



CLIENT SERVICE CHARTER



TANZANIA ATOMIC ENERGY COMMISSION

PRESIDENT'S STATEMENT

"The Mission of the government to create the Tanzania Atomic Energy Commission is to control and safeguard the use of radiations as well as to promote the peaceful use of nuclear technology for sustainable economic development of our country".

~ Dr. Jakaya Mrisho Kikwete.

The President of the United Republic of Tanzania in his speech on 15th August, 2009, during the inauguration of the new Head Quarters for Tanzania Atomic Energy Commission in Njiro area, Arusha, Tanzania.

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"Nuclear Technology for Sustainable National Development"

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Professor Keto E. Mshigeni
Board Chairman

The Tanzania Atomic Energy Commission (TAEC) was established under the Atomic Energy Act No. 7 of 2003 of the United Republic of Tanzania to provide for its functions in relation to the control of the uses of ionizing and non-ionizing radiation sources and the promotion of safe and peaceful applications of atomic energy and nuclear technology.

TAEC shall seek to regulate the safe and peaceful use of atomic energy, promote and expand the contribution of atomic energy and nuclear technology to health and prosperity throughout the United Republic of Tanzania.

This Clients Service Charter has been prepared in response to the Government's requirement that all government bodies that provide services to the public should develop individual service charters. The charter has been structured to give information to the public on Commission activities, responsibilities and the commitments of its staff to provide the Tanzanian community with quality services of the highest standard that modern nuclear science and technology and available resources will permit. The TAEC, has recognized the potential benefits of using service charters to achieve a more customer-focused approach throughout the public service. We understand that to be effective and successful, this charter has to be a living document which is a product of the embodiment of the good working relationships that we endeavour to maintain with all of our clients, suppliers and staff.

This Service Charter and has been developed by TAEC staff and Management, through consultations with a wide cross-section of stakeholders who use our services. We in the Commission, wish to make sure that the services we provide are what our clients need; and that they are underpinned by our guiding principle and core values that are rooted in integrity, accountability and transparency.

We commit ourselves to reporting annually to our clients and stakeholders on the performance benchmarks as set out in this charter. The monitoring and evaluation systems that has been developed will be the supporting instrument for this process. We believe that, the concept and implementation of this service charter will be a strong force in improving the quality of our service delivery. We therefore invite our stakeholders to use the suggested mechanism to enter into a constructive dialogue with TAEC in order to improve and review the quality of services we deliver.

Thank you for continuing your cooperation with TAEC

ORGANIZATION PROFILE

Tanzania Atomic Energy Commission (TAEC) is governed by the Commission Board which is also entrusted to regulate the safe and peaceful use of atomic energy, promoting and expanding the use of atomic energy and nuclear technology.

The TAEC Board works within the legal framework provided by the Atomic Energy Act No. 7 of 2003 and reports to the Minister for Communications, Science and Technology.

The powers and duties of the Board include:

- Approve guidelines for the Commission to conduct technical assistance training and promotional support in order to achieve the vision of safe and peaceful use of atomic energy in Tanzania;
- Approve criteria for eligibility of projects which will be given highest priority from the Commission's fund;
- Approve and set terms and conditions which will enable the Commission to monitor and regulate efficiently the safe use of atomic energy and promotion of nuclear technology in the country;
- Primarily oversee, monitor, regulate and supervise the implementation by the secretariat of the functions prescribed under section 6 of the Atomic Energy Act No. 7 of 2003;
- Manage, control and approve all financial reports of the Commission and for that purpose be answerable to the Minister, subject to subsection (3) of the Atomic Energy Act No. 7 of 2003;
- Approve a detailed annual budget of the amounts respectively either expected to be received or expected to be disbursed by the Commission during the financial year. It may also meet and pass a supplementary budget detailing the disbursements at any time as may be required;
- Appoint any firm as required to audit the Commission in respect of that financial year;
- Exercise powers to impose fines to any person or body of persons when it is satisfied that the person or body of persons has actually contravened the provisions of the Act;
- Approve different reports of the Commission regarding performance and implementation of various responsibilities.

Vision Statement

TAEC envisions to becoming “A center of excellence in regulating and promoting peaceful applications of nuclear science and technology in Africa and the world”

Mission Statement

The Mission of the Commission is, “To promote safe and peaceful applications of nuclear science and technology for sustainable social-economic development and regulate the use of radiation technologies in order to protect the public, workers and the environment from harmful effects from both ionizing and non-ionizing radiations”.

TAEC Motto

Atoms for peace

Objectives

The overall objective of TAEC is to control the use of ionizing and non-ionizing radiation sources and the promotion of safe and peaceful uses of atomic energy and nuclear technology in Tanzania. The Commission also regulates the safe and peaceful use of atomic energy, promote and expand the contribution of atomic energy and nuclear technology to health and prosperity throughout the United Republic of Tanzania.

TAEC Management Team

The Director General is the Chief Executive Officer of the Commission and is responsible for day-to-day operations of the Commission. The Director General also serves as the Secretary to the Commission's Board. The Director General is assisted by three directors namely The Director for Radiation Control, The Director for Nuclear Technology and The Director for Finance and Administration.

CORE VALUES

In pursuit of its vision through the commission, TAEC and staff at all ranks will be guided and obliged to the following core values:-

Pursuit of excellence , professional and ethical standards in service provision and all other undertakings

We will strive to attain the highest professional and ethical performance standards in performing our duties, and have regard to special obligations that the official positions impose on us.

Integrity

We will conduct ourselves with integrity, honesty and objectivity in performing our duties and shall not, either individually or in conjunction with any other person, solicit, accept, obtain or attempt to obtain any advantage or favour as an inducement to do or not to do, or for having done or not having done anything in relation to the functions of the Commission or the Government.

Accountability and Honest

We will uphold sense of accountability for all our undertakings through formal lines of authority, being responsible, observing and maintaining high standards of ethical behavior and the rule of law.

Impartiality in Service

We will not allow individual views on political, religion and gender affairs or any other situations to influence the performance of our duties or those of others.

Courtesy

We will undertake our responsibilities in good manners meanwhile showing high level of consideration on our engagement with clients/customers.

Business Spirit with Cost Consciousness

We will advocate economic, efficient and effective use of public resources entrusted to us so that appropriate value is derived upon their usage.

Diligence on Duty

We will value our work through devoting to serve the customers on time.

Equal Opportunity

We will provide equal opportunities in our dealings to all special groups in the Commission and community without impairing the required level of professionalism.

CORE SERVICES

The Commission's core services among other things as provided in the Medium Term Strategic Plan include:

Regulatory Control

The Commission is responsible for control of radiation sources through notification and authorization by registration and licensing for the possession, importation, exportation, use, modification, transfer, disposal of radiation devices, radioactive materials and related installations. The Commission is also responsible to carry out regulatory inspection to verify compliance with regulatory requirements for safe use of atomic energy and nuclear technology; and to make enforcement action such as closure of services and prosecution for non-compliance with regulatory requirement. There are about 631 registered ionizing radiation facility in the country. The Commission is responsible to supervise, monitor and advice on possible hazards due to non-ionizing radiation and take remedial measures.

Radiation Surveillance and Safety Assessment.

The Commission runs a national laboratory for calibration of dose measurements and dosimetry equipment. About 1300 radiation workers in hospitals, industries and research establishments are monitored every three month. Governmental and non-governmental institutions are provided with the calibration of their dose measurements systems and dosimetric equipment. Reference sources traceable to the standard calibration laboratories supplied by the International Atomic Energy Agency (IAEA) and use them to calibrate and standardize dose measurements

Radioactive Waste Management.

The Commission maintains an inventory of all radiation emitting devices and radioactive materials use for different purposes in the country. TAEC will devise a program of conditioning and disposing of these spent radiation sources in accordance with the IAEA guidelines on radioactive waste management. All kinds of radioactive waste generated from nuclear activities such as isotopes tracers, industrial sources, activation analysis, radiobiology, etc. are strictly managed in accordance with international standards and national regulations. The disposal of spent radiation sources is a logical endpoint for unwanted radioactive materials that has been used to benefit mankind in a variety of ways. The risk and costs associated with the safe disposal of sealed radioactive

sources is weighed up against the great benefits obtained through their long time use.

Scientific Information

The Commission maintains a library which is equipped with a variety of documentation on nuclear physics, Radiation Protection, Nuclear medicine; Isotope hydrology applications, food irradiation, nuclear energy/safety and other related to nuclear technology matters.

Promotion and Co-ordination of Nuclear Technology

The Commission is responsible for the co-ordination and regular monitoring of the implementation of IAEA assisted national projects utilizing nuclear techniques in research, industry and medical. In addition, the Commission is responsible for liaison with the IAEA on other possible areas where nuclear technology could be applied for the country's development. The Commission is also involved in the co-ordination of regional projects implemented under the African Regional Co-operative Agreement for research, development and training related to nuclear technology (AFRA). With regards to this service, the Commission submits and defends requests from clients for Technical Assistance.

Environmental Radiation Monitoring and Radioactivity analysis

Regular monitoring of radioactivity in imported foodstuffs is being carried out to ensure that it is free of radioactive contamination and therefore safe for human consumption. Environmental monitoring activities include measurements of radioactivity in mineral ores associated with natural occurring radioactive materials, coal, phosphates, fertilizer, building materials and other environmental materials. Clients giving samples will be issued with Radioactivity Analysis Certificates. TAEC case provide analytical services on characterization of mineral potential, environmental pollution plus other studies in material sciences using X-ray Fluorescence and X-ray diffraction techniques at very high precision and minimum costs.

Nuclear Instrumentation Maintenance (NIM)

The Commission has a laboratory whose main objective is to provide and co-ordinate country wide services and training in quality control and maintenance

CORE SERVICES

of nuclear and related equipment. The long term impact of the division is to strengthen the national capability in nuclear instrumentation maintenance. Some of the major services provided by the laboratory upon request include; Repair and maintenance of diagnostic x-ray machines, scientific equipment as well as nuclear and related equipment used in research, industry and medicine. The laboratory can also provide consultancy service and service contracts on maintenance and installation of electronic equipment.

Consultancies

On request, the Commission can provide consultancies to clients and stakeholders on all matters pertaining to safe use of Nuclear Science and Technology.

Research

The Commission conduct various researches and studies in the application of nuclear technology in the country as well as radiation safety, environmental monitoring and radiation dose assessment and management.

STANDARDS OF SERVICE DELIVERY

Relationship with our clients

The Commission is committed to establish and maintain good working relationship with our clients through clear understanding of our mutual expectations, rights and responsibilities, and we have set out what we consider to be clients rights and responsibilities. On the TAEC part we promise to maintain the highest service standards in the respect:-

- We will always endeavor to provide consistent, accurate and impartial technical advise and support to facilitate safe use of nuclear technology in the country.
- We will maintain our staff to be friendly, helpful, respectful, action orientated and sensitive to the clients individual needs.
- We will provide our stakeholders with necessary information to enable them to participate effectively to facilitate our goals of maintaining safe use of nuclear technology in the country.

Quality of Service Provided

We will continually work to improve the quality of our services:-

- We will ensure that all letters, reports and publications and other information are as clear as possible and can be easily understood;
- We will monitor the accuracy of advice, information and financial report offered.
- We will strive to ensure that our services match our clients needs and circumstances;
- We will maintain our service standards in line with the international best practices, clients needs and appropriate technology;
- We will deal with letters, emails and phone messages as quickly as possible and always within 7 working days from the date of receipt;
- We will ensure that all appointments are promptly dealt with. For those clients with appointment, we will attend them ten minutes (10) of their arrival. For those without appointment, we will attend them twenty minutes (20) of their arrival while doing our best to avoid any inconveniences;
- We will respond to outside calls and vice versa within three minutes (3).
- We guarantee to respond in acknowledgement of all complaints within seven (7) working days of receipt.

COMMITMENTS

Timeline of Core Service Delivery

We will pursue opportunities for continuous services improvement in the following areas:

● Process license application forms	14 working days
● Analyze and process food sample radioactivity analysis certificates	3 working days
● Respond to requests for Inspections	7 working days
● Respond to a radiological emergency	1 working day
● Radiation safety inspection report	30 working days
● Reply to clients letters, faxes and e-mails	5 working days
● Respond for nuclear instrumentation services	8 working days
● Analysis of mineral ore using X-ray Fluorescence techniques	2 working days
● Calibration of radiation monitoring instruments	5 working days

Commitments

We will:

- Be fair, impartial and unbiased in provision of services;
- Deal with our customers in courteous and professional way;
- Employ people who are full trained and qualified for the execution of TAEC roles and responsibilities;
- Respond to enquiries and complaints in accurate and prompt manner;
- Treat information confidentially. Personal details are only available with clients specific permission or when there is legal requirement to do so;
- Ensure our services are accessible by offering several service options;
- Listen to feedback from customers and stakeholders to continue improving our services.

CLIENTS AND STAKEHOLDERS RIGHTS

We recognize our clients and stakeholders and outline with confidence our pledges to provide them excellent services. In addition to the right to high standards of service delivery, we consider that clients also have the following rights, to;

- Review and appeal;
- Lodge a complaint;
- Privacy and confidentiality;

See information about themselves subject to prescribed procedures; and

Access services, facilities and information in a manner which meets their needs particularly the special needs of the disabled or otherwise disadvantaged

RESPONSIBILITIES AND OBLIGATIONS

We believe that, clients have certain responsibility and codes of conduct to abide by in order to help us deliver excellent services and to ensure a strong working relationship. To help us achieve that, we expect our clients and stakeholders to;

- Treat our staff with courtesy and respect
- Desist from offering gifts, favors or inducements to our staff or soliciting the same comply with all regulatory requirements for the safe use of atomic energy.
- respond to requests for information by Commission accurately, thoroughly and in a timely manner.
- abide by and comply with any legal requirements and other obligations that they must meet in order to be eligible for registration and licensing.

FEEDBACK AND COMPLAINTS

We welcome constructive criticism and feedback about services delivered as well as appreciations and suggestions. By giving us feedback related to our service, you can help us meet our service commitments. You can give this feedback by post, email, verbal conversation, telephone or fax. All complaints and suggestions will be taken seriously and dealt with as quickly as possible.

Our Address are as indicated hereunder:

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Business Hours

Our offices are open for business during the following hours:

08.00am—04.00pm except weekends and public holidays.

Records of Complaints

Complaints, compliments and suggestions will be recorded and used for our internal monitoring and evaluation process and annual self-assessment. The records will also help in the process of benchmarking by the senior management. They will also be used to help improve our service standards.

FEEDBACK AND COMPLAINTS

External Dispute Handling and Appeal Mechanisms

Our internal complaints handling systems does not prevent clients from using the external dispute handling and appeal mechanisms or in any way weaken their right of appeal to proper bodies as provided under the law.

MAINTAINING AND REVIEWING THIS CHARTER

This charter is intended to be a living document that should continue to be relevant to our clients and stakeholders. It will, however, be reviewed periodically taking into consideration the following;

- Feedback from and consultations with our clients and stakeholders
- Changes in the organizational structure
- Changes in clients profile, needs and priorities
- Changes in our service delivery mechanisms

Reporting Actual Performance against Performance Standards

We will be accountable and report annually to our clients and stakeholders. In addition, we will regularly monitor the level of our clients' awareness of the charter. Data and information obtained will inform the process of annual self-assessment benchmarking by our senior management. Specifically will;

- Publish performance against our charter commitments in our performance review reports and in the annual report.
- Provide financial performance information annually to the National Audit Office in respect to their performance requirements for Performance Auditing and Value for Money surveys of the public service
- Publish a summary with reference to complaints data, and TAEC general response to complaints in the annual report.

CORE SERVICES



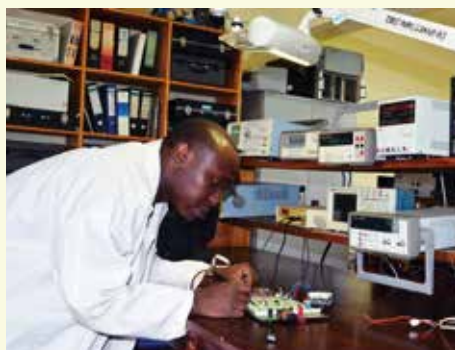
Survey Meter Calibration at Secondary Standard Dosimetry Laboratory (SSDL)



Food Radioactivity Analysis at Food and Environmental Monitoring Laboratory



Determination of elemental composition in environmental samples at XRF Laboratory



Nuclear Instrumentation Maintenance (NIM).



The Central Radio Waste Management Facility (CRWMF) in Arusha



Dose reading on Thermoluminescent Dosimeter at Dosimetry Laboratory