

# ARUSHA URBAN WATER SUPPLY AND SEWERAGE AUTHORITY



## CLIENT SERVICE CHARTER

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ARUSHA, TANZANIA

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## **STATEMENT BY THE CHAIRMAN OF THE BOARD**

Access to clean and safe drinking water and basic sanitation for all Tanzanians is a basic Government Goal. The Goal is in line with the Millennium Development Goals, of reducing the number of people living without safe drinking water and basic sanitation by half, by year 2015. In view of the above goal, the Ministry of Water and Livestock Development (MoWLD) have charged Urban Water Supply and Sewerage Authorities (UWSAs) with the responsibility of providing water supply and sewerage services efficiently and effectively to the people living in urban areas.

Arusha Urban Water Supply and Sewerage Authority (AUWSA) has developed a Client Service Charter, which shall be a tool for continuously improving service delivery to our clients and stakeholders. Through this Client Service Charter, we are making known to our clients and stakeholders who we are, how we operate, how we relate to them and what they can expect from us.

I am presenting this Client Service Charter with the belief that, it shall be a guide to improve the quality of our services and shall remain a living document to be reviewed periodically in accordance with feedback received from our esteemed customers and stakeholders.

I appeal to our clients and stakeholders to objectively read through this Client Service Charter, understand it and maintain a two way interactive dialogue with our Authority so as to assist us in providing customer friendly services.

Elias R. K.Mshiu

Chairman, Board of Directors.

## THE PURPOSE AND FEATURES OF OUR CHARTER.

This Client Service Charter sets out the commitments that we are making to our clients and stakeholders with regard to the quality of service that they expect from us. The Charter will improve awareness among our clients and stakeholders of the availability and quality of the service that we offer. It will achieve its purpose by providing the following information:

- ❖ Details on our Organization in terms of our Vision, Mission and Core Values, our functions and strategic direction;
- ❖ A statement of the Standards of Service our clients expect to receive;
- ❖ The rights that clients shall enjoy and also, the responsibilities of clients to help us provide good services to them by paying promptly for services provided;
- ❖ Information on how the Charter will be reviewed and how we shall monitor and report our performance, and
- ❖ Brief information about how to contact us and obtain further information.

## OUR ORGANIZATION

### • What is AUWSA

The Arusha Urban Water Supply and Sewerage Authority (AUWSA), is a utility charged with the overall operation and management of water supply and sewerage services in Arusha Municipality replacing the former Urban Water Supply Department, which operated under the Regional Administration. AUWSA was established under the auspices of the Water Works Ordinance Cap. 281 as amended in February 1997. It was declared a fully autonomous entity by order of the Minister responsible for Water Affairs in January 1998 and was officially inaugurated on 21<sup>st</sup> May, 1999.

AUWSA is governed by a Board of Directors and headed by a Managing Director. Under the Managing Director there are three Departments namely Technical Services, Commercial Services and Finance & Administration. There are ten Sections, under these three Departments. Also, there are two units namely: Internal Audit, and Public Relations. AUWSA has 207 employees of different qualifications and professions.

Currently AUWSA provides water supply at a 94% service level in Arusha Municipality and we expect to increase the service level to 100% in the next few years after execution of investment programmes already at planning stage.

Further AUWSA provides sewerage services to 9.1% of the Municipal population connected to our central sewerage system. There are plans underway to increase this coverage to 15% in the short-term and 30% in the longer-term.

In terms of overall performance AUWSA is one of the leading Urban Water Supply and Sewerage Authority in the country and during 2001/2002 financial year was voted second best.

## Our Core Values

Our staff shall be guided and commit themselves to the core values as follows:-

- Practicing professionalism in all undertakings;
- Promoting customer friendly practices;
- Developing and promoting teamwork spirit;
- Applying cost – consciousness and value for money principles in all activities.
- Implementing environmentally – friendly measures, and
- Practicing total quality management style.

### • Our Vision

***To deliver excellent water supply and sewerage services commensurate with the World's best practices.***

### • Our Mission

***AUWSA shall continuously strive to provide high quality water and sewerage services for 24 hours all year around at affordable tariffs while meeting the current and future demand for all categories of customers and stakeholders in Arusha Municipality and efficiently collect revenue for sustainable development.***

## **Our Major Roles and Functions**

*As a legally established entity, AUWSA is charged with the major roles and functions as follows:-*

- *To continuously plan, develop and maintain the provision of clean, portable and wholesome water in Arusha Municipality while conserving the water sources for sustainability;*
- *To plan, develop and maintain the sewerage system on any public land acquired or lawfully appropriated for that purpose so as to ensure hygienic sewage collection and safe disposal;*
- *To set realistic water and sewage disposal tariffs hence collect revenue from customers for water consumed and sewage collected by the Authority;*
- *To educate and provide information to the public on public health aspects of water supply and wastewater disposal and carryout all functions in an environmentally friendly manner;*
- *To create and maintain a good public image, while focusing on meeting customers' expectations, and*
- *To put in place and implement medium and long term investment programmes, financial plans and annual capital and recurrent budgets.*

### **• Our Strategic direction during the Medium Term Period (2004 – 2009)**

In order to fulfill our mandate we are determined to:

- Provide adequate, safe, clean, reliable and sustainable water supply services;
- Provide efficient, expanded, hygienic and affordable sewerage disposal services;
- Develop ethical, competent professional and motivated staff;
- Develop and sustain an efficiently run organization;
- Maintain a financially sustainable organization, and
- Apply consciousness towards the environment in all of our undertakings.

## **OUR CLIENTS**

We have a variety of Clients and Stakeholders both national and international, categorised as follows:

- Customers (Domestic, Commercial, Institutional, Industrial and General Public);
- Staff;
- Financiers/ Donors;
- Suppliers;
- Government and The Municipal Council;
- Non Governmental Organizations (NGO's), Community Based Organizations (CBO's) and Pressure Groups;
- Politicians;
- The Media;
- Training Institutions, and
- Tanzania Revenue Authority (TRA)

## **OUR SERVICE DELIVERY STANDARDS**

Our clients and stakeholders expect services as follows:

- Adequate, clean and safe water supply at affordable tariffs;
- Hygienic and efficient waste water disposal services at affordable tariffs;
- Prompt and accurate billing;
- Prompt response to their complaints;
- Shortest time at the pay point;
- Prompt sewage blockage removal;
- Our staff to be professional, and treat clients and stakeholders with courtesy, helpfulness, friendliness and on a case-by-base basis;
- Giving prior information/notice regarding service interruption/tariff changes;
- Providing reliable and adequate water for fire fighting services;
- Protection of water sources;
- Creating and maintaining a good public image;

- Harmonious co-existence with other Authorities and stakeholders;
- Carrying out our functions in an environmentally friendly manner;
- Good utilization of funds and proper financial record keeping;
- Timely payment of suppliers' invoices;
- Our staff to exercise a high degree of integrity and transparency in all of our transactions;
- Adherence to laid down Government Policy and guidelines;
- Involvement and consultation with stakeholders when our Authority is making important decisions;
- Impartiality in all our undertakings;
- Ensuring adequate coverage by the media on development activities of water and sewerage services and be willing to release information;
- Impart practical knowledge for students who come for field training;
- Paying Taxes timely, and
- Proper maintenance and upkeep of the Authority's infrastructure to achieve sustainability.

### **RELATIONSHIP WITH OUR CLIENTS**

We will establish and maintain good partnership and working relationship with our Clients specifically with respect to:

- Treating all people fairly;
- Respecting their privacy and dignity;
- Being helpful and courteous, and
- Paying particular attention to those with special needs.

- **Our Motto. Indeed we believe that:**

***Customers are the most important visitors on our premises. They are not dependant on us, we are dependant on them. They are not an interruption of our work, they are the purpose of it. They are not outsiders to our business, they are part of it. We are not doing them a favour by serving them, they are doing us a favour by giving us an opportunity to do so***

## **RESPONSE TIMES FOR PROCESSING CORE ACTIVITIES**

We promise to process core activities as follows:

- New water connection
  - Getting Application Form - Immediately and Free.
  - Surveying the area - Within two days after receipt of the Application Form.
  - Preparation of cost estimates - Not more than one day after the survey is done.
  - Connecting the service and meter installation - Within seven days upon full payment of the required cost.
  
- Reconnection of Water Service - Within six working hours upon full payment of the outstanding amount and required reconnection fees.
  
- Leakage Repair
  - Repairing a minor pipe break - One hour after receiving the information.
  - Repairing a major pipe break - One day after receiving the information.
  
- Sewerage Connection:
  - Getting an Application Form - Immediately and Free.
  - Survey and preparation of cost estimates - Within one day.
  - Connecting of Service - This depends on how fast the customer undertakes to construct the sewer connection with the supervision from AUWSA.
  - Attending a sewer blockage - Half a day.
  
- Payment for Goods and Services:
  - Payment to suppliers after goods /services delivery - Within Seven Days.
  
- Reading of Customer Water Meters:
  - Meter Reading Cycle - from 6<sup>th</sup> to 27<sup>th</sup> of each month.
  
- Customers' Water and Sewerage Bills
  - First week of each month the customer receives his/her bill.
  - In case of incorrect bill - Adjustment time is within one day.
  - Payment time at the counter - Immediately.
  - Phone call response time – Immediately.
  - E-mail response - on the same working day.
  - Letters - Two days.
  
- Public Relations
  - Information Dissemination through print and electronic media and other channels - Quarterly.
  - Information release on important issues of public interest - as the event occurs.
  - Notification in case of emergency occurrence e.g. major pipe break - immediately
  - Advertisement of vacant positions and filling the position(s) - Two months.
  
- Supply tenders.
  - Advertisement for supply tenders - July, every year.
  
- Other Tenders
  - Advertisement for other tenders - Soon after tender board approval.

## **APPOINTMENTS**

We shall honour appointments made with our clients, specifically in respect to availability for the time of booking, and waiting times for booked appointments.

## **CLIENT RIGHTS AND RESPONSIBILITIES**

Our Clients should expect high standard service delivery from us. In this respect they have the right to:

- Participate in the charter review process;
- Appeal against the services provided;
- Lodge complaints;
- Privacy and confidentiality; and
- Seek information subject to prescribed procedures

Equally, our clients have the responsibility to:

- Pay water and sewerage bills promptly.
- Treat Authority's staff with courtesy;
- Attend scheduled meeting punctually;
- Give accurate and timely information in response to requests;
- Abide by legal requirements of our services;
- Abide by requirements of AUWSA regulations, and
- Report to AUWSA all cases of water theft, illegal connections and leakages.
- Refrain from acts/behaviour that encourages corruption.

#### **CLIENTS' COMPLAINTS**

- **How to lodge complaints**

All complaints shall be lodged to the following address:

The Managing Director,  
Arusha Urban Water Supply and Sewerage Authority,  
Wachagga Street,  
P.O. Box 13600,

**ARUSHA.**

Tel: +255 027 2504163 - Direct line

Tel: +255 027 2506124 - General line

Fax: +255 027 2504163/2548981

E-mail: [auwsa@habari.co.tz](mailto:auwsa@habari.co.tz)

- **Response to Complaints:**

We guarantee to:

- Acknowledge receipt of all written complaints within 7 working days, and
- Act appropriately on all complaints.

All complainants are required to identify themselves: We guarantee that all information including personal names and details will get treated with the utmost confidentiality.

Our offices are opened on Mondays to Fridays from 07.30 to 16.30 hours. On Saturdays we are open from 9.00 to 13.00 hours. On Sundays and Public Holiday call +255 027 2502690 – Emergency line or report at AUWSA offices main gate – Wachagga Street.

For good cooperation with our clients, we would like to receive all complaints regarding our services for resolution, before finding other solutions outside the Arusha Urban Water Supply and Sewerage Authority.

- **Record of complaints and compliments**

We shall record all complaints, compliments and suggestions for the purpose of continuous self-assessment aimed at improving service delivery.

- **Dispute Handling and Appeal Mechanisms**

We shall strive to resolve disputes that may arise in the course of providing services to clients. However, clients are free to appeal to the Regional Administrative Secretary (RAS), P.O. Box 3050, Arusha, Tel. 027-2502508. Still if unsatisfied, clients can further appeal to:

The Permanent Secretary

Ministry of Water and Livestock Development

P.O. Box 9153

**DAR ES SALAAM**

Tel. 022-2451451

Fax: 022-2451451

E-mail: [mowmaji@mow.go.tz](mailto:mowmaji@mow.go.tz) or [mow@raha.com](mailto:mow@raha.com)

## **MONITORING AND REVIEWING**

### **Monitoring**

We believe that regular monitoring and reporting of the extent to which we are complying with the level of standards we have set in this Charter will help us achieve a more customer-focused approach in the provision of services to our clients. In this respect, we commit ourselves to assess our performance on the service delivery standards by:

- Providing channels to the clients to give feedback on the quality of service they receive from AUWSA.
- Obtaining feedback from stakeholders during consultative meetings.
- Conducting client service delivery surveys among our key stakeholders.
- Tracking media reports on the performance of AUWSA.

### **Reviewing**

To ensure the ongoing relevance and effectiveness of our Charter, we commit ourselves:

- To set up a Client Service Charter Review Committee, which will be responsible to assess the need to review the Charter.
- The Client Service Charter Review Committee will consist of AUWSAs Heads of Departments as well as other key officers of AUWSA.
- The charter review process will also involve stakeholder consultations, presenting to our key stakeholders the need to review the Charter and proposals for changes in the Charter.

## **PUBLIC ACCOUNTABILITY ON CHARTER PERFORMANCE**

We shall continue to be accountable to the public for our performance by:

- Publishing performance results annually against the Charter commitments.
- Reporting on Charter performance to the Board of Directors and then to the Ministry of Water and Livestock Development.
- Reporting on performance to our key clients and stakeholders.