



MABAYANI PUMPING STATION

#### Helping Us to Help You

There are a number of simple but effective ways in which you can help us give you the best possible water and sewerage services:-

- » Let us know promptly of any service difficulties or faults.
- » Let us know as soon as possible should you have any difficulty paying your bill before the due date
- » Notify us immediately of any change of address and /or ownership of the property for billing purposes.
- » Keep your water meter free from obstruction to allow easy access for reading or maintenance
- » Ensure your household plumbing is properly done and maintained.
- » Keep your sewer inspection point free of obstruction
- » Do not allow rain-water to enter the sewerage system via your down pipes or other means.
- » Never pour down into the sewer substances such as oil, grease, paints, solvents, weed killer or any other toxic chemicals which may be hazardous to maintenance workers; damaging the treatment processes or the environment.
- » Advice can be obtained by contacting Tanga UWASA.
- » ALWAYS USE WATER WISELY. EVERY DROP COUNTS!

#### CUSTOMER OBLIGATION

- » To pay timely water and sewerage bills
- » Is liable to basic water rules and regulations
- » To co-operate with our staff whenever they are on duty to your premises
- » To report water leakages to our office or the Tanga UWASA official
- » Provide necessary information pertaining to our services
- » To report any noticeable sabotage or inappropriate operation of water services infrastructure
- » To give feedback on our services

#### CUSTOMER FEEDBACK AND COMPLAINTS

We have established a system of getting feedback from customers. The system aims at extracting information from customers and other stakeholders so that it can be used to review our standards and improvement of our services. This system is known as Service Delivery Survey (SDS). We also have other systems such as suggestion Boxes and Toll free numbers as indicated below.

#### HOW TO LODGE COMPLAINTS

We respond to complaints arising from our customers accurately and fast. We learn from complaints to improve our services. All complaints solving procedure are transparent and feedback is always sent to respective customers. Our customers may forward their complaints or suggestions in writing or by telephone to the following address.

The Managing Director,

Tanga Urban Water Supply and Sewerage Authority,

P.O. Box 501 I, TANGA. | E-mail: uwasa-tanga@kaributanga.com

Tel. (+255) 027 2644626/7 | Fax (+255) 027 2647045

Toll Free Numbers

0752 800 001 -Vodacom | 0782 800 001 -Zain | 0713 800 252 -Tigo

Physical Address:

Street Swahili/Street No.3 | Pongwe Zonal Customer Services Office

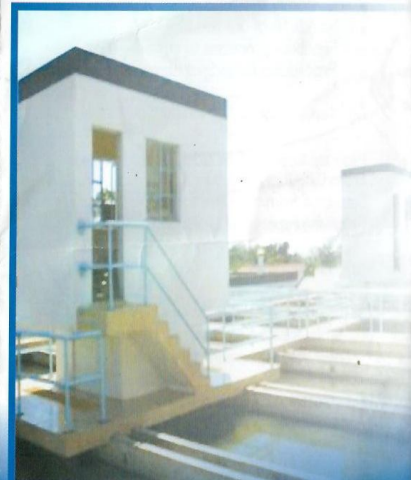
Tel. No. (+255) 027 2647748



## TANGA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY

### CLIENT SERVICE CHARTER

© 2011



## OUR VISION

To be the best water utility in Africa.

## OUR MISSION

To provide quality water supply and sanitation services in Tanga city through motivated and customer focused staff in an environmentally friendly manner.

### I. CONTENT SUMMARY

Our Customer Charter outlines our commitment to providing timely, affordable and reliable service in everything we undertake in dealing with our customers.

The Customer Service Charter is reviewed regularly in consultation with customers, staff and stakeholders to ensure that we continue to provide essential information about our services.

The charter includes information's about:

- Customer expectations from us.
- Standards of our services
- Feedback processes to customers
- Procedures for lodging complaints

#### (a) Service hours

Monday to Friday (excluding public holiday)  
From 07:30hrs to 15:30hrs  
Saturdays from 09:00hrs to 12:00hrs  
Receiving reports of Leakages - 24hrs

#### (b) Tariffs

Setting of water tariffs for Tanga UWASA consider to strike a balance between three main objective i.e. cost recovery, equity and affordability.

#### (c) Customer care:

We aspire to offer customer focused services, and being promptly responsive to our customer needs

by: communicating and disseminating information, consulting and involving customer.

#### (d) Sustainability;

Our organization being the sole water and sewerage utility in Tanga City shall strive to ensure protection and conservation of the water source, promote effective utilization of resources in water and sewerage infrastructure in order to sustain delivery of high quality services to our customers.

### 2. OUR SERVICE STANDARDS

We provide quality and efficient water and sewerage services. The quality of water produced meets international standards for human consumption.

We serve our customers on personalised manner on "first come, first serve"

### 3. SERVICES PROVIDED AT CUSTOMER SERVICE CENTRE

- ▶ Application for water and sewerage services
- ▶ Change customer details upon request
- ▶ Investigation of premises for new connections
- ▶ Provide new connection for sewer and water
- ▶ Disconnection (water Service)
- ▶ Reconnect (Water Services)
- ▶ Change of ownership
- ▶ Bills adjustment
- ▶ Payment
- ▶ Customer bills and statement.

### OUR OBLIGATIONS (CUSTOMER RIGHTS)

- ▶ To offer reliable, clean and safe water supply and quality sewerage service at affordable rates.
- ▶ Timely attendance to complaints registered.
- ▶ To treat our customers with friendliness, courtesy helpfulness and high degree of professionalism

- ▶ To offer prompt and accurate information regarding our services.
- ▶ To issue notification of 12 hours for short interruption (less than 4 hours) and 24 hours for longer interruptions (more than 4 hours)
- ▶ To issue first bills within 30 working days after connection
- ▶ Respond to customer complaints by acknowledging customer complaints within 5 working days and complete investigations and response in 20 working days..
- ▶ To connect new customers to supply within 7 days after payments
- ▶ To repair or replace meter after being informed of the defect timely.
- ▶ To take customer meter readings every month
- ▶ To reconnect customer within 24 hours after debt settlement.
- ▶ Undertake repair promptly and clean up if there is a sewer overflow on your property due to our system failure

### 4. NEW CONNECTION PROCEDURES

1. An applicant should fill the application form for new connection
2. The responsible official will make survey to the customer's premises and produce cost estimate.
3. The applicant will be informed of the costs for new connection within 7 days from the date of application.
4. Payments for new connection should be made at the Tanga UWASA offices and promptly obtain official receipts.
5. The connection shall be ready within 7 days from the date of payment.

#### New connection costs

- ▶ Fittings cost
- ▶ Excavation and back filling
- ▶ Agency fee 20% of the total cost
- ▶ VAT