



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF TRANSPORT



TANZANIA PORTS AUTHORITY

CUSTOMER SERVICE
CHARTER

JANUARY, 2023

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STATEMENT OF THE DIRECTOR GENERAL

This service charter is a TPA's commitment to the public to deliver high-quality services to our esteemed customers, stakeholders, and the general public. This service charter defines and enlighten on who we are, our mandate, our core functions and the service standards that our esteemed customers, stakeholders and general public expect to receive on their use of TPA ports services.

This charter specifies standards for service delivery, which we believe our service receivers have the right to expect. It also aims at providing customers with a clear description of roles and responsibilities as they apply to customer service activities and also sets out some baseline service targets for the Authority.

This charter will be amended and reviewed regularly taking into account our customers and stakeholders' suggestions and findings on surveys and new changes within the authority and the operating environment. Continuous assessment and monitoring of our performance will also be carried out regularly.

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Plasduce M. Mbossa

DIRECTOR GENERAL

1.0 OBJECTIVES OF THE CUSTOMER SERVICE CHARTER

This is Tanzania Ports Authority's Customer Service Charter. It reflects TPA's unwavering commitment to treat customers in a fair, courteous and prompt manner. The Charter contains specific and voluntary service commitments. Our esteemed customers, have the right to know the level of service TPA is offering at all times. In those rare occasions where TPA fails to meet customers' expectations and deviate from the standards, TPA is more than pleased to welcome feedback on how to remedy and improve more the services. The Service Charter is divided into sections that specifically outline the key service delivery information concerning the Tanzania Ports Authority (TPA) - "*Your Gateway to Global Trade and Prosperity*".

2.0 WHO WE ARE

Tanzania Ports Authority (TPA) is a statutory body under the Ministry of Works and Transport established by Ports Act Cap. 166. The Authority is a landlord and operator of all seaports in Tanzania and inland waterways ports on the three Lakes of Victoria, Tanganyika and Nyasa.

The Authority operates ports, serving the Tanzania hinterland and the land-linked countries of Zambia, the Democratic Republic of Congo (DRC), Burundi, Rwanda, Malawi, Uganda, Zimbabwe, Comoro, and South Sudan.

The Authority performs the role of a landlord and operator with the main functions of promoting the use, development and management of all Sea and Lake ports in Tanzania. TPA manages a diverse system of sea and inland waterways on Tanzania's Mainland. Dar es Salaam, Tanga, and Mtwara are the major seaports; Kilwa, Lindi, Mafia, Pangani, and Bagamoyo are the smaller seaports; and Lake Victoria, Tanganyika, and Nyasa are the lakes with series of ports.

3.0 OUR MANDATE

TPA's major responsibilities, as stipulated in the Ports Acts are: to own, develop, manage, operate, leasing and promote the port sector in Tanzania.

4.0 OUR VISION

To lead the regional maritime trade and logistics services to excellence.

5.0 OUR MISSION

To develop and manage ports that provide World class maritime services and promote Excelling total logistics services in Eastern, Central and Southern Africa.

6.0 OUR CORE VALUES

We take cognizance of the need to be guided by a code of conduct that emphasizes on

- **Professionalism**

We believe in excellence and professionalism in our endeavors to serve and preserve life. This is a multi-professional dimension.

- **Integrity/Trust**

We shall conduct ourselves most professionally and honestly with strong moral principles

- **Accountability**

We believe in being responsible and accountable for our actions.

- **Stakeholders focus**

We will work with all key stakeholders and other service providers to facilitate them to deliver better services to their end-users.

- **Team Work**

We believe in team work that shall sustain efficiency and effective service delivery. Individual contribution to a team will be highly encouraged and valued.

- **Transparency**

We believe in sharing information both within and outside the organization. We will endeavor to recognize participatory decision-making. We will communicate with our customers and stakeholders proactively and responsively.

7.0 OUR COMMITMENT TO SERVICE

We are committed to providing reliable, efficient and commercially viable port services and facilities to our customers. We will strive to satisfy your expectations by providing a value for money service, efficiently and promptly.

We will do this by:

- Acting as a team to improve customer service and
- Establishing effective working relationships with other key Port Stakeholders to ensure mutual benefits.

8.0 OUR ESTEEMED CUSTOMERS

Our customers include individuals and organizations to which we provide services or have an interest in Tanzania Ports Authority as they all contribute to effective customer service delivery system. They include:

- *Shipping Lines and Agents.*
- *Importers.*
- *Exporters*
- *Terminal Operators*
- *Cargo interveners (Other Governments Departments (OGDs), rail and truck operators)*
- *Ship owners*

9.0 OUR CORE SERVICES

TPA is committed to the provision of the following services:

- i. Marine Services:
 - *Pilotage*
 - *Towage*
 - *Mooring and Unmooring*
 - *Aid to Navigation*
 - *Maintenance of the channel and turning basin*
 - *Miscellaneous port services*

- ii. Stevedoring and Shore handling services:
 - *Cargo handling services for break bulk (containers/motor vehicle/general cargo), dry bulk, and bulk liquids*
 - *Tallying, sorting, weighing, measuring, etc.*
- iii. Reception of passengers and vessels:
 - *Facilitation for coastal and cruise vessels.*
- iv. Renting Services
- v. Provide service concerning slip-way facilities, engineering works, craft repairs, and hire of craft

10.0 OUR SERVICE STANDARDS

To keep up with the expectations of our customers, TPA has set its service standards in general and specific criteria:

10.1 General Standards

- Provide port operations services for 24/7/365.
- For general walking-in administrative information inquiry – At least within 3 minutes during office hours (0800hrs -1700hrs).
- Respond to General information inquiries on digital platforms – At least within 5 minutes
- Respond to Operational /Marketing/ Commercial enquiries which may need further information seeking - Within 24 hours in a working day of receiving an enquiry.
- Acknowledge Written Correspondences or concerns within 1 working day, upon receipt of your letter advising you of prospective action and due date.
- Respond to e-mail queries on general matters within 1 hour in a working day.
- If the matter requires a detailed analysis, we will acknowledge your communication within 3 working days and give a proposed time frame for prospective action to ensure that we resolve your concerns conclusively but not later than 14 days.

10.2 Specific Standards

10.2.1 Improvement of One Stop Centre performance

- *To promote other related service providers within the One Stop Centre to provide service 24/7/365*
- *To promote other stakeholders to relocate to TPA's One Stop Centers to enhance convenience for customers*

10.2.2 Telephone calls

- *We will be available to take your calls on customer care toll-free lines 24/7/365.*
- *Answer your call within 5 seconds and our telephone operator will forward your call to the relevant officer for guidance as necessary*
- *We will identify ourselves by name, department, and location when we answer your calls*
- *We will end the conversation courteously and professionally by thanking the caller*
- *All these calls will be recorded to improve the service delivery process*

10.2.3 Identification

In serving our customers we shall:

- *Identify ourselves in name and department.*
- *Identify ourselves by displaying Authority's Individual Identity Cards.*
- **Signage:** *identify our offices with clear signs, operation areas, safety areas, and directions.*
- **Safety:** *Show clear safety instructions and requirements by posting the same at all vantage reading points.*
- *Identify our equipment with the TPA logo and asset number*

10.2.4 Safety and Security

In serving our customers we shall ensure:

- *Safe and secure working environment while handling cargo as per ISO 45001:2015*

- We are responsible for preserving the environment as per ISO 14001:2018

10.2.5 Port operations

In serving our customers we shall:

- *Provide prompt port pilotage and other marine services within one (1) hour.*
- *Ensure availability of aids to navigation.*
- *Ensure availability of cargo handling equipment.*
- *Commence discharge/loading operations within one hour after mooring.*
- *Strive to develop, maintain and sustain port facilities and infrastructure to meet our customers' needs.*
- *Ensure relevant shift officers are present and responsive during service delivery 24/7/365*

10.2.6 Port Documentation

In serving our customers we shall:

- Process cargo handling documents upon submission by customers through TPA's ICT systems in real time as appropriate within 15 minutes.

10.2.7 Hospitality

In serving our customers we shall:

- Attend customers at the main reception desks within 5 minutes.
- Attend customers at the relevant departments within 15 minutes if prior arrangements are made to see us, otherwise within 30 minutes.

10.2.8 Courtesy

In serving our customers we shall:

- Treat customers with politeness and consideration
- Ensure our staff is helpful to see that customer concerns are attended to promptly as per request.

- Exercise utmost integrity and confidentiality in dealing with our customers.

10.2.9 Measuring and Improving the Quality of our Service

In serving our customers we shall:

- Conduct at least once a year customer service/ satisfaction surveys to measure our standards to improve our services.
- Promptly attend to the feedback provided through various means such as suggestion boxes, evaluation forms, etc. in improving our service management
- Educate our customers through seminars, conferences, promotional materials (booklets, leaflets, and websites), and various media programs.
- Provide relevant information through the TPA website and advertisements in the media.

11.0 TO OUR CUSTOMERS

We value and welcome your comments and suggestions on Tanzania Ports Authority's services to help us serve you even better. In achieving this, customers have the right to:

- *Contact the Authority by walking in, telephone call, in writing, emails, and social media platforms (Instagram, Twitter, Facebook, YouTube, and Website) etc. You can either contact the Headquarters or Port offices or Country Representative Offices as per the contacts provided.*
- *Enquire or complain when not satisfied with the level of service offered.*
- *Refer any unresolved service-related issues to a higher authority.*
- *Offer suggestions and ideas that can enable the Authority to provide better services and get feedback on issues that affect you.*
- *Courteous and considerate treatment in your transactions with us.*
- *Efficient service without offering bribes.*

12.0 EXPECTATIONS FROM CUSTOMERS

To enable excellent service delivery, we expect customers to:

- *Provide accurate, timely information and complete documentation.*
- *Be cooperative with TPA employees*
- *Be courteous and respectful to TPA employees.*
- *Be ambassadors of TPA services*
- *Keeping us informed about yourself/your organization and your requirements.*
- *Uphold transparency and accountability in your transactions with TPA.*
- *Provide feedback on services delivered through various means such as suggestion boxes, evaluation forms, customer surveys, digital platforms, etc.*
- *Suggest ways of improving our services.*
- *Email us through the available Forms on TPA's website*

13.0 SERVICE RECOVERY

In circumstances where the services are not rendered as promised; TPA shall:

- Notify customers of any changes to time frames as circumstances dictate
- Promptly inform customers of the reasons and measures for not delivering the service as per standards stipulated in this Charter.

14.0 REVIEW AND AMENDMENTS TO THE CHARTER

With respect to the on-going developments and dynamism of the port and shipping industry, we shall, in consultation with our customers, monitor adherence to the commitments made in this Charter and review it with a view to improving our services after every three years.

15.0 IMPLEMENTATION OF THE CHARTER

The Charter is a statement of voluntary service commitments and its implementation shall be guided by various tools including TPA's 4th Corporate Strategic Plan (CSP), TPA Third Cooperate Marketing Strategy, and any other related Policies and Regulations.

Operationalization of the Service Charter will involve awareness campaigns and training that will be monitored by Tanzania Ports Authority under the relevant directorate.

16.0 MONITORING AND EVALUATION

Monitoring and Evaluation System is designed with the purpose of measuring efficiency in the implementation of Customer Service Charter. The general objectives of monitoring and evaluation systems are as follows:

- i. To track the effectiveness of the Customer Service Charter implementation;
- ii. To provide a mechanism for feedback that will enable Management to implement the Charter and eventually the Board of Directors to have a detailed and regular updated report of the charter implementation; and
- iii. To provide necessary data and sufficient information to Management for submission of charter review proposals by the Board of Directors.

16.1.1 Monitoring System

Monitoring will be used as a continuous feedback system involving the Collection of data, analysis of data and preparation of periodical progress reports for the implementation of the charter.

16.1.2 Evaluation System

Evaluation system is in place to measure the relevance, efficiency and effectiveness of charter implementation and identify challenges occurring and provides possible solutions.

OUR CONTACTS

You can either contact the Headquarters Port Offices or Country Representative Offices at per addresses provided below:

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