

**THE UNITED REPUBLIC OF TANZANIA**

**MINISTRY OF ENERGY AND MINERALS**



**TANZANIA MINERALS AUDIT AGENCY  
(TMAA)**

**CLIENT SERVICE CHARTER**

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## **FOREWORD**

Tanzania Minerals Audit Agency (TMAA) is a semi-autonomous Institution established through Government Notice No. 362 of 6<sup>th</sup> November, 2009 under the Executive Agencies Act, Cap. 245. The Agency was officially launched on June 23<sup>rd</sup>, 2010 in Mwanza by Honorable Hawa A. Ghasia (MP) Minister of State, President's Office, Public Service Management.

The aim of TMAA is to maximize Government revenue from the mining industry through effective monitoring and auditing of mining operations and ensuring sound environmental management.

The Agency has prepared this Client Service Charter in collaboration with its stakeholders in order to improve service delivery and increase efficiency. This Charter is a social contract between TMAA on one hand, its clients and stakeholders on the other. The purpose of this Client Service Charter is to inform our clients, stakeholders and the public at large about the types and standards of services that we provide; the approach that we use in order to meet our clients' needs and expectations; the relationship that we seek to cultivate between ourselves and our clients; and the rights and obligations with respect to the services we provide. Furthermore, this contract aimed at enhancing our staff's efficiency in delivering best services.

We promise to adhere to working standards set out in the Charter, and to enhance our services to clients. The Charter also helps to measure our performance in delivering services and maintaining focus on our clients' needs. It provides an opportunity for them to comment on our performance and to advise us on how to improve our services. We are pleased to present our Client Service Charter and looking forward to working with you.

Eng. Paul Mhangilwa Masanja  
**CHIEF EXECUTIVE OFFICER**  
**TANZANIA MINERALS AUDIT AGENCY**

06 August, 2010

## **1.0 VISION, MISSION AND CORE VALUES**

### **1.1 VISION**

To be a centre of excellence in monitoring and auditing of mining operations.

### **1.2 MISSION**

To conduct financial and environmental audit as well as auditing of quality and quantity of minerals produced and exported by miners in order to maximize benefits to the Government from the mining industry for sustainable development of the Country.

### **1.3 CORE VALUES**

In order to achieve its Vision and Mission Statements, TMAA adheres to the following core values:

#### **1.3.1. Integrity**

We believe in integrity and determined to treat customers and each other with confidentiality, trust and honesty.

#### **1.3.2. Excellence**

We undertake our activities objectively; maintain the highest degree of professionalism and ethical standards, building value-added relationships with customers and stakeholders to deliver quality services.

#### **1.3.3. Customer Focused**

We always treat our customers and colleagues with courtesy. We are dedicated to the Vision and Mission and we pride ourselves on our extraordinary responsiveness to the needs of our customers.

#### **1.3.4. Teamwork**

We value teamwork, putting together diverse expertise to achieve our goals. We believe in effective delegation, enabling employees to make decisions and take challenges commensurate with their own levels of responsibility.

## **2.0 OBJECTIVES**

The main objective of this Client Service Charter is to create awareness among our clients and stakeholders on the commitment the TMAA has made with regard to the standards of service delivery. The Charter will assist in improving TMAA's Staff responsiveness and commitment in delivering quality services. Furthermore, this Charter will improve clients' knowledge on their rights and obligations in dealing with complaints in case our standards do not meet their expectations.

## **3.0 MAIN CUSTOMERS OF THE AGENCY**

- i. TMAA Employees
- ii. State House
- iii. Ministry of Energy and Minerals (MEM)
- iv. Tanzania Revenue Authority (TRA)
- v. National Environment Management Council (NEMC)
- vi. Bank of Tanzania (BOT)
- vii. General Public
- viii. Government Ministries, Departments, Agencies and Corporations
- ix. Mining Entities and Mineral Traders
- x. Parliament of the United Republic of Tanzania
- xi. Politicians
- xii. Defense and Security Organs
- xiii. Development Partners (DPs)
- xiv. Mass Media
- xv. Financial Institutions
- xvi. Civil Society Organizations
- xvii. Education and Research Institutions
- xviii. Activists

## **4.0 OUR SERVICES**

1. To monitor and audit minerals produced and exported
2. To disseminate information regarding;
  - i. Agency activities;
  - ii. Auditing and monitoring of minerals produced and exported;
  - iii. Royalty and payable Taxes;

- iv. Implementation of Environmental Management Plans (EMP);
  - v. Minerals indicative prices with reference to prevailing local and international markets; and
  - vi. Quantity, quality and value of minerals produced, consumed, traded locally and exported.
3. To disseminate minerals production and exports data
  4. To provide technical advice to mining entities and public institutions with regard to:
    - i. environmental management in mining areas; and
    - ii. minerals production and export activities.
  5. To provide information and awareness to the general public with regard to:
    - i. TMAA activities; and
    - ii. minerals production, trading, exports and environmental management activities in mining areas.
  6. To promote and conduct research and development in the mineral sector that will lead to increased Government revenue;
  7. Capacity building to TMAA staff;
  8. To create conducive work environment at TMAA; and
  9. To effect payment to all services offered to the Agency.

## **5.0 STANDARDS OF OUR SERVICES**

In order to deliver quality services to clients, we will use qualified professionals and adhere to international standards. We will always strengthen and foster fruitful co-operation with our customers by considering and respecting their views and advice.

### **5.1 Auditing of Minerals Production and Trading Activities**

- i. We will continuously monitor and audit production and trading activities of minerals undertaken by mining entities and keep its records.

- ii. We will conduct audit on capital investment and operating expenditure of the mining entities and distribute audit reports to the responsible Government bodies within two month after audit.
- iii. We will monitor and audit environmental management activities and disburse reports on the audited mine within one month after audit.
- iv. We will accomplish minerals samples analysis and deliver results within one week from the date of samples arrival at TMAA Laboratory.

## **5.2 TMAA Reports**

TMAA will distribute reports regarding performance, auditing of minerals production and export, royalty and taxes, environmental management, minerals indicative prices, and quantity and value of minerals produced and sold. The following information will be distributed to the responsible client:

### **A. TMAA Operations**

The Agency will distribute operations reports:

- i. Monthly.
- ii. Quarterly.
- iii. Annually.
- iv. As may be required.

### **B. Auditing of Minerals Production and Export**

We will produce monthly reports on auditing of minerals production and trading; and where necessary.

### **C. Royalty and Tax**

- i. We will produce reports on audit of capital investment and operating expenditure two month after audit.



- ii. We will produce reports on payable royalty of the produced and exported minerals every month; and whenever needed.

**D. Implementation of Environmental Management Plans (EMP)**

We will produce and distribute annual reports to relevant clients on monitoring and auditing of environmental management, environmental budget and expenditure during the life of mine and after closer.

**E. Local minerals indicative prices**

We will publish on local News Papers and TMAA website minerals indicative prices for selected minerals produced and traded in the country on weekly basis.

**F. Quantity, Value and Quality of Minerals Produced in the Country**

- i. We will produce and distribute to relevant clients statistics on quantity, quality and values of minerals produced on monthly basis; or as needed.
- ii. We will distribute to relevant clients, monthly production and sales statistics and whenever needed.

**5.3 Technical Advice**

We will provide technical advice related to policy, rules and laws regarding monitoring and auditing of minerals production and export when needed.

**5.4 Research in line with TMAA's functions**

We will conduct research in line with TMAA's functions where pertinent.

**5.5 Staff Capacity Building**

- i. We will prepare Staff Annual Training Program every year while considering available needs and priorities.

- ii. We will build staff operational and technical capacity annually with regards to the official Training Program available.
- iii. We will recruit new staff where needs arise.

## **5.6 Improving Work Environment**

We will procure service and renovate equipments and machinery annually with respect to TMAA Procurement Plan and availability of fund.

## **5.7 Accounting and Financial Services**

- i. We will effect payments to TMAA employees and service providers within three days after receiving authentic claims.
- ii. We will effect staff salary payments before the month end and subject to disbursement of funds from Treasury.
- iii. We will prepare financial reports and submit to the responsible Government bodies in accordance with applicable laws and regulations.
- iv. We will release Tender Documents one day after being publicized.
- v. We will announce the results of Tender applications within 35 days from opening of the Tender.

## **5.8 Staff Involvement**

We will conduct:

- i. management meetings twice a week;
- ii. departmental meetings once a week;
- iii. TMAA staff meeting twice a year; and
- iv. Worker's Council twice a year.

## **5.9 Health Services**

- i. We will deliver Health Insurance Registration Forms to the responsible institutions in two days after receiving the application form from TMAA Staff.

- ii. We will facilitate travel arrangement for TMAA employees who have been transferred to Referral hospital in the country.

### **5.10 Communication**

- i. **Phone:** We will receive and answer official calls timely.
- ii. **Letter:** We will acknowledge receipt of official letter within three working days.
- iii. We will respond to the official letter inquiry within seven working days, or as stipulated in the respective letter.

## **6.0 TMAA RESPONSIBILITY TO THE CLIENT**

In delivering services to our clients, we ought to:

- i. care and respect customer;
- ii. keep and maintain client's privacy and confidentiality;
- iii. disseminate correct information using simple language;
- iv. offer services with regards to equality and transparency and without discrimination;
- v. work on complaints and to give feedback;
- vi. give services with regards to accepted standards;
- vii. continue improving our standard of service delivery;
- viii. participate with other stakeholders in improving our service delivery;  
and
- ix. receive and work on customer complaints.

## **7.0 CUSTOMER RIGHT AND RESPONSIBILITY**

This Client Service Charter gives the right and responsibility to the customer as follows:

### **7.1 Customer Right**

- i. To seek and obtain relevant information.
- ii. To comment on quality of services.
- iii. Privacy and confidentiality.
- iv. To get service without prejudice.
- v. To be respected.
- vi. To lodge comments, complaints and appeal if dissatisfied with quality of service offered by TMAA.
- vii. To be heard.
- viii. To be informed on TMAA activities.

### **7.2 Customer Responsibility**

- i. To adhere to operating procedure set by TMAA.
- ii. To deliver complete information needed by TMAA precisely and timely.
- iii. To adhere to country's laws, regulations and procedures.
- iv. To understand and appreciate roles and functions of TMAA.
- v. To respect and honor TMAA Staff.
- vi. To attend scheduled meetings and adhere to appointments.
- vii. To participate as required while adhering to the TMAA principles.

## **8.0 FEEDBACK REGARDING OUR SERVICES**

Your comments regarding our services are vital to us. We invite comments, opinion, advice, appreciation and we acknowledge constructive criticism for the purpose of improving our services for the benefit of the Nation. You may wish to give us feedback via letters through our mail box, e-mail, fax, telephone, website, or by visiting our offices. We will consider and work on complaints, advice and opinion

promptly after receiving them. We always believe that, customer is potential for National Development.

## **9.0 HOW TO CONTACT US**

All correspondence should be addressed to the Chief Executive Officer. Our offices are open for business with clients and stakeholders during the following times: 07:30 – 15:30 hours, Monday to Friday except on public holidays.

Addresses: HQ

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