas for utilization (industrial process heating/ captive power generation/ households cooking/vehicle/ institutions: since started utilizing the service.

Note (1 Poor – 5 Excellent)

CRITERIA	1	2	3	4	5
Reliability in supply					
Safe resource					
Caring Staff					
Responsive staff: e.g. during emergencies					
Price affordability in comparison to other energies					
Easy to use					
Good value for money/efficient energy/saving					

How satisfied were you with	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
The speed of the service delivery					
The accuracy of the information provided					
Courteousness of staff					
Overall satisfaction with the services					
Did the service meet your expectations					

Please use the space below for any additional comments and/or suggestions.

1. In which applications do you currently use natural gas: Kindly mark a tick where appropriate:

Current Application	Using
Cooking	
Process Heating	
Boiler running	
Captive power	
Power generation (for selling)	
Raw material e.g. Petrochemical	

2. How likely you may switch natural gas with other alternative fuels: Kindly mark with a tick: Note (**1 Most Unlikely – 5 Most Likely**)

Considered Fuels to Switch to:	1	2	3	4	5
Switching to electricity					
Switching to LPG					
Switching to HFO					
Switching to Diesel/Petrol/Jet					
Switching to Coal					
Switching to Woods					
Switching to Charcoal					

3. What can TPDC do to improve service delivery and gain your loyalty: Kindly respond:

- i.
- ii.
- iii.
- iv.
- v.

Thank you.

For Customer:

Name:.....

Signature:.....

Date:.....

For TPDC:

Name:.....

Signature:.....

Date:.....