



**THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF WORKS AND TRANSPORT  
TANZANIA AIRPORTS AUTHORITY**

ISO 9001:2015, 14001:2015 & 45001:2018 CERTIFIED



# **CLIENTS SERVICE CHARTER**

**AUGUST, 2021**



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## PREFACE

Tanzania Airports Authority was established on 29th November 1999 vide the Executive Agencies (The Tanzania Airports Authority) (Establishment) Order GN. No. 404 of 1999 which was made under the Executive Agencies Act No. 30 of 1997. The Authority assumed the functions of the former Directorate of Aerodromes under the Ministry of Communications and Transport now the Ministry of Works, Transport and Communications. The establishment of the Agency is part of the Government efforts in changing the public service structure which is geared towards improving service delivery.

Tanzania Airports Authority has decided to prepare this Client Service Charter to inform you of our services and respective standards whilst giving you the opportunity to give us your views and challenges so that we can improve our services.

This Charter has been developed in a participatory manner by incorporating the views of our customers. Therefore, this Charter intends to improve the relationship between Tanzania Airports Authority and our customers and passengers so that they can enjoy a seamless travel experience in our airports.

It is our expectations that this Charter will be a stimulus for improving service delivery and bringing about National Economic Development.



Eng. Julius Ndyamukama,  
Director General

## **1. VISION, MISSION AND CORE VALUES.**

### **1.1. Vision**

*“A leading world class airport operator.”*

### **1.2. Mission**

*“To provide high quality airport facilities and services in safe, secure, efficient and effective manner to the airport users/stakeholders for social and economic growth”.*

### **1.3. Core values**

The Staff and Management of Tanzania Airports Authority are expected to uphold the following core values: -

#### **1.3.1. Customer focus;**

We are committed to our Customers by striving to meet their unique needs;

#### **1.3.2. Safety and Security;**

We live our safety and security philosophy by striving for zero safety and security incidents;

#### **1.3.3. Integrity;**

We are honest and trustworthy in performing our responsibility as we endeavor to practice the highest standards of ethical behavior;

#### **1.3.4. Accountability**

We are responsible for individual and team actions, decisions and results by establishing clear plans and goals and measuring our progress;

#### **1.3.5. Professionalism;**

We are setting goals beyond the best, reinforcing high quality performance standards and achieving excellence by implementing best practices;

### **1.3.6. Innovation and Creativity;**

We are continually strive to improve our performance, encouraging an open-minded and creative; and

### **1.3.7. Team work;**

We are endeavour in the highest degree to cooperate, work and communicate with our employees and partners and or stakeholders for achieving a common goal.

## **2.PURPOSE OF THE CHARTER.**

The main purpose of this Charter is to raise awareness of the availability and quality of services offered by TAA, also will help our customers know their rights and responsibilities as well as how to provide feedback when service standards do not meet their requirements as stipulated in this charter.

This Clients Service Charter defines TAA's vision, mission, philosophy and core values together with culture, norms and codes of conduct, measures and evaluates the services delivered to clients and make improvement efforts where necessary. It is also a tool for transparent as it open up all services provided and its standards and therefore ensures the quality of services offered. In partnership with our clients and stakeholders we have set service delivery standards that we believe will satisfy their expectations and make our employees more committed in serving clients with high discipline and thus increasing efficiency and productivity. TAA Clients Service Charter will help to evaluate the performance of service rendered by TAA and give feedback for the purpose for improving our services.

### **3. OUR CLIENTS**

- i. Airlines Operators.
- ii. Passengers.
- iii. Tenants and concessionaires.
- iv. Ministry of Works, Transport and Communications.
- v. Other Ministries/ Departments/Agencies.
- vi. National and International Regulatory Bodies
- vii. Contractors/ suppliers/Consultant.

### **4. OUR SERVICE**

- i. Safety and security services
- ii. Administrative and supportive service to TAA staff;
- iii. Dissemination of TAA information
- iv. Legislative services
- v. Reports on TAA business
- vi. Technical advice and support on TAA business
- vii. Providing Business opportunities including rent of offices, premises, advertising spaces, and car parking space.
- viii. Issuing permits and certificates
- ix. Issuing contracts.

### **5. OUR STANDARDS**

- 5.1. We will respond to airport emergencies such as fire, medical and aircraft incidents and accidents within 3 minutes after the occurrence.
- 5.2. Administrative and supportive service to TAA staff.  
We will;
  - i. Respond to staff complaints and requests within five (5) working days .
  - ii. Respond to request for hiring conference halls within 2 working days after receipt of the application.

- iii. Process terminal benefits within five (5) working days upon receipt of retirement notice.
- iv. Provide conducive working environment to all staff.
- v. Equip our staff with the knowledge and expertise to facilitate airport operations annually.
- vi. Provide clarification on various staff issues immediately and as per the time schedule.
- vii. Release payments within five (5) working days after receipt of an authentic invoice or claims of the service rendered;
- viii. Respond to phone calls within three rings during working hours

### 5.3. Dissemination of TAA information

We will;

- i. Provide Flight information to airport users that is timely and up to date.
- ii. Respond to customer verbal complaints immediately at information/reception desk and provide feedback on enquiries within five (5) working days.
- iii. Provide Monthly returns Traffic report within twenty one (21) days of the following month.
- iv. Provide Security Fee Statistics report for IATA members by 10th of every month.
- v. Provide Annual Statistics Book by September yearly.
- vi. Publish airport information (news, reports, opportunities and events) daily.



5.4. We will provide legal opinion and advice within three (3) days.

5.5. Reports on TAA business

We will;

- i. Provide Annual Procurement implementation report within 30 days after the end of the financial year.
- ii. Provide Monthly Prohibition of usage of plastic bags report within 30 days of the following month.
- iii. Provide Occupational Health and Safety report by July every year.
- iv. Provide Environmental audit report as per the completion of all compliance and regulatory issues.
- v. Provide Annual Performance progress report within 30 days after the end of the financial year and Personal Emolument (PE) report by January every year.
- vi. Provide Financial Statement within three months after completion of the financial year.
- vii. Provide HR compliance report within 15 days after the end of quarter.
- viii. Provide Integrity and Anticorruption report within 15 days after the end of quarter.

5.6. Technical Advice and support on TAA business

We will;

- i. Provide Airport Technical support on Engineering (works and consultancy) matters as per ICAO Annex 14, FAA and IATA Standards
- ii. Provide Airport Technical support on Safety, Security and environmental issues within 5 working days.
- iii. Provide ICT technical support to end users daily.

#### 5.7. Business opportunities

We will;

- i. Provide spaces for rental services such as advertisement spaces, land for PPP projects, duty free shops, CIP/VIP Lounge, Retail services and warehouses within five (5) working days after contract signing.

#### 5.8. Issuing permits and certificates related to;

- i. Short term Security permits within 3 working days after receipt of the request and subject to fulfillment of minimum requirement.
- ii. Long term Security permits within 14 working days.
- iii. Access to project site to the contractor within 7 working days after submission of Performance Security.
- iv. Project commencement notice to the contractor within 7 working days after signing the contract.
- v. Interim/final payment certificate within 28 days after receipt and verification of the contractor/supplier claim.
- vi. Completion certificate to the contractor within 7 days after final inspection.
- vii. Defect Notification certificate to contractor after twelve (12) months of project completion.
- viii. Defect Notification certificate to supplier after six (6) months of service completion.

#### 5.9. We will issue contract related to;

- i. Works, Goods, concessionaire and non-consultancy services within 60 days from advertisement date.
- ii. Consultancy within 90 days from advertisement date.

## **6. TAA RESPONSIBILITIES TO CLIENTS**

- i. Maintenance of good working partnership and excellent relationship with our clients.
- ii. Providing accurate information to clients about the quality of our services, and involve them about the changes in our services.
- iii. Maintenance of the highest standards in respect of the Provision of consistent, accurate and impartial advice;
- iv. Making our customers feel safe and secure by delivering the highest security standards, designing, build and maintain our infrastructure to meet customers' needs and aviation standards.
- v. Working closely with ground transport providers to ensure customer have a choice when accessing the airport.
- vi. Assurance of provision personal friendly and efficient passenger airport experience, and Provision of comfortable and relaxing terminal buildings to meet clients satisfaction.
- vii. Provision of multiple channels of communication in the land side, terminal building and airside.
- viii. Equip our staff with the knowledge and expertise to facilitate airport operations;

## **7. CLIENTS RIGHTS AND RESPONSIBILITIES**

### **7.1. Clients Rights:**

- i. To understand the standards of services offered by TAA and its airports.
- ii. Receive accurate and timely information.
- iii. Access services, facilities, opportunities available at the Airport in the manner which meets their needs.
- iv. To receive assurance on privacy and confidentiality of information.
- v. To be treated equally, fairly and any bias.

- vi. To be given Quality services and clean environment.
- vii. Rights to appeal against any decision made by Airports on service delivered once aggrieved.
- viii. To lodge complaints, concerns, compliments, remarks or suggestions regarding Airport services
- ix. Timely response to comments, complaints and enquiries regarding Airport services

## 7.2.Client Responsibilities

- i. Adhere to Airport procedures pertaining to service provision
- ii. Treat Airport employees with courtesy.
- iii. Timely payments of airport fees and charges
- iv. Be honest with TAA and other airport users.
- v. To observe and abide by laws, regulations and other procedures applicable in airports.
- vi. Update contact details whenever there are changes to maintain accurate records with customs.
- vii. When required, provide all information within the specified times.
- viii. Provide feedback both positive and negative to improve our service through complaints, compliments and suggestions.
- ix. Attend scheduled meetings punctually, especially those related to customer feedback.
- x. Avoid providing any kind of favor, bribe or inducement to Airport Staff and other service providers.

## 8. CLIENTS' FEEDBACK ON SERVICE DELIVERY

Clients advice and opinion is very important in improving Tanzania Airports Authority services. Constructive criticism and correct responses are welcome to correct wrong methods, procedures and behaviors along the lines of clients

oriented services.

In that respect we would like to receive your comment, advice, or complains about our services through letter, telephone and even on one to one contact at.

Clients are encouraged to provide feedback on the service they have received. Feedback may be provided by means of phone, electronic mails, letters, website, questionnaire, or by verbal communication through complaints handling desk at Head Quarter, Head of responsible Departments/ Managers at the Airports.

**If you write to us, we will:**

- i. Acknowledge receipt within 2 working days, provide you with an explanation of how we are handling your case and inform you when to expect an answer.

**If you visit us, we will:**

- i. Attend to you on the time agreed if you have an appointment with us;
- ii. Respond to your questions while you are with us, if we cannot, we will let you know why, and when you can expect an answer;

## **9.INSTITUTIONAL IDENTITY AND CONTACT DETAILS**

If you have any comment, suggestion or a request about the activities or services you should contact our offices as shown below; Our offices are open from 07:00 -15:30, Mondays to Fridays except on Public Holidays. All correspondence should be addressed to the following;

## 9.1. Online information

Website : [www.taa.go.tz](http://www.taa.go.tz)  
Facebook: @tanzaniaairports  
Twitter: @tanzaniaairports  
Instagram: @tanzaniarports

## 9.2. Location and Address:

Head Office located at:

Julius Nyerere International Airport,  
Terminal I, P.O. Box 18000, DAR ES SALAAM.

Tel: +255 22 2842402/3

Fax: +255 22 2844495

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