



Tanzania Airports Authority

THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF TRANSPORT

TANZANIA AIRPORTS AUTHORITY

A large, stylized graphic on the left side of the page, consisting of several overlapping curved lines in shades of blue and white, resembling a wing or a stylized letter 'C'.

CLIENT SERVICE CHARTER

August 2025

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STATEMENT OF THE DIRECTOR GENERAL



Tanzania Airports Authority (TAA) is mandated to develop, manage, operate and maintain all government owned Airports and airstrips in mainland Tanzania. Also to give technical advice to the Government on national and international aspects of Airport related issues.

TAA intends to provide comfortable, efficient and secure services and facilities for the movement of passengers and cargo in its Airports thereby giving a positive image of the country to the outside world.

In order to ensure that the Government's Airport policies, regulations, procedures and international standards related to service provision are implemented accordingly, TAA has developed Client Services Charter as a public document that set out basic information on the service provider, the standard of service that customers can expect from, and how to make complaints or suggestions for improvements.

This Charter has been developed since 2020 and revised in July 2025 in a participatory manner by incorporating the views of our clients whilst giving them the opportunity to give us their views and challenges so that we can improve our services. Therefore, this Charter intends to improve the relationship between Tanzania Airports Authority (TAA) and our stakeholders and passengers so that they can enjoy a seamless travel experience while flying through our airports.

A stylized handwritten signature in black ink, appearing to read 'A. Mombokaleo', written over a horizontal line.

Abdul A. Mombokaleo,
Director General- TAA

1. INTRODUCTION

The Client Service Charter of the Tanzania Airports Authority (TAA) is a vital document that outlines the standards of service expected to be delivered to its customers including travelers, airlines, business partners, and stakeholders in the aviation sector. This charter serves as a tool for promoting accountability, transparency, and excellence in service delivery across all airports managed by TAA.

By establishing enforceable service standards, the charter strengthens the relationship between TAA and its clients, aiming to enhance efficiency, streamline issue resolution, and align operations with international benchmarks such as those set by ICAO. It is a strategic step toward creating a friendly, safe, and competitive environment within Tanzania's air transport system.

2. VISION, MISSION AND CORE VALUES.

2.1. Vision

"Your Gateway to Global Horizons"

2.2. 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".

2.3. Core values

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

2.3.1. Customer focus

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

2.3.2. Safety and Security

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

2.3.3. Integrity;

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

2.3.4. Accountability

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

2.3.5. Professionalism

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

2.3.6. Innovation and Creativity;

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

2.3.7. Team work;

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

3. PURPOSE OF THE CHARTER.

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

This Clients Service Charter defines TAA's vision, mission, philosophy, core values and 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 of transparency as it opens up all services provided and its standards and therefore ensures the quality of services offered. Service delivery standards are set in partnership with our clients and stakeholders that we believe, will satisfy the expectations of clients and make our employees more committed in serving customers with high discipline, courtesy, zeal and integrity hence increase 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.

4. OUR CLIENTS

Client is an individual or organization in the chain of service delivery who/which uses our services directly or indirectly and hereby affected by our actions or behaviors in services delivery.

The TAA clients are as mentioned below;

- 4.1 Passengers.
- 4.2 Airlines and Air operators.
- 4.3 Tenants and Airport Visitors.
- 4.4 Ground Handling Companies.
- 4.5 Travel Agents.
- 4.6 Fuel Companies.
- 4.7 Clearing and forwarding Companies.
- 4.8 Ministry of Transport and other government agencies.
 - National and International Regulatory Bodies.
 - Contractors/ Suppliers/ Consultant.
 - Local Community.

5. OUR SERVICES.

Tanzania Airports Authority (TAA) provides a wide range of services across its network of airports to ensure safe, efficient, and customer-friendly operations. Here's a structured overview of the key services offered:

5.1 Core Airport Operations Services

- 5.1.1 Passenger and airlines facilitation: Check-in, boarding, baggage handling services, and customer assistance.
- 5.1.2 Cargo Services: Provision of Cold rooms and cargo storage facilities at Airports.
- 5.1.3 Airside Operations: Runway and taxiways management, aircraft parking, ground handling coordination.
- 5.1.4 Safety and Security: use of CCTV surveillance at Airports, control of restricted areas, fire and rescue services, and cargo and passengers screening using modern X-ray Machines.

- 5.1.5 Quality Assurance Services: Monitoring Compliance to ISO 9001:2015; 14001:2015 & 45001:2018 Standards and adherence to ICAO SARPS (Annex 9, 14 and 17) during provision of Airports services, Maintenance of facilities, equipment & infrastructures and throughout implementation of Airport development of projects.

5.2 ICT & Digital Services

- 5.2.1 Dissemination of flights information through Provision of Flight Information Displays (FIDS)
- 5.2.2 Provision of Airport Management Information Systems (AMIS) and for flight scheduling and coordination; data sharing with ATC systems; tracking and baggage management;
- 5.2.3 Usage of Integrated Financial Management Information System (IFMIS) for aeronautical billing, invoicing, and financial reporting
- 5.2.4 Installation, maintenance and services of Surveillance, scanners and Access Control Systems and facilities.
- 5.2.5 Helpdesk Support for Staff and Tenants.
- 5.2.6 Wi-Fi and Public Internet Access Zones for passengers and other airport users.
- 5.2.7 Provision of IPTV systems and IP phones at our offices and within Passenger Terminals.
- 5.2.8 Monitoring of usage of Technical facilities, systems and infrastructures through use of modern ICT systems such as BMS, PMCS, SCADA, ALMCS, electronic gates, PMS and VDGs.

5.3 Infrastructure & Maintenance

- 5.3.1 Facility Management: Terminal buildings, airfield lightings, sewerage systems, water supply systems.
- 5.3.2 Preventive Maintenance: Scheduled servicing and repair of critical systems and assets such as chillers and HVAC systems, Transformers, Aerobridges, Elevators, Escalators, BHS, Fire suppression systems, Standby Generators, Switchgears, CCTV and X-ray Machines.
- 5.3.3 Civil Works Oversight: Expansion, rehabilitation, and construction of airport infrastructure

5.4 Business Services

- 5.4.1 Retail and Concession Management: Shops, restaurants, and duty-free outlets
- 5.4.2 Advertising and Leasing: Space rental for commercial use and promotional displays
- 5.4.3 VIP and CIP Lounge Services: Premium passenger amenities and hospitality

5.5 Regulatory and Advisory Functions

- 5.5.1 Technical Advice to Government: On airport development and aviation policy
- 5.5.2 Implementation of National and International Standards: Including ICAO, ISO, and e-GA guidelines
- 5.5.3 Stakeholder Coordination: Airlines, immigration, customs, and ground service providers
- 5.5.4 Legal services to TAA Staff and Stakeholder Support.
- ▶ Providing legal guidance to TAA staff on employment rights, disciplinary

- ▶ Supporting HR in handling grievances, terminations, and contract renewals
- ▶ Advising management on governance and statutory obligations.
- ▶ Drafting, reviewing, and negotiating contracts with vendors, service providers, and concessionaires.
- ▶ Providing legal opinions on procurement, employment, and infrastructure development.
- ▶ Ensuring contracts align with the Public Procurement Act, Civil Aviation Act, and other relevant legislation.
- ▶ Representing TAA in courts and tribunals for labor disputes, land claims, and commercial litigation.
- ▶ Coordinating with the Attorney General's Chambers and external counsel when necessary.
- ▶ Facilitating alternative dispute resolution (ADR) mechanisms such as mediation and arbitration.

5.6 Ground Access and Parking

- ▶ **Vehicle Parking Management:** Provision of car parking services through automated systems (Long term car parking services) and parking bays.
- ▶ **Taxi and Shuttle Coordination:** Issuance of taxi service contracts to service providers
- ▶ **Passenger Drop-off and Pick-up Zones:** The authority allocated designated areas that allow vehicles to quickly and safely drop off or collect passengers near terminal entrances.

5.7 Administrative and HR supportive service to TAA staff;

5.7.1 Administrative Support Services

- 5.7.1.1 **Processing of Staff Requests:** Responding to complaints, inquiries, and service requests within five working days.
- 5.7.1.2 **Conference Hall Bookings:** Approvals issued within two working days.
- 5.7.1.3 **Terminal Benefits:** Processed within five working days upon retirement notice.
- 5.7.1.4 **Work Environment:** Provision of safe, secure, and conducive workspaces.
- 5.7.1.5 **Payment Processing:** Staff-related claims and invoices settled within five working days.
- 5.7.1.6 **Telephone Response:** Calls answered within three rings during working hours.
- 5.7.2 **HR Supportive Services**
- 5.7.2.1 **Training & Capacity Building:** Annual training programs to enhance staff expertise in airport operations and ICT systems.
- 5.7.2.2 **Clarification on HR Issues:** Immediate response to queries related to employment terms, benefits, and policies.
- 5.7.2.3 **Performance Management:** Implementation of Open Performance Review and Appraisal System (OPRAS) through PEPMIS.
- 5.7.2.4 **Employee Welfare:** Support for health, safety, sports, and cultural activities.
- 5.7.2.5 **Recruitment & Onboarding:** Managed through e-HRMS platforms for transparency and efficiency.
- 5.7.2.6 **Payroll & Benefits Administration:** Automated systems for salary processing, pension, and allowances.
- 5.7.2.7 **Grievance Handling:** Structured channels for resolving staff complaints and disputes.

5.8 Dissemination of TAA information and reports

Dissemination of TAA information and reports to stakeholder and local community through TAA website, social media, information desk, magazines, TV's, posters and banners.

- 5.8.1 Promotion of Business opportunities (Airlines services, rental, lease of spaces, Long term car parking services, IPTV and Wi-Fi services, Refueling, Cargo and Cold storage facilities, Airport Hotels, Aerobridge usage, GPU and PCA, baggage wrapping, Ground Handling, etc.)

6. OUR STANDARDS

Pursuant to ICAO Annex 14 Vol 1, Annex 9, Annex 17 and Annex 19;

- 6.1. We will respond to airport emergencies such as fire, medical and aircraft incidents and accidents within 3 minutes after the occurrence within airport premises.

We will;

- 6.2.1 Respond to staff complaints and requests within five (5) working days.
- 6.2.2 Respond to request for hiring conference halls within 2 working days after receipt of the application.
- 6.2.3 Process terminal benefits within five (5) working days upon receipt of retirement notice.
- 6.2.4 Provide conducive working environment to all staff.
- 6.2.5 Equip our staff with the knowledge and expertise to facilitate airport operations.
- 6.2.6 Provide clarification on various staff issues immediately and as per the time schedule.
- 6.2.7 Release payments as per Special Conditions of Contracts and General Conditions of Contracts after receipt of an authentic invoice or claims of the service rendered;
- 6.2.8 Respond to phone calls within three (3) rings during working hours.
- 6.2.9 Issuing permits and Certificates.
- 6.2.10 Issuing contracts.

6.3. Dissemination of TAA information.

We will;

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

6.4. legal services

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

6.5. Reports on TAA business

We will;

- 6.5.1 Provide Annual Procurement implementation report within 30 days after the end of the financial year.

- 6.5.2 Provide Occupational Health and Safety report by July every year.
- 6.5.3 Provide Environmental audit report fourteen (14) days after Audit.
- 6.5.4 Provide Annual Performance progress report within 30 days after the end of the financial year and Personal Emolument (PE) report by January every year.
- 6.5.5 Provide Financial Statement within three (3) months after completion of the financial year.
- 6.5.6 Provide HR compliance report within 15 days after the end of quarter.
- 6.5.7 Provide Integrity and Anticorruption report within 15 days after the end of every quarter.

6.6. Technical Advice and support on TAA business

We will;

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

6.7. Business opportunities

We will;

Provide spaces for rental services such as advertisement spaces, land for PPP projects, duty free shops, CIP/VIP Lounge, Retail services, warehouses, Cold storage, refueling stations, Shopping Malls and Airport Hotels within five (5) working days after contract signing.

6.8. Issuing permits and certificates;

- 6.8.1 Short term Security permits within 3 working days after receipt of the request and subject to fulfillment of minimum requirement.
- 6.8.2 Long term Security permits within 14 working days.
- 6.8.3 Access to project site to the contractor within 7 working days after submission of Performance Security.
- 6.8.4 Project commencement notice to the contractor within 7 working days after signing the contract
- 6.8.5 Interim/final payment certificate within 28 days after receipt and verification of the contractor/supplier claim.
- 6.8.6 Completion certificate to the contractor within 7 days after final inspection.
- 6.8.7 Defect Notification certificate to contractor after twelve (12) months of project completion.
- 6.8.8 Defect Notification certificate to supplier after six (6) months of service completion.

6.9. Issuing contract;

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

7. TAA RESPONSIBILITIES TO CLIENTS

- 7.1 Maintain excellent relationship and partnership with our clients and stakeholders.
- 7.2 Providing accurate information to clients about the quality of our services, and involve them about the changes in our services.

- 7.3 Maintenance of the highest standards in respect of the Provision of consistent, accurate and impartial advice;
- 7.4 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.
- 7.5 Provision of comfortable, secured and friendly environment to passengers at the airport to enhance clients' satisfaction.
- 7.6 Provision of multiple channels of communication to our airport users.
- 7.7 Equip our staff with the knowledge and expertise to facilitate airport operations;

8. CLIENTS RIGHTS AND RESPONSIBILITIES

8.1. Clients Rights:

- 8.1.1 To understand the standards of services offered by TAA and its airports.
- 8.1.2 Receive accurate and timely information.
- 8.1.3 Access services, facilities, opportunities available at the Airport in the manner which meets their needs.
- 8.1.4 To receive assurance on privacy and confidentiality of information.
- 8.1.5 To be treated equally and fairly
- 8.1.6 To be given Quality services and clean environment.
- 8.1.7 Rights to appeal against any decision made by Airports on service delivered once aggrieved.
- 8.1.8 To lodge complaints, concerns, compliments, remarks or suggestions regarding Airport services.
- 8.1.9 Timely response to comments, complaints and enquiries regarding Airport services.

8.2. Client Responsibilities:

- 8.2.1 Adhere to Airport procedures pertaining to service provision.
- 8.2.2 Treat Airport employees with respect/courtesy.
- 8.2.3 Timely payments of airport fees and charges
- 8.2.4 Be honest with TAA and other airport users.
- 8.2.5 To observe and abide by laws, regulations and other procedures applicable at airports.
- 8.2.6 Update contact details whenever there are changes to maintain accurate records with customs.
- 8.2.7 When required, provide all information within the specified times.
- 8.2.8 Provide feedback both positive and negative to improve our service through complaints, compliments and suggestions.
- 8.2.9 Attend scheduled meetings punctually, especially those related to customer feedback.
- 8.2.10 Avoid providing any kind of favor, bribe or inducement to Airport Staff and other service providers.

9. CLIENTS' FEEDBACK ON SERVICE DELIVERY

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

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.

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

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;

10. 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 **0730hrs -1530hrs**, Mondays to Fridays except on Public Holidays.

All correspondence should be addressed to the following: -

10.1 Online information:

@tanzaniaairports



info@airports.go.tz



www.taa.go.tz



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10.2 LOCATION AND ADDRESS

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