



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF ENERGY
PETROLEUM BULK PROCUREMENT AGENCY
(PBPA)



CLIENT SERVICE CHARTER



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PREFACE

The Petroleum Bulk Procurement Agency (PBPA) is an Executive Agency under the Ministry of Energy established by the Executive Agencies (Petroleum Bulk Procurement Agency) (Establishment) Order, Government Notice No. 423 of 2015. The Agency is mandated to coordinate and oversee the procurement of petroleum products through the Bulk Procurement System to ensure a reliable, secure, sustainable, transparent and cost-effective supply of petroleum products in the country.

This Client Service Charter informs clients about the services provided by PBPA and the service standards in terms of service delivery timelines. It also outlines the rights and responsibilities of clients and provides channels for submitting complaints, feedback, and suggestions to support continuous service improvement.

To support the achievement of the above PBPA mandate, the Agency has developed this Charter. PBPA reaffirms its commitment to delivering timely, transparent, efficient, and customer-focused services; strengthening accountability and professionalism; enhancing client satisfaction; and continuously improving institutional performance in accordance with applicable laws and policies.

The Agency will establish a mechanism for monitoring the implementation of this Charter and assess its effectiveness. I am confident that the Charter will strengthen and promote accountability, improve customer satisfaction, and continue the delivery of high-quality services. I encourage you to read, understand, and make effective use of this Charter to benefit from the services outlined herein. The Charter will also support the Agency in continuously improving service delivery and strengthening relationships with stakeholders for the benefit of the Agency and the nation.

Erasto M. Simon
EXECUTIVE DIRECTOR



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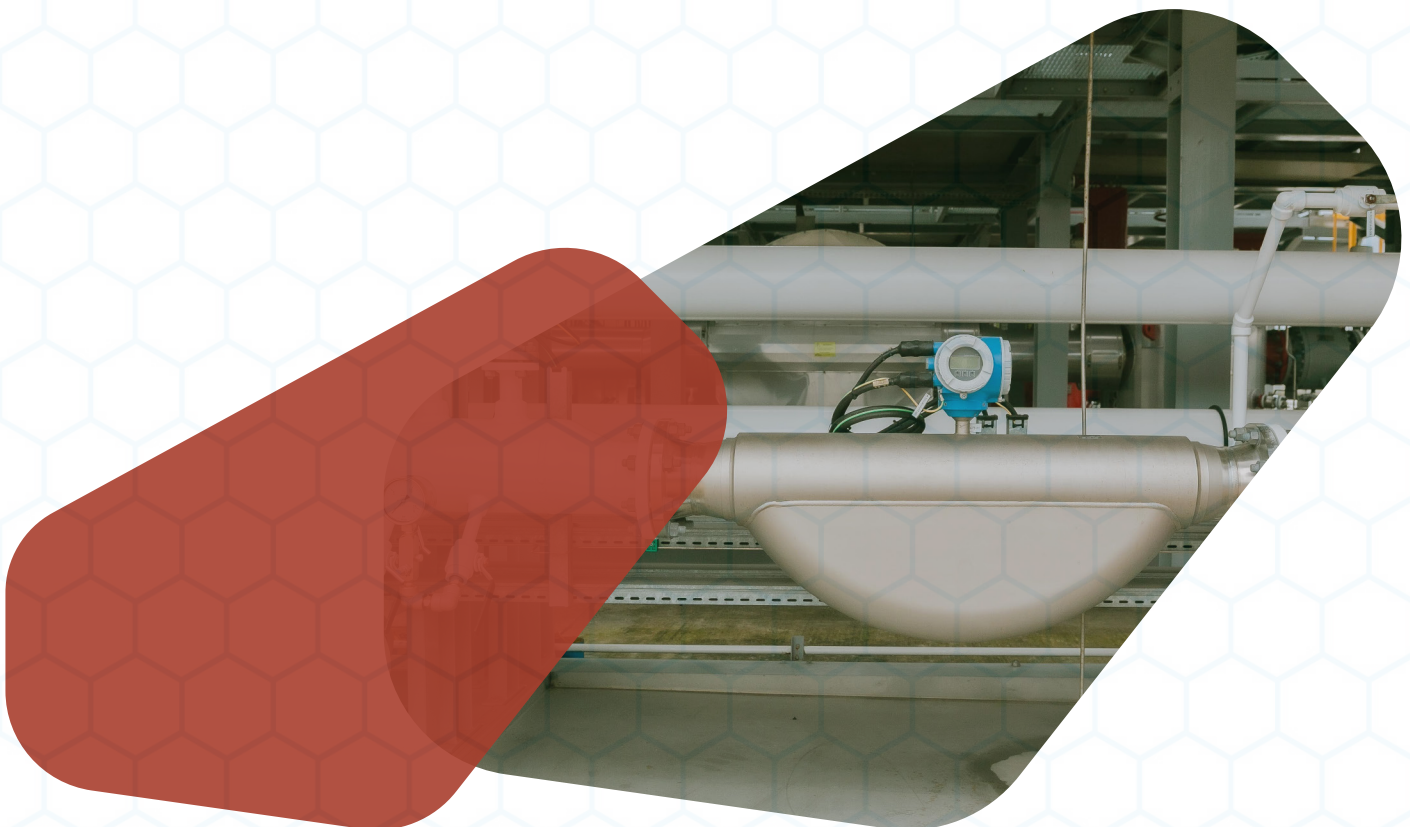
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1.0

Introduction

The Petroleum Bulk Procurement Agency (PBPA) is an Executive Agency under the Ministry of Energy established by the Executive Agencies Establishment Order, announced through Government Notice No. 423 of 2015. The Agency is mandated to ensure a reliable, secure, sustainable, transparent, and cost-effective supply of petroleum products in the country through the Bulk Procurement System. To support the effective implementation of its mandate, the Agency has prepared this Charter to inform clients and stakeholders about the services it provides, the service standards it is committed to and the channels available for submitting feedback, complaints, compliments, and suggestions.

This Charter demonstrates the Agency's commitment to transparency, accountability, professionalism, and customer-focused service delivery. It also outlines clients' rights and responsibilities and serves as a tool for measuring and continuously improving the quality, efficiency, and responsiveness of the Agency's services.



2.0

Vision, Mission and Core Values



2.1

Vision

"An efficient and effective model institution in coordinating bulk procurement and delivery of quality petroleum products at national and regional levels".



2.2

Mission

"To provide quality and cost-effective petroleum products through coordination and management of the Bulk Procurement System to ensure reliability and security of supply and contribute to the sustainable national socio-economic development".



2.3 Core Values

01 Transparency

We conduct the Agency's functions without prejudice, with respect for the interests of all stakeholders in a fair and open manner.

02 Integrity

We uphold honesty, responsibility, accountability, respect, and take customers' opinions and requisites positively.

03 Teamwork and Collaboration

We work collaboratively, develop and maintain productive working relationships based on mutual respect.

04 Efficiency and Effectiveness

We are committed to providing better and value-added services to our clients.

05 Customer Focused

We are responsible for both internal and external customers' satisfaction and promise to deliver ever-increasing value in the market we serve.

06 Safety

We prioritize the safety and well-being of our clients, assets, and the environment by adhering to safety standards and fostering a culture of risk awareness and prevention.

07 Community Orientation

We work collaboratively with communities, promote social responsibility, and deliver services that support sustainable development, community welfare, and national interests.

08 Accountability

We are responsible, transparent, and answerable for every action that we take in ensuring reliable service delivery and prudent use of resources.

09 Results Driven

We are committed to achieving measurable results through timely, efficient, and quality service delivery while remaining accountable for our performance.

3.0

Purpose of the Charter

This Client Service Charter intends to enable PBPA's clients and stakeholders to understand the services rendered, the standards of service quality, the Agency's obligations to its clients, and the rights and responsibilities of its clients.

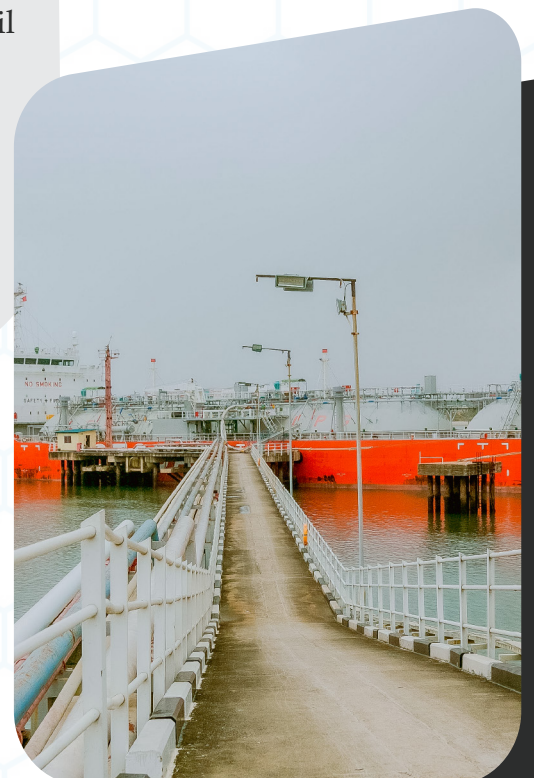
The Charter is designed to motivate our staff to deliver high-quality services and to demonstrate our commitment to meeting our clients' expectations. It also outlines the channels through which clients can submit feedback on the services they have received.

4.0

Our Stakeholders

■ The following are our stakeholders: -

- Ministries, Departments and Agencies;
- Office of Treasury Registrar;
- Pre-qualified Suppliers;
- Oil Marketing Companies (OMCs) and Liquefied Petroleum Gas Marketing Companies (LMCs);
- Energy and Water Utilities Regulatory Authority (EWURA);
- Tanzania Ports Authority (TPA);
- Terminal Operators;
- Shipping Agencies;
- Independent Inspectors;
- Tanzania Shipping Agencies Corporation (TASAC)
- Tanzania Revenue Authority (TRA);
- Tanzania Bureau of Standards (TBS);
- Weights and Measures Agency (WMA);
- National Environment Management Council (NEMC);
- Financial Institutions;
- Professional Bodies ;
- Academic and Research Institutions;
- Mass Media;
- General Public and Communities; and
- Suppliers of Goods and services.



5.0 Our Services

■ We provide the following services to our clients: -

- i. Registration and renewal of OMCs and LMCs;
- ii. Pre-qualification and validation of suppliers;
- iii. Collect and receive orders of petroleum products;
- iv. Issue compensation for landed cost to OMCs upon collection;
- v. Provide Information on the BPS;
- vi. Floating of BPS tenders;
- vii. Issue Notice of Award to the lowest responsive evaluated bidder;
- viii. Inspection of receiving infrastructure;
- ix. Confirmation of OMC's importation to financial institutions;
- x. Issuing of Outturn reports upon vessel discharge completion;
- xi. Resolve customer complaints regarding discharge operations; and
- xii. Create awareness on BPS.



6.0

Our Service Standards

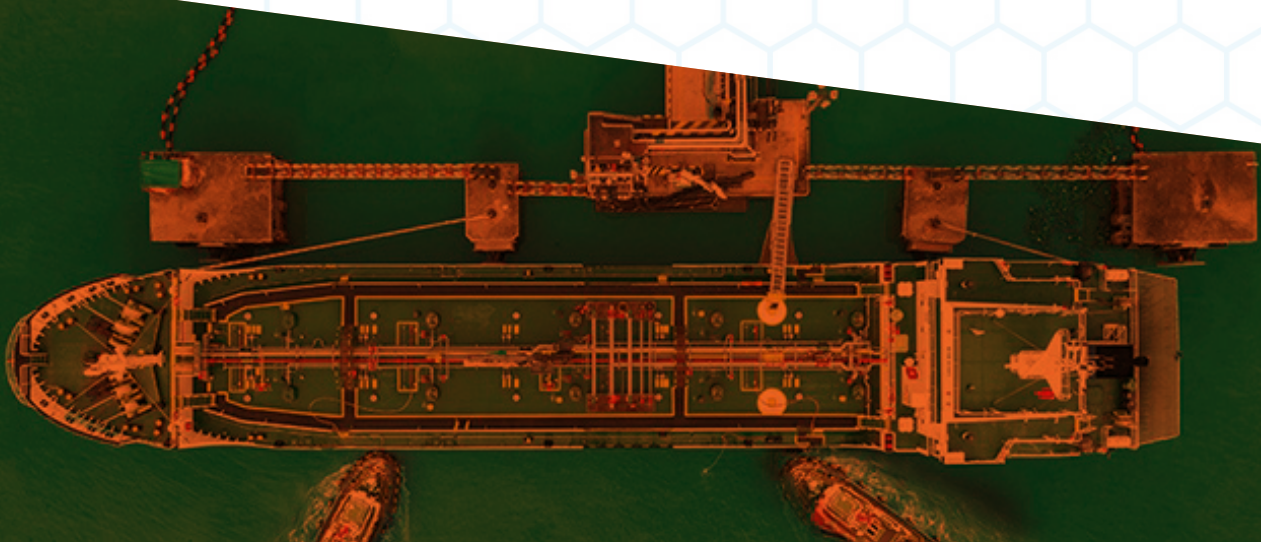
 The following are our service standards: -

SERVICE CLUSTER	SERVICE	TIMEFRAME STANDARD
Pre-qualification and validation of Suppliers	Pre-qualify suppliers	Before or on 15 th November of every year of pre-qualification
	Validation of pre-qualified suppliers	Before or on 15 th November of every year of validation
Collect and receive orders of petroleum products	Import petroleum products for transit (landlocked countries)	Within the first 10 days of the month
Floating of BPS tenders	Issue tender document to suppliers	Within 24hrs after payment confirmation to the respective bank account
	Issue Notice of Award to the lowest responsive evaluated bidder	Within 24 hours after tender opening date
	Issue shipping and supply contract	Within 3 days after receipt of performance bond
Other Services	Registration and renewal of OMCs and LMCs	Three (3) working days after receiving registration fees and signing the importation contract
	Confirmation of OMCs importation to financial institutions	Within 24 hours after receiving the confirmation request
	Inspection of receiving infrastructure	Within 3 working days after receiving the terminal inspection request
	Issuing of Outturn report upon vessel discharge completion	Within 5 days after completion of vessel discharge
	Provide final landed cost to OMCs	Within 24 hours after finalization of computation
	Compensation of landed cost to OMCs	Within 20 days after collection of landed cost for a specific month
	Provide Information on BPS	Within 24hours and information requiring in-depth analysis with in 5 working days after receiving the request
	Resolve customer complaints/issues regarding discharge operations	Within 24 hours after lodging the complaint
	Create awareness on BPS process	Immediately upon receiving the request

7.0

Our Responsibility to Clients

- i. Ensure petroleum products are diligently discharged and received from delivery vessels;
- ii. Supervise operational activities related to discharge and receipt of petroleum products;
- iii. Provide timely and accurate information;
- iv. Treat client information with confidentiality;
- v. Treat client with courtesy and respect;
- vi. Collect and remit funds on behalf of our stakeholders on a timely basis;
- vii. Provide services fairly and without bias to all our stakeholders;
- viii. Comply with Laws and Regulations governing the Bulk Procurement System;
- ix. Respond to inquiries, requests and complaints;
- x. Cooperate with stakeholders; and
- xi. Adhere to the public service code of ethics and conduct.



8.0

Clients' Rights and Obligations

8.1 Client's Rights

Our client deserves the following rights: -

- i. Participate in operational meetings;
- ii. Be heard and treated fairly;
- iii. Provide feedback on services rendered;
- iv. Receive appropriate information concerning the Bulk Procurement System;
- v. Receive quality service; and
- vi. Appeal to the respective Authorities.

8.2 Clients Obligations

Our client has the following obligations: -

- i. Comply with directives issued by the Agency;
- ii. Provide accurate information on time;
- iii. Meet financial commitments in a timely manner;
- iv. Adhere to the Bulk Procurement System Manual and Regulations;
- v. Respect confidentiality requirements where applicable;
- vi. Use our services responsibly;
- vii. Attend meetings and appointments on time;
- viii. Provide feedback on services rendered;
- ix. Protect PBPA infrastructure; and
- x. Treat PBPA staff with courtesy and respect.

9.0 Service Delivery Feedback and Communication Channels

9.1

Service Delivery Feedback

We welcome your feedback to help us improve our services. Your feedback will be treated with confidentiality and used solely for its intended purpose. Please share your comments, suggestions, compliments, or complaints by letter, email, e-Mrejesho, telephone, social media channels, the website, visiting our offices, or any other appropriate communication channel.

9.2

Communication Channels

9.2.1 Office Location

Our headquarters office is located at Tanzania Ports Authority, One Stop Center Building, 11th Floor, Sokoine Drive, Plot No. ½

9.2.2 Contacts Information

Website: www.pbpa.go.tz
E - mail: info@pbpa.go.tz
Tel: +255222129009
P.O. Box 2634, Dar es Salaam
Instagram: [pbpa_tanzania](https://www.instagram.com/pbpa_tanzania)
X: [@PbpaTanzania](https://twitter.com/PbpaTanzania)
Facebook: [PbpaTanzania](https://www.facebook.com/PbpaTanzania)

9.2.3 Working Hours

Our office will be open Monday to Friday, 0800hrs to 1700hrs, except on weekends and public holidays.

10.0

The Review of the Charter

To ensure that this Client Service Charter remains responsive to the evolving needs and expectations of our clients, it will be reviewed every three years or whenever necessary.



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