

**TANZANIA METEOROLOGICAL AGENCY
(TMA)**

CLIENT SERVICE CHARTER

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Feb 2008

PREAMBLE

Inception of Client Service Charter is implementation of the Public Sector Reform Programme (PSRP) of 2000. In 2001, the government formalized procedures for using Customer Service Charter with the aim of enhancing government institutions including Government Agencies to offer good quality services to the public.

This Client Service Charter distinguishes the need for the Meteorological Agency to implement and provide good quality services to the public with the aim of satisfying customers and other users of meteorological services according to their requirements and expectations.

This Client Service Charter being the first to be released in writing by the Agency since its inception in December, 1999, is a pledge of offering the highest quality services between the Agency, customers and other users. As long as this Charter is a dynamic tool, there will be close follow-ups of its implementation and results would be utilized to rectify it, whenever necessary so as to be in line with customers' expectations in regard to amendments that would be happening.

The Client Service Charter explains about us, what we are doing in the meaning of standards and services that we are providing to the public that are required to be attained with the aim of implementing the Agency's vision and mission.

I am presenting this Client Service Charter by requesting our meteorological customers and other users to give an open feedback with the aim of assisting the Agency achieve its aim of providing good quality services. Such customer review would also help in improving this Client Service Charter in making amendments.

Yours sincerely,

Dr. M. S. Mhita
DIRECTOR GENERAL
TANZANIA METEOROLOGICAL AGENCY

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ABBREVIATIONS

ACMAD	African Centre of Meteorological Application for Development
CFO	Central Forecast Office
DMC	Drought Monitoring Centre
EAC	East African Community
FAO	Food and Agriculture Organization
IATA	International Air Traffic Association
ICAO	International Civil Aviation Organization
ICPAC	IGAD Climate Prediction and Applications Centre
IOC	Intergovernmental Oceanography Commission
TPDF	Tanzania Peoples Defence Forces
MAB	Ministerial Advisory Board
SADC	Southern African Development Commission
SUMATRA	Surface and Marine Transport Regulatory Authority
TAA	Tanzania Airports Authority
TANESCO	Tanzania Electric Supply Company
TCAA	Tanzania Civil Aviation Authority
TPDF	Tanzania People's Defence Forces
UNCCD	United Nations Convention to Combat Desertification
UNDP	United Nations Development Program
UNEP	United Nations Environmental Program
UNESCO	United Nations Educational, Scientific and Cultural Organization
UNFCCC	United Nations Framework Convention on Climate Change
WFP	World Food Program
WHO	World Health Organization
WMO	World Meteorological Organization

1.0 VISION, MISSION AND CORE VALUES

1.1 Vision of Tanzania Meteorological Agency

The TMA vision is to stand out as a centre of excellence in accelerating the national development vision through provision of world class meteorological services by the year 2015

1.2 Mission of Tanzania Meteorological Agency

The mission of TMA is to provide quality, reliable and cost effective meteorological services to stakeholders' expectations thereby contributing to the protection of life, property and national poverty reduction goal

1.3 Core Values of Tanzania Meteorological Agency

In making sure that vision and mission are achieved the Agency will observe the following core values:

- (i) Professionalism;
- (ii) Good governance;
- (iii) Quality service;
- (iv) Team work;
- (v) Timeliness; and
- (vi) Customer focus.

2.0 OBJECTIVES OF THIS AGREEMENT

Objectives of this Client Service Charter is to facilitate the client know our services that are provided and their standards. Also the Service Charter explains time that Meteorological Agency employees would use to provide services after official receipt of requests and customer responsibilities or obligations in getting the sought services. Furthermore, the Charter explains about the manner the client would provide review together with the manner the customer would register complaints if unsatisfied with provided services by the Agency.

3.0 OUR CUSTOMERS

- i) Central Government Ministries
- ii) Ministerial Advisory Board
- iii) Tanzania People's Defence Forces
- iv) Extra-Ministerial Departments and Autonomous Authorities
- v) Local Government
- vi) Ministry of Infrastructure Development

- vii) Tanzania Civil Aviation Authority (TCAA)
- viii) Tanzania Airports Authority (TAA)
- ix) Airline Organizations and Airline Agencies
- x) Agricultural, Veterinary and Fisheries Officers including Farmers
- xi) Mass Media and Communication Bodies
- xii) Surface and Marine Transport Regulatory Authority (SUMATRA)
- xiii) Engineers and Builders
- xiv) Water and Energy Authorities (TANESCO, etc.)
- xv) Tourism, Entertainment and Sports Institutions
- xvi) Institutions dealing with environment
- xvii) Schools and higher learning institutions
- xviii) Insurance, business and other companies
- xix) Society in general
- xx) World Meteorological Organization
- xxi) Other International Organizations (ICAO/IATA, UNEP, WHO, UNFCCC, IPCC, UNCCD, ACMAD, UNDP, FAO/WFP, UNESCO, IOC, RED CROSS, etc).
- xxii) East African Community (EAC), Southern Africa Development Commission (SADC), Institutions Coordinating Meteorology for Countries in the Horn of Africa and Southern Africa (ICPAC and DMC)
- xxiii) Service providers, bidders and contractors
Employees and Workers' Council

4.0 PROVIDED SERVICES AND THEIR STANDARDS

4.1 Weather Forecast

4.1.1 Daily Weather Forecast

- i) We shall provide weather forecast that distinguishes time and spread of events three hours before desired start time.
- ii) We shall provide weather forecast in a simple and understandable language
- iii) We shall provide weather forecast through radio broadcasts, television broadcasts, telephone, e-mail, fax, face-to-face, our website and so on.

4.1.2 Prospects/Weather forecast for every ten days/monthly/seasonal

We shall provide weather forecast that distinguishes time and spread of events with good quality and high quality precision with regard to scientific capabilities for one day/three days/two weeks before start of the desired period

4.1.3 Warning with regard to bad weather occurrences

We shall provide warning about strong winds, cyclones, hurricanes, tornadoes, drought and floods before effects/an event

4.1.4 Weather forecast through mass media

We shall provide weather forecast to mass media organs to facilitate publishing/announcing at the right time according to agreements between us and concerned organs

4.1.5 Services for safe air travel

We shall provide information and weather forecast on time according to international organizations' principles such as WMO and ICAO

4.1.6 Services to sea and lake businesses

We shall provide information and weather forecast for marine, fisheries and gas as well as oil exploration vessels according to existing principles in agreed time

4.1.7 Stations and equipment for weather forecasting

i) We shall provide consultancy on establishment of weather forecasting stations of internationally agreed standards

ii) We shall audit quality of equipment in the country according to World Meteorological Organization's (WMO) standards.

4.2 Weather Investigations

We shall measure and undertake investigations according to World Meteorological Organization's (WMO) procedures, principles and standards.

4.3 Research

We shall carry out research on weather and publish research proceedings edited by professionals. Also we shall collaborate with other researchers in the country and outside the country to develop meteorological profession.

4.4 Communication

We shall carry out official communication through the following means:

4.4.1 Letters

i) We shall acknowledge receipt of letters within three working days

ii) We shall respond to a query after receiving it within five working days.

4.4.2 E-mail

i) We shall acknowledge receipt of e-mail message(s) within a day for those addressed through the Agency

ii) We shall respond to an e-mail query within three working days.

4.4.3 Fax

i) We shall acknowledge receipt of fax within a day

ii) We shall respond to a fax query within three working days.

4.4.4 Telephone

- i) We shall receive telephone calls within three ring-tones
- ii) We shall identify by the Agency name and receiver
- iii) We shall respond to the telephone query and if it needs extra time, we shall communicate within an hour.

4.4.5 Face-to-Face

- i) We shall receive and listen to query/queries and give initial response within five minutes since arrival

4.5 Payments

4.5.1 Employees

- i) Payments shall be processed within three working days after receiving genuine claims or within the time spelt out in contracts.

4.5.2 Service Providers

- ii) We shall pay for genuine claims within 30 days since receipt of payment claims.

4.5.3 Stations

- iii) We shall disburse operational funds to stations within the first two weeks of every quarter.

4.5.4 Voluntary Rainfall Observers

- iv) We shall pay for **Voluntary Rainfall Observers** once every year before the end of financial year.

4.6 Good working environment

We shall provide rights and incentives to employees according to employment laws and regulations for Government Agencies.

4.6.1 Attendance of Requests/Problems

- i) We shall attend to employees' requests or problems in accordance with existing rules and regulations within seven days depending on nature of the problem.

4.6.2 Participation

Workers' participation shall be through formal meetings and Workers' Council.

4.6.3 Equipment

- i) We shall improve working environment and tools to the Agency's ability.

4.7 Installation and Commissioning of Weather Equipment

- i) We shall build, install and provide training on instruments and equipment for weather forecast within 14 days or according to agreement

ii) We shall commission quality of weather forecast equipment according to World Meteorological Organization's principles and guidelines.

4.8 Consultancy

i) We shall provide professional advice for every start of a rainy season and the manner the season will continue to different users in an understandable language according to existing scientific capabilities

ii) We shall provide an expert to undertake interviews for Air Traffic Controllers and Pilots within 7 days after receiving applications and issue interview results within a day

iii) We shall provide expert advice according to set standards about weather forecast whenever needed

iv) We shall provide climatology data and advice on weather forecast within five working days after receipt of requests.

4.9 Training

i) We shall provide training on weather forecasting at certificate and diploma levels according to NACTE and World Meteorological Organization's standards

ii) We shall collaborate with local higher learning institutions in providing weather forecast training starting from first degree.

4.10 Information

i) We shall provide several implementation reports at the right time according to existing rules and regulations

ii) We shall submit implementation programs and budget for every year to the Agency's Workers' Council, Ministerial Advisory Board and Ministry of Infrastructure Development before end of March

iii) We shall provide the Agency's annual implementation report that shall include annual audited financial reports at an appropriate time or as required from time to time.

5.0 OUR ROLE TO CUSTOMERS

i) Service and information provision at the required time

ii) Establish conditions that shall facilitate customer evaluation and feedback

iii) Rectify shortfalls whenever they will occur

iv) Provide collaboration.

6.0 CUSTOMER RIGHTS AND RESPONSIBILITIES

6.1 Customer rights

- i) Privacy and confidentiality
- ii) Get concerned and information by observing set procedures
- iii) Be served on time by observing rules and regulations
- iv) Give his/her own views
- v) Be informed about national and international standards, rules as well as regulations according to his/her needs.

6.2 Customer responsibilities

- i) Observe all legal procedures and any obligation in order to get proper services
- ii) Pay for services received according to existing standards and procedures
- iii) Heed call for information/clarification to Tanzania Meteorological Agency.

7.0 MEANS OF CUSTOMER FEEDBACK ON OUR SERVICES

- i) We shall receive views, be congratulatory, acknowledgements or complaints, by telephone, letters, e-mail or fax
- ii) The customer can submit views/complaints to the Director General or Heads of Stations by using addresses contained in this agreement
- iii) We shall keep records on customer feedback and complaints and utilize them for improvement of our services.

8.0 OUR CONTACTS

Meteorological services are available at the headquarters and weather forecast stations through the following addresses:

8.1 Headquarters:

Director General,
Tanzania Meteorological Agency,
Ubungo Plaza, Third Floor,
P. O. Box 3056,
Telephone: +255 22 2460706
Fax: +255 22 2460735
E-mail: met@meteo.go.tz
Website: www.meteo.go.tz

Dar es Salaam,
TANZANIA

8.2 Meteorological Stations

Station's Name	P. O. Box	Area Code	Telephone Numbers
Arusha	203	027	2504408
Bukoba	192	028	2220347
Dar es Salaam-Marine	3056	022	2126538
Dar es Salaam-CFO	3056	022	2460772
Dodoma	27	026	2351594
Handeni	115	027	2641862
Iringa	114	026	2720001/0732 934033
Kigoma	278	028	2802871
Kilimanjaro Airport (KIA)	3	027	2554224, 2554150
Mahenge	268	023	222627005
Mbeya	128	025	2503096, 2503069
Morogoro	89	023	2603794
Moshi	353	027	2755120
Babati	356		
Kilwa MAsoko	20	023	2013100
Mtwara	17	023	2333847/0732 950526
Musoma	89	028	2622012
Mwanza	701	028	2562251
Same	36	027	2758144
Shinyanga	248	028	2762509, 2762656
Singida	563	026	2502811
Songea	73	025	2602290
Sumbawanga	306	025	2802237
Tabora	40	026	2604258, 2604847
Tanga	977	027	2644210
Pemba	169	024	2452178
Zanzibar	340	024	2230792, 2231958
Meteorological Training Centre, Kigoma	301	028	2802549
Meteorological and Agricultural Stations			
Arusha	203	027	2504408
Hombolo - Dodoma	299		
Igeri - Njombe	75		
Ilonga - Kilosa	P/Bag		
Kibaha - Coast	30031	023	2402729
Kizimbani - Zanzibar	159		
Lyamungo - Moshi	3004		
Mlingano - Tanga	1546	027	2647647
Morogoro	89	023	2603794
Naliendele - Mtwara	509	023	2333836
Tumbi - Tabora	306		
Ukiriguru - Mwanza	1433		
Uyole - Mbeya	400	025	2510363