

1. OBJECTIVES OF THE 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. WHO WE ARE

Tanzania Ports Authority (TPA) is a statutory body under the Ministry of Transport established by Ports Act No. 17 of 2004. 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.

3. OUR MANDATE

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

4. OUR VISION

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

5. 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. OUR CORE VALUES

We take cognizance of the need to be guided by a code of conduct which puts emphasis on:

- *Good governance;*
- *Integrity/Trust;*
- *Reliability;*
- *Customer care; and ,*
- *Team Work as we strive to become: “ [stable systematic caring organization](#)”*

7. 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 one team to improve customer services and*
- *Establishing effective working relationship with port service providers to ensure mutual benefits for our customers.*

8. OUR ESTEEMED CUSTOMERS

Our Customers include individuals and any organizations to which we provide services or have an interest in Tanzania Ports Authority. They are:

- *Shipping Lines and Agents.*
- *Importers.*

- *Exporters*
- *Clearing and Forwarding Agents*
- *Terminal Operators*
- *Cargo interveners and related service providers.*
- *General Public*

9. OUR CORE SERVICES

TPA is committed to the provision of the following services:

Marine Services:

- *Pilotage*
- *Towage*
- *Mooring and Unmooring*
- *Aid to Navigation*
- *Maintenance of the channel and turning basin*
- *Miscellaneous port services*

Stevedoring and Shore handling services:

- *Cargo handling services for containers, general cargo, dry bulk and bulk liquids.*

Reception of passengers and vessels:

- *Facilitation for coastal and cruise vessels.*

10. OUR SERVICE STANDARDS

To achieve effective customer services and communication we will always:

In General

- *Provide port operations services for 24/7.*
- *Address your concerns as follows:*

* General information inquiry -At least within 3 minutes during office hours (0730-1630).

* Operational/Marketing/Commercial enquiries - Within 24 hours of receiving an enquiry.

* Written Correspondences or concerns acknowledge and respond within one week, upon receipt of your letter advising you of prospective action and due date.

*Respond to telefax or e-mail queries within 24 hours.

*If the matter requires a detailed analysis, we will acknowledge your communication within a week and give a proposed time frame for prospective action to ensure that we resolve your concerns conclusively. We will also notify you of any changes to time frames.

Provide One Stop Centre for other Government Departments

- *The Centre is located at the TPA's Building at the Sokoine Avenue, in Dar es Salaam.*

Telephone calls

- *We will be available to take your calls on customer care toll free lines 24/ 7.*
- *Answer your call within 5 seconds and our telephone operator will forward your call to the relevant officer for guidance as necessary*

Identification

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

Safety and Security

- *Ensure safe and secure handling of cargo.*
- *Ensure safe and secure working environment.*

Port operations

- *Provide prompt port pilotage and other marine services.*
- *Ensure availability of aids to navigation.*
- *Ensure availability of cargo handling equipment.*
- *Commence discharge/loading operations within one hour of mooring.*

- *Strive to develop, maintain and sustain port facilities and infrastructure to meet our customers' needs.*

Port Documentation

- *Process cargo clearance documents upon submission through TPA's ICT systems in real time as appropriate.*

Hospitality

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

Courtesy

You will be treated with courtesy and consideration and our staff will be helpful to see that your concerns are attended to promptly. We shall exercise utmost integrity and confidentiality in providing services.

Customer survey and awareness

We will periodically conduct customer service surveys at least once a year in which you are encouraged to cooperate.

We endeavor to educate our customers through seminars, conference, promotional materials (booklets, leaflets, website) and various media programs.

Relevant information shall also be provided through TPA website and advertisements in media.

11. TO OUR CUSTOMERS

We value and welcome your comments and suggestions on Tanzania Ports Authority's services to help us serve you even better.

You have the right to:

- *Contact the Authority by walking in, telephone call, in writing, emails, etc so that you are immediately attended to. You can either contact the Headquarters or Port offices as per addresses 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 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. EXPECTATIONS FROM CUSTOMERS

To enable us serve you better, we expect you to:

- *Provide accurate, timely information and complete documentation.*
- *Be courteous and respectful to TPA employees.*
- *Keeping us informed about yourself/organization and your requirements.*
- *Uphold transparency and accountability in your transactions with TPA.*
- *Provide feedback on services delivered.*
- *Suggest ways of improving our services.*
- *Email us Form (on TPA's website):*

13. 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 periodically review it with a view to improving our services.

14. IMPLEMENTATION OF THE CHARTER

The Charter is a statement of voluntary service commitments and its implementation shall be guided by the contractual and legal obligations, as stipulated in the TPA Ports Act at 2004 and any other related Act and Regulations.

OUR CONTACTS:

You can either contact the Headquarters or Port offices as per addresses provided below:

Director General,

Tanzania Ports Authority (TPA)

P.O. Box 9184, **Dar es Salaam**, TANZANIA.

Tel: (255) 22-21 1 5559/21 1 7833 | Fax: (255) 22-2115559/2117816/2130390

e-mail: dg@ports.go.tz | dm@ports.go.tz | ccm@ports.go.tz

Website: www.ports.go.tz

The Port Manager,

P.O. Box 1130, **Dar es Salaam**, TANZANIA.

Tel: (255) 22-2113642 | Fax: (255) 22-2113646

e-mail: pmdsm@ports.go.tz

Port Master,

P O. Box 443, **Tanga**, TANZANIA.

Tel: +255 (27) 2643078 | Fax: +255 (27)-2642360

e-mail: pmtanga@ports.go.tz

Port Master,

P.O Box 530, **Mtwara**. TANZANIA.

Tel: + 255 (23)-2333125 |Fax: + 255 (23) -2333153

e-mail: pmmtwara@ports.go.tz

Port Master,

P.O. Box 3100, **Mwanza**, TANZANIA.

Tel. +255 (28) -22541422 | Mob: +255 787 -250181

Fax: + 255 (28) 22541422

e-mail: pmmwanza@ports.go.tz

Port Master,

P. 0 Box 11, **Kigoma**, TANZANIA.

Tel: +255 (28) 2802275 | Mob: + 255 784-383989

e-mail: pmkigoma@ports.go.tz

Port Master,

P. 0 Box 400, **Kyela**,TANZANIA.

Tel: +255 732 951744, +255 754 311862

Fax: + 255 0732 951744

e-mail: pmkyela@ports.go.tz

TOLL FREE NUMBERS:

Telephone No: +255 (0) 800 1100 32 & (0) 800 1100 47