



CLIENT SERVICE CHARTER

JULY 2020

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FOREWORD

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

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

EWURA is committed to delivering an excellent level of service to meet clients' expectations. We shall regularly monitor our level of service delivery against these standards and incorporate clients' feedback in order to promote further improvement in the set standards so as to acquire quality service delivery. Clients' feedback can be in the form of a compliment, complaint, suggestion, statement or a word on how they feel about the services.

EWURA members of staff are responsible for delivering quality services. I urge them to use this Charter to ensure that the services offered meet clients' expectations.



Eng. Godfrey H. Chibulunje
ACTING DIRECTOR GENERAL

1. EWURA VISION, MISSION AND CORE VALUES

EWURA is a multi-sectoral regulator responsible for technical and economic regulation of the energy sector (electricity sub-sector, petroleum and natural gas mid and downstream sub-sector) and the water sector. 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 for Sustainable 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 are guided by the catchword ‘IMPACT’ with six (6) core values as follows:

(a) Impartiality

Staff shall treat all stakeholders with fairness. The duty of EWURA as a regulator is to set a level playing field and balance interests of all stakeholders.

(b) Morality

EWURA staff shall ensure they uphold standards of rights and good conduct.

(c) Professionalism

EWURA staff shall attend to their duties with the highest degree of competence and skills.

(d) Accountability

EWURA staff shall conduct their duties in a manner that shows readiness to take full liability and responsibility for their actions.

(e) Consistency

EWURA staff shall ensure consistency and coherence in its regulatory practices and work.

(f) Transparency

EWURA staff shall operate in an open manner. Their decisions shall be conducted without prejudice; and with respect to interests of all stakeholders, in a fair and completely transparent manner.

2. 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. The Client Service Charter also provides a framework for feedback mechanisms.

3. 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; and
- (l) The general public.

4. OUR SERVICES

Section 7 of the EWURA Act, stipulates our services as follows:

- (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; and
- (j) to carry any other services as stipulated in other sector legislations.

5. STANDARDS OF OUR SERVICE

This section lists service standards that clients 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 clients

(a) Staff attitude and behaviour

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

(b) Relationship with clients

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

(c) Fairness and equality

EWURA staff shall treat clients fairly and equally irrespective of their social status.

(d) Self-introduction

On receiving calls from clients, EWURA staff shall introduce themselves by names and organization.

(e) Self-introduction (Other)

In meeting with clients, EWURA staff shall introduce themselves before serving them and will at all times wear identity cards (IDs) while at EWURA premises. Staff will present their IDs or official introduction letter where such letter is required.

5.2 Quality of service

(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 laws, rules, procedures and guidelines.

(e) Innovativeness

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

(f) Appointment

We shall honor all appointments and ensure they are attended to as scheduled except in the case of unforeseen circumstances.

(g) Compliance to agreement

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

5.3 Service response and delivery time

(a) Communications

ACTIVITIES	RESPONSE TIME
(i) Responding to telephone calls.	Within the first five (5) ringing tones.
(ii) Acknowledging various correspondences.	Within five (5) days from date of receipt.
(iii) Acknowledging official electronic mails and social media.	Within 24 hours during working days.
(iv) Responding to written enquiries from media houses.	Within five (5) days from date of receipt.
(v) Responding to questions from stakeholders.	Within five (5) days from date of receipt.

(b) Review and approval of tariffs

ACTIVITY	RESPONSE TIME
(i) System generated acknowledgement of receipt of electronic application.	Instantly.
(ii) Preliminary review and issuing written feedback of an application.	Within five (5) days from the date of receipt of complete application.
(iii) Issuance of tariff decision for energy sector.	Within 90 days from the date of acceptance of complete submission.
(iv) Issuance of tariff decision for water sector.	Within 75 days from the date of acceptance of complete submission.
(v) Approval of Small Power Producer Tariffs (SPPTs).	<ul style="list-style-type: none"> ■ Where there is a major tariff application, two months after completion of TANESCO tariff application. ■ Where there is no TANESCO tariff application, SPPTs shall be approved every June.

(c) Issuance of a licence

ACTIVITY	RESPONSE TIME
(i) Automatic system acknowledging receipt of electronic application.	Instantly.
(ii) Preliminary review and issuing acceptance letter of application.	Within five (5) days from the date of acceptance.
(iii) Construction approval of petroleum facility.	Within 30 days from the date of acceptance of a complete application.
(iv) Construction approval of natural gas facility.	Within 30 days from the date of acceptance of a complete application.
(v) Natural gas preconstruction approval site inspection; and feedback to the applicant.	Within 15 days from the date of acceptance of a complete application.
(vi) Pre-licensing site inspection and feedback for natural gas facility licence applicant.	Within 20 days from the date of acceptance of a complete application.
(vii) Processing transfer of a licence.	Within 45 days from the date of acceptance of a complete application.
(viii) Site inspection and feedback.	Within 20 days from the date of acceptance of a complete application.
(ix) Processing and issuance of a petroleum products licence.	Within 40 days from the date of acceptance of a complete application.
(x) Processing and issuance of natural gas licence.	Within 40 days from the date of acceptance of a complete application.
(xi) Processing and transfer of a licence.	Within 40 days from the date of acceptance of a complete application.

ACTIVITY	RESPONSE TIME
(xii) Processing and issuance of water supply and sanitation licence.	Within 30 days from the date of acceptance of a complete application.
(xiii) Processing and issuance of licence for electricity generation, transmission, distribution, supply, cross border trade, system and market operations.	Within 30 days from the date of acceptance of a complete application.
(xiv) Processing and issuance of electrical installation licence to wiremen and contractors:	
(a) Submission of Certificates to training institutions for verification.	Within 5days from the date of acceptance of a complete application.
(b) Processing and issuance of licence.	Within 25 days from the date of acceptance of a verified certificate.
(xvi) Processing and issuance of provisional electricity generation and distribution licences.	Within 30 days from the date of acceptance of a complete application.
(xvii) Issuance of exemption letter to electricity operator whose activities are licence exempted.	Within 14 days from the date of acceptance of a complete from complete request.
(xviii) Registration of electricity operator generating less than one Megawatt (1MW).	Within 7 days from the date of acceptance of a complete application.

(d) Review and approval of standards for terms and conditions of supply of goods and services

ACTIVITY	RESPONSE TIME
(i) Review and approval of regulated service provider's customer service charter and operations manuals.	Within 30 days after acceptance of a complete document.

(e) Monitoring performance of regulated sectors

ACTIVITY	RESPONSE TIME
(i) Reviewing and commenting on quarterly and annual reports submitted by service providers in regulated sectors.	Within 21 days from the date of receipt of a complete document.
(ii) Reviewing and commenting on annual reports submitted by regulated suppliers in the natural gas sub sector.	Within 30 days from the date of receipt of a complete document.
(iii) Reviewing and commenting on monthly reports submitted by regulated suppliers in the natural gas sub sector.	Within 14 days from the date of receipt of a complete document
(iv) Review and comment on a draft Business Plans submitted by water utilities.	Within 40 days from the date of receipt of the draft Business Plan.
(v) Providing reports for inspections conducted to regulated suppliers.	Within 10 days after the date of inspection.
(vi) Re-opening of petroleum and natural gas facilities after complying with EWURA Order and Directives.	Within three (3) days.
(vi) Review and approval of a Power Purchase Agreement (PPA).	Within 30 days of receipt of complete application.

(f) Resolution of complaints and disputes

ACTIVITY	RESPONSE TIME
(i) Informing a service provider on complaints submitted by a consumer and demanding a response to the complaint within 21 days.	Within seven (7) days.
(ii) Acknowledgement letter of receipt of complaint.	Within five (5) days from date of receipt of complaint.
(iii) Issuance of settlement award after conclusion of mediation.	Within 30 days after conclusion of mediation.
(iv) Issuance of hearing award	Within 60 days after conclusion of hearing.

(g) Information dissemination

ACTIVITY	RESPONSE TIME
(i) Publication of petroleum cap prices.	The first Wednesday of each month.
(ii) Publication of complaint award in the Public Access Register.	21 days after issuance of the award provided no appeal has been referred to Fair Competition Tribunal (FCT).
(iii) Submission of Board Orders to Chief Parliamentary Draftsman (CPD) for gazetting.	Within 3 days after Board approval.
(iv) Gazetting Tariff Orders, Rules and Notices.	Within 21 days after submission to CPD, subject to CPD schedule.
(v) Publication of annual performance reports on regulated sectors.	Within 180 days after the end of the financial year.
(vi) Publication of EWURA annual report	Within 180 days after the end of the financial year (but this also depends on CAG signing of audited annual financial statements).

6. OUR RESPONSIBILITY TO CLIENTS

We shall strive to meet our clients' expectations while discharging our duties, and by so doing; we shall be obliged to:

- (a) provide quality and timely services in a professional manner;
- (b) provide relevant, timely, correct and accurate information;
- (c) institute timely investigations on all complaints submitted to the EWURA and where applicable, provide feedback after completion of investigation;
- (d) serve our clients with courtesy and respect;
- (e) treat our clients with fairness and impartiality;
- (f) adhere to legal requirements;
- (g) respect our clients' opinion and comments; and
- (h) cooperate with our clients.

7. CLIENTS' RIGHTS AND OBLIGATIONS

7.1 Clients' rights

Our clients have the right to:

- (a) access professional services and in a consistent 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) redress.

7.2 Clients' obligation

Our clients have the obligation to support us and provide the best available services by:

- (a) treating our staff with respect and dignity;
- (b) providing complete, timely and accurate information and data in respect of the services required from EWURA;
- (c) abiding to legal requirements for eligibility to access the services sought;
- (d) timely payment of regulatory levies fees and charges;
- (e) cooperating with our staff;
- (f) complying with our orders and directives;

- (g) refraining from offering gifts, bribes, favors or inducements to our staff; and
- (h) providing timely feedback on EWURA's services when expectations are not met and without fear of reprisal.

8. 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, social media and suggestion box by filling special feedback form or by meeting with EWURA management or Head of the Respective Division, Unit or Zone. Our contact details for submission of feedback are as provided in section 10 below.

We encourage our clients to provide their contact details whenever submitting feedback to EWURA for timely response.

8.2 Complaints handling

In the event, our Client is not satisfied with the manner with which the complaint was handled, the client has the right to appeal to an external appropriate body. The bodies include but are not limited to:

S/N	NAME	ADDRESS
1.	President's Office - Ethics Secretariat	P.O. Box 222 PSSSF Plaza Jakaya Kikwete Road DODOMA Tel: +255262160190/ +255 26 2160192 Fax: 11 2136422 Email: ec@ethicssecretariat.go.tz
2.	The Public Procurement Appeals Authority	P.O. Box 2065 PSSSF Plaza Jakaya Kikwete Road 9th Floor DODOMA +2550262963854 Email: ceo@ppra.go.tz
3.	The Human Rights and Good Governance Commission	P.O. Box 1049 Kilimani Street DODOMA Email: chragg@chragg.go.tz
4.	The Prevention and Combating of Corruption Bureau (PCCB)	P.O. Box 1219 Jamhuri Street DODOMA Email: dgeneral@pccb.go.tz Tel: +255 (26) 23232316
5.	Fair Competition Tribunal	P. O. Box 79650 DAR ES SALAAM Tel: +255 22 2128934 Fax: +255 222128930 Email: info@fct.or.tz - website: http://www.fct.or.tz
6.	The Public Service Commission	P.O. Box 2483 DAR ES SALAAM Tel: +255-22-2118531-4

S/N	NAME	ADDRESS
7.	President's Office, Public Service Management and Good Governance	Permanent Secretary Government City, Mtumba Utumishi Street P.O. BOX 670 DODOMA Tel: +255-22-2118531-4/ 0620464042 Email: ps@utumishi.go.tz
8.	Ministry of Water	Permanent Secretary, Government City, Maji Street, P.O. Box 456 DODOMA Hotline: +255 26 2322602 Fax: No: +255 26 2322602 Email: ps@maji.go.tz
9.	Ministry of Energy	Permanent Secretary Ministry of Energy Government City, Mtumba P.O. Box 2494 DODOMA Tel: +255-26-2322018 Fax: +255-26-2320148 Email: ps@nishati.go.tz Website: www.nishati.go.tz
10.	The Courts of Law in Tanzania	

9. REVIEW AND REPORTING

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

- feedback from our clients and stakeholders;
- changes in our Strategic Plan;
- changes in our service delivery mechanisms;
- changes in laws and regulations governing energy and water sectors;
- performance evaluation against our service standards; and
- changes in our client profile, needs and priorities.

NB: We shall periodically commission a third party to review our performance against the standards indicated in this Client Service Charter.

10. OUR CONTACTS AND WORKING HOURS

10.1 Contacts

EWURA Head Office	EWURA House, Plot No 3, Block AD Medeli West P.O. Box 2857 DODOMA Tel.: +255-26-2329002-4 Fax: +255-26-2329005 Website: www.ewura.go.tz Email addresses: info@ewura.go.tz
EWURA - Lake Zone	4 th Floor, Front Wing, PSSSF Plaza Kenyatta Road P.O. Box 2069 MWANZA Tel: +255 28 2506071-2. Fax: +255 28 2506073. Website: www.ewura.go.tz Email addresses: info@ewura.go.tz
EWURA - Northern Zone	2 nd Floor, PSSSF Plaza Corridor Area P.O. Box 1458 ARUSHA Tel: +255 27 2970277-7 Fax: +255 27 2970279 Website: www.ewura.go.tz Email addresses: info@ewura.go.tz

EWURA- Southern Highlands Zone	<p>6th Floor, NHIF Tower Karume Avenue P.O. Box 2245 MBEYA Tel: +255 252957328-30 Fax: +255 252957329</p> <p>Website: www.ewura.go.tz Email addresses: info@ewura.go.tz</p>
EWURA - Central Zone	<p>1st Floor, EWURA House, Plot No 3, Block AD Medeli West P.O. Box 2857 DODOMA Tel.: +255-26-2329002-4 Fax: +255-26-2329005</p> <p>Website: www.ewura.go.tz Email addresses: info@ewura.go.tz</p>
EWURA - Eastern Zone	<p>7th Floor, PSSSF Tower, Opposite Makumbusho Village, Kijitonyama P. O. Box 72175 DAR ES SALAAM Tel: +255-22 2923513-18 Fax: +255-22 2923519</p> <p>Website: www.ewura.go.tz Email addresses: info@ewura.go.tz</p>

10.2 Working hours

Working days: Monday to Friday

Working Hours: 8:00 am to 4.00 pm

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

