

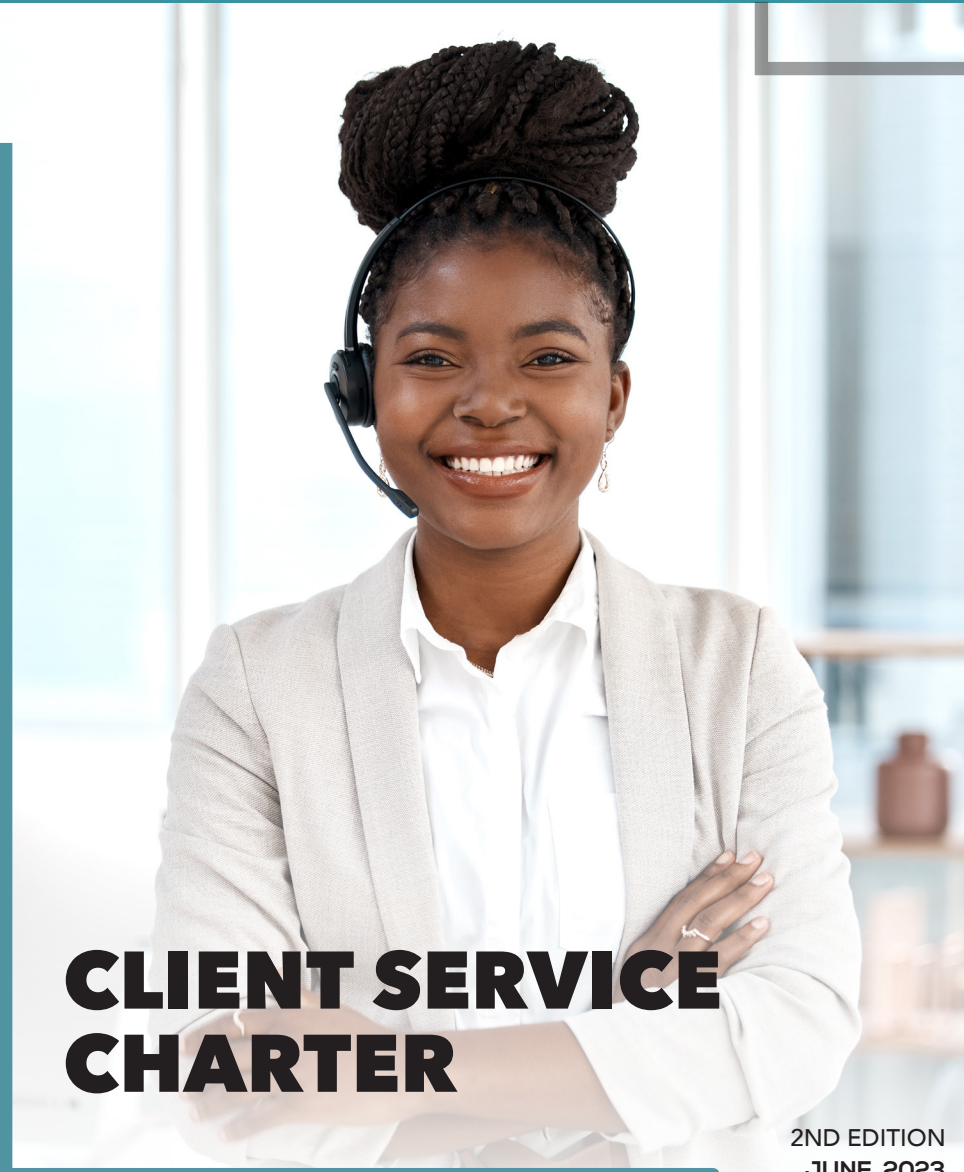


THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF INFORMATION, COMMUNICATION
AND INFORMATION TECHNOLOGY



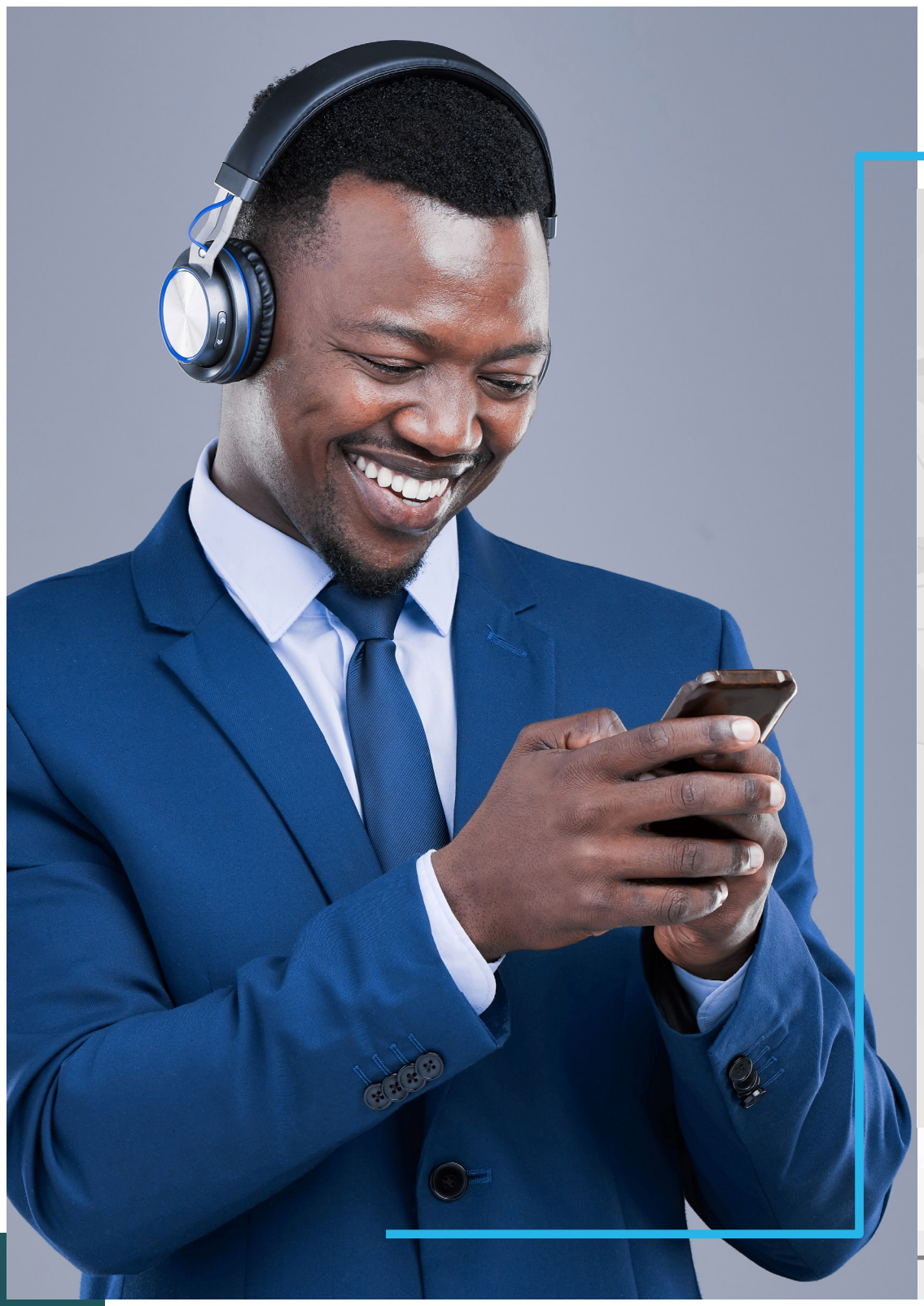
TANZANIA COMMUNICATIONS REGULATORY AUTHORITY

ISO 9001: 2015 CERTIFIED



CLIENT SERVICE CHARTER

2ND EDITION
JUNE, 2023



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PREFACE

The Tanzania Communications Regulatory Authority (TCRA) was established to regulate the communications sector by issuing licences to companies providing telecommunications, broadcasting, internet, postal and courier services; and to ensure the conditions of the respective licences are fully complied with by the service providers. As a public institution, TCRA is obliged to ensure professionalism, innovation and observation of Government directives in discharging its functions.

TCRA has developed a Client Service Charter to improve services and perform its functions transparently and uphold the concept of accountability. This charter describes services offered by TCRA and their standards; the cooperation that TCRA seeks to develop between its employees and clients; and the rights and responsibilities of clients over services offered; to meet client and stakeholder expectations.

Truth, transparency and honesty in our work will remain essential guiding principles to prevent complaints. TCRA will continue to improve its procedures, systems and rules to ease the flow of information to stakeholders to enhance transparency and accountability of its employees; hence considerably reducing customer complaints.

This is the second charter developed by TCRA; following the first, 2019 edition. I expect this Charter to be a catalyst to TCRA employees to improve service delivery to satisfy our clients and meet our set objectives; hence contributing to the development of a Digital Economy in Tanzania. Additionally, this Charter will be improved in response to the needs for service delivery, in consideration of political, economic, social, legal and technological changes and challenges during its implementation.



Dr. Jabiri K. Bakari
DIRECTOR GENERAL

1.0 VISION, MISSION AND CORE VALUES

1.1 Our Vision

To have a society empowered by communication services.

1.2 Our Mission

To regulate communications services for the welfare of the Tanzanian society.

1.3 Our Core Values

In performing its duties, TCRA is guided by the following core values: -

01 Professionalism

We undertake our activities objectively to deliver quality services by observing ethical standards and maintain due respect to our customers.

02 Innovation

We embark on creativity in handling regulatory issues, while coping with the dynamic technological world.

03 Integrity

We undertake our activities with honesty, consistency, ethics and adhere to strong moral values.

04 Teamwork

We believe in synergies to solve problems and understand that communicating effectively and constructively is important to maintaining a collaborative environment.

05 Accountability

We take responsibility and ownership when providing services.



2.0 PURPOSE OF THE CHARTER

This Charter seeks to increase client awareness of the Tanzania Communications Regulatory Authority (TCRA), services offered, standards of services, client rights and obligations, and to encourage clients dissatisfied with our services to lodge their complaints. Further, this Charter seeks to make our employees customer-centric.

3.0 TCRA CLIENTS

- [a] Telecommunications companies;
- [b] Internet service providers;
- [c] Broadcasting services providers;
- [d] Tanzania Broadcasting Corporation (TBC);
- [e] Tanzania Communications Company (TTCL);
- [f] Tanzania Posts Corporation (TPC);
- [g] Multiplex operators (MUX);
- [h] Network facilities operators;
- [i] Other private and Government institutions;
- [j] Courier services providers;
- [k] Communications equipment installation and maintenance companies;
- [l] Importers of electronic communications equipment;
- [m] Distributors of communications equipment;
- [n] Dot tz domain registrars; and
- [o] Consumers of communications services.

The clients listed above are in two (2) categories: -

- ii) Companies or individuals with TCRA licences for the provision of services in the country. Licences issued by TCRA authorize the provision of telecommunications and internet service, radio and television broadcasting, postal and courier services.
- iii) Consumers of communications services whose complaints have not been resolved by service providers (TCRA clients under (a) above) or those whose complaints have not been resolved to their satisfaction/expectations and hence appeal to TCRA for further action.

4.0 SERVICES OFFERED BY TCRA

Services that TCRA offers to its clients are: -

- [a] Issuing communications services licences;
- [b] Approval of retail tariffs of communications services;
- [c] Issuing communications equipment type-approval certificates;
- [d] Registration of dot tz (.tz) domain names;
- [e] Issuing accreditation certificates to dot tz domain names registrars;
- [f] Issuing accreditation certificates to Global Maritime Distress and Safety System (GMDSS) radio operators to facilitate communications in marine vessels;
- [g] Issuing Eco-levy certificates for managing electronic waste;
- [h] Resolving referred consumer complaints against service providers;
- [i] Mediating in disputes and resolving complaints among communications service providers; and
- [j] Providing other services, including timely award of tenders and prompt payments.

5.0 STANDARDS OF SERVICES

Through this Charter, we pledge to provide outstanding services to meet the expectations of our clients.

5.1 Communications Services licence

5.1.1 Issuing individual and class licences

- a) We will issue the following individual licences **within 60 days** after payments and verification of documents;
 - [i] Telecommunications service licence;
 - [ii] Internet services licence;

- liii) Broadcasting content service licence (TV and radio);
 - liv) International individual courier licence;
 - lv) National Broadcasting Facilities licence; and
 - lvi) Network services licence.
- b) We will issue the following class licences and other authorizations in this category after payments and verification of documents:
 - li) Numbering resources Class licence for electronic communications, **within 14 days;**
 - lii) Broadcasting content Class licence **within 60 days;**
 - liii) Online broadcasting content Class licence **within 14 days;**
 - liv) VHF/UHF radio communication Class licence **within 14 days;**
 - lv) Courier services Class licence **within 14 days;**
 - lvi) Communications equipment installation and maintenance Class licence **within 14 days;**
 - lvii) Electronic communications equipment importation Class licence **within 14 days;**
 - lviii) VSAT services Class licence **within 14 days;** and
 - lix) Electronic communications equipment distribution Class licence **within 14 days.**

5.1.2 Renewal of Individual and Class licences

- a) We will renew Individual licences as described in 5.1.1 (a) **within 30 days** after payments and verification of documents; and
- b) We will renew Class licences as described in 5.1.1 (b) **within 7 days** after payments and verification of documents, except for broadcast content class licences which will be renewed **within 30 days.**





5.1.3 Cancellation of licences

- [a] We will cancel Individual licences described in 5.1.1 (a) **within 120 days**; and
- [b] We will cancel Class licences described in 5.1.1 (b) **within 30 days** after notification.

5.2 Registration and Accreditation

- [a] We will issue accreditation certificates for communications equipment **within 14 days** after the completion of preliminary processes;
- [b] We will issue Eco-levy certificates for disposing electronic waste **within 14 days** after the completion of preliminary processes;
- [c] We will issue Accreditation Certificates to dot tz domain names registrars **within 7 days** after the completion of preliminary processes;
- [d] We will issue accreditation certificates to Global Maritime Distress and Safety System (GMDSS) radio operators to facilitate communications in marine vessels **within 14 days** after the completion of preliminary processes;
- [e] We will renew Accreditation Certificates to dot tz domain names registrars **within 1 day** after the completion of preliminary processes; and
- [f] We will designate and issue a postcode **within 14 days** after the completion of preliminary processes.

5.3 We will mediate and resolve disputes on dot tz domain names between a Registrant (an entity or individual end-user who registers a domain name) and Registrar (a legal entity that has been accredited by the Authority to register, delete, add, modify or change domain names under dot tz (.tz) domain name space) **within 5 days** after receiving requests.

5.4 We will issue a ruling on appeals of consumers of communications services **within 60 days** after a matter has been heard by the Complaints Committee.

5.5 Approving tariffs and communications services

- [a] We will issue a decision on the application of proposed communications services tariffs **within 7 days** after receiving applications; and
- [b] We will decide on applications for communications equipment authorization **within 7 days**.

5.6 Other services

- [a] We will issue contracts **within 30 days** after an award;
- [b] We will pay suppliers **within 30 days** after receiving a verified tax invoice;
- [c] We will respond to clients' telephone calls **within 3 rings**;
- [d] We will acknowledge receipt of letters **within 1 day**;
- [e] We will respond to letters **within five 5 days** of receipt.

6.0 TCRA'S DUTY TO CLIENTS

- [a] To serve clients with courtesy, respect, fairness, impartiality and without discrimination;
- [b] To communicate with clients promptly and with courtesy;
- [c] To provide clients with accurate information that meets their requirements or needs;
- [d] To provide clients with outstanding services that meet their expectations;
- [e] To provide education to clients and the public in general on communications services;
- [f] To protect the interests of consumers of communications services;
- [g] To evaluate our performance to ensure that we meet and exceed their expectations;
- [h] To receive and process complaints and feedback from our clients; and
- [i] To observe laws, regulations, rules, procedures and guidelines when delivering our services.

7.0 CLIENT RIGHTS AND OBLIGATIONS

7.1 Clients rights

Our Clients have the following rights: -

- [a] To be served as per set standards of service;
- [b] To review our decisions and appeal;
- [c] To provide feedback and submit complaints over TCRA services;
- [d] To get/access records and updates on the handling of a filed complaint;
- [e] To be served fairly and impartially, without any discrimination;
- [f] To get complete, accurate and timely information as per applicable laws, regulations and procedures;
- [g] To enjoy privacy and confidentiality in all dealings/matters.

7.2 Client responsibilities

We expect the following from our clients: -

- [a] Appreciation of our services;
- [b] Timely payments for services;
- [c] Suggestions on how to improve our services;
- [d] Full understanding of the services we offer;
- [e] Provision of correct information, documents or complete particulars;
- [f] Being fully conversant with the Laws, Regulations, and TCRA Guidelines and processes;
- [g] Identification and reporting of weaknesses and shortcomings in service delivery areas for improvement;
- [h] Participation in our awareness and engagement programmes;
- [i] Protection of the environment;
- [j] Protection of communications infrastructure; and
- [k] Abiding by Laws, Regulations, processes and guidelines on the use of communications services.



8.0 SERVICE DELIVERY FEEDBACK

We will appreciate feedback on how we deliver our services. You can contact us on our services by visiting our offices, through the suggestions box, by letter, by email to dawatilahuduma@tcra.go.tz or through our toll-free number **0800008272**. You may also submit your feedback through our social media pages, namely, **Instagram, Facebook, Twitter, TikTok, LinkedIn, Youtube - @tcra_tanzania**, or the government electronic feedback system (e-mrejesho), accessed on: <https://emrejesho.gov.go.tz/>.

Clients with accounts in our electronic licencing system – Tanzanite Portal – can be assisted, if they experience challenges, by accessing <https://tanzanite.tcra.go.tz/help-dashboard.htm>.

9.0 OUR CONTACTS AND COMMUNICATION CHANNELS

TCRA's Head Office is in Dar es Salaam. We have five zones (5) and an office in Zanzibar.

Although our offices are open from Monday to Friday from 08:00 to 16:00 hours, TCRA will be open for service through the toll-free number **0800008272** or email, through dawatilahuduma@tcra.go.tz.

Communication with the Head office should be through: -

Director General;

Tanzania Communications Regulatory Authority (TCRA);
Mawasiliano Towers;
20 Sam Nujoma Road;
P.O Box 474; **POSTCODE** 14414 DAR ES SALAAM.

Tel : +255 22 2199760 - 9

+255 22 2412011 - 2

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Email : dg@tcra.go.tz
barua@tcra.go.tz

Website: www.tcra.go.tz



MAWASILIANO TOWERS

MAWASILIANO TOWERS

Communication with other TCRA offices

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19 Mbuyukisutu,
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71194 Mjini Magharibi,
ZANZIBAR
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+255 22 2775 114
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Email: mbeya@tcragotz

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