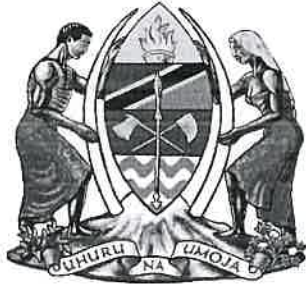


THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF ENERGY



PETROLEUM UPSTREAM REGULATORY AUTHORITY (PURA)

CLIENT SERVICE CHARTER

JANUARY, 2024

**PERMANENT SECRETARY
PRESIDENT'S OFFICE
PUBLIC SERVICE MANAGEMENT
P.O.Box 670
DODOMA**

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PREFACE

The Petroleum Upstream Regulatory Authority (PURA), was established under Section 11 of the Petroleum Act, 2015 (Act No. 21 of 2015) with the mandate to regulate and monitor petroleum upstream operations and LNG activities in the Mainland Tanzania and providing advisory services to the Government and the Minister responsible for petroleum affairs.

It is my earnest pleasure to present the first edition of the Petroleum Upstream Regulatory Authority (PURA) Client Service Charter to you, our esteemed clients and the general public.

This Charter is a social contract between PURA and its stakeholders, spelling out the services offered and standards that stakeholders should expect. The Charter has been developed based on the guidelines issued by the President's Office Public Service Management and Good Governance on the preparation of Client Service Charters for government Institutions. The Charter has also been prepared in consultation with our clients, PURA staff and other key stakeholders.

I would like to call on our stakeholders to read this Charter and notify us in case our services do not live up to your expectations as per the contract. On behalf of the Management and staff of PURA, I commit to allocate sufficient resources including human and financial resources to offer services that match up to your expectations. Your feedback in form of suggestions, complaints and compliments, if any, will be highly appreciated as will indeed help us to gauge our performance in service delivery and keep us focused to our clients' needs and expectations.

PURA staff are responsible for delivering quality services at all times. I, therefore, urge them to use this Charter to ensure that the services offered meet clients' expectations

.....
Charles Sangweni
DIRECTOR GENERAL

1. VISION, MISSION AND CORE VALUES

1.1 Vision

Upstream Regulator ensuring a sustained petroleum driven economy”.

1.2 Mission

To regulate, monitor and promote upstream petroleum operations through enforcement of legal and regulatory requirements for the greater economic good of Tanzania”.

1.3 Core Values

We always embrace and institutionalize values that guarantee customer satisfaction. We are expected to be committed to upholding the following values to define our character and personal attributes:

i. Professionalism

PURA staff shall maintain high level of professional standards and strive for best results in dealing with our stakeholders by using relevant guiding documents.

ii. Accountability

PURA staff shall conduct their duties in a manner that shows readiness to take full responsibility for their actions

iii. Transparency

PURA staff shall conduct all undertakings with openness and conscientiousness. and will be in the interests of all stakeholders

iv. Innovation

PURA staff shall strive to set trends and promote creativity by challenging norms for continuous improvement.

v. Integrity

PURA staff will be open and honest in all their dealings, maintaining the highest level of integrity at all times;

2. PURPOSE OF THE CLIENT'S SERVICE CHARTER

The purpose of this Client Service Charter is to create awareness among our clients and stakeholders on the Authority's commitment with regard to the standards of service delivery. Furthermore, the Charter aims to inform our clients and stakeholders about the services we offer, how we offer our services, the rights and responsibilities of our clients, how we provide feedback to customers as well as how to respond to any raised complaint pertaining to our services. In addition, the Charter aims to strengthen relationships between the Authority and its clients through exchange of information about the services offered.

3. OUR CLIENTS

- i. International Energy Companies
- ii. Ministries and Government Institutions
- iii. Service providers and suppliers in the oil and gas sub-sector
- iv. Multi-client Geophysical Companies
- v. National Oil Company
- vi. Regional and Local Government Authorities
- vii. Non-Governmental and Civil Society Organizations
- viii. Academic and Research Institutions
- ix. Communities within and around petroleum upstream project areas
- x. Media
- xi. General public

4. OUR SERVICES

PURA offers the following services:

- i. Advice to the Government on all matters pertaining to upstream petroleum operations;
- ii. Petroleum Data and Information;
- iii. Verification of Petroleum Information;
- iv. Registration in Common Qualification System;
- v. Issuance of sectorial recommendation letter;
- vi. Review and approval of the local content plan; and

- vii. Other Services.

5. SERVICE STANDARDS

PURA will render services to its clients in accordance with the following standards: -

5.1 Advice to the Government on all matters pertaining to upstream petroleum operations

- i. We will provide advice on application of exploration license within forty (40) working days from the date when the advisory request was received.
- ii. We will provide advice on the suspension or cancellation of exploration/development licenses within thirty (30) working days from the date when the advisory request was received.
- iii. We will provide advice on development license application within thirty (30) working days from the date when the advisory request was received.
- iv. We will provide advice on the applications to renew development license within twenty-one (21) working days from the date when the advisory request was received.
- v. We will provide advice on the application for first and second extension period of the exploration license within twenty (25) working days from the date when the advisory request was received.
- vi. We will provide advice on Unit Development Plan within thirty (30) working days from the date when the advisory request was received.
- vii. We will provide advice on the Assignment/Transfer of participating interest in the petroleum Blocks within thirty (30) working days;
- viii. We will offer advice and expertise on matters pertaining to petroleum upstream subsector within ten (10) working days from the date when the advisory request was received.

5.2 Petroleum Data and Information

- i. We will provide petroleum data and information to companies interested in investing in the petroleum upstream subsector in the country within ten (10) working days from the date when application is received by PURA;
- ii. We will facilitate viewing of petroleum data on the Authority's system to the companies interested in purchasing data within five (5) working days from the date of the request receipt; and

- iii. We will provide information and data for various researches within thirty (30) working days from the day the application is received by PURA.

5.3 Verification of Petroleum Information

- i. We will verify and confirm information on oil seeps within thirty (30) working days of submission;
- ii. We will provide information related to the petroleum upstream subsector within ten (10) working days from the date PURA receives the application;
- iii. We will issue Reconnaissance Permit within twenty (20) working days from the date the request is received by PURA;
- iv. We will issue liquefaction license within thirty (30) working days from the date the request is received by PURA;
- v. and
- vi. We will review and approve the annual work plan and budget of operators and license holder within 90 days.

5.4 Registration in Common Qualification System

We will ensure applications submitted by local service providers to register on the Common Qualification System (CQS) are processed within two (2) working days from the date when the application was received.

5.5 Issuance of sectorial recommendation letter

We will ensure that sectorial recommendation letter sought by International Energy Companies is issued within five (5) working days from the date when PURA received the application.

5.6 Review and approval of the local content plan

We will ensure that local content plans submitted by International Energy Companies are reviewed and approved within twenty-eight (35) working days from the date when PURA received local content plans for approval.

5.7 Other Services

- i. Respond to telephone calls within three (3) rings
- ii. Acknowledge the receipt of written inquiries within three (3) working days from the date of receipt

- iii. Reply to written enquiries within three (3) working days from the date of receipt
- iv. We will respond to stakeholder's inquiries within two (2) working days from the date when the inquiry was received.

6. PURA RESPONSIBILITIES TO CLIENTS

PURA is responsible to the clients as follows:

- i. Providing timely and accurate advice and information;
- ii. Delivering excellent services;
- iii. Working with honesty, professionalism, and ethical considerations;
- iv. Providing services with humility and dignity;
- v. Communicating in a simple and understandable language;
- vi. Providing timely feedback on complaints; and
- vii. Offering services without discrimination.

7. CLIENT RIGHTS AND RESPONSIBILITIES

7.1 CLIENTS RIGHTS

- i. Right to quality service;
- ii. The access to services in a manner that meets their expectations;
- iii. Be treated with courtesy, consideration and without any bias;
- iv. The right to review and appeal;
- v. The right to lodge a complaint;
- vi. The right to privacy and confidentiality;
- vii. The right to get a deserved information (i.e. Freedom of Information obligation);
- viii. The right to access services, facilities and information in a manner which meets their needs.
- ix. The right to get feedback

7.2 CLIENT RESPONSIBILITIES

- i. Treat Authority's staff with courtesy;
- ii. Attend scheduled meetings punctually;
- iii. Respond to requests for information by the authority accurately, thoroughly and in a timely manner;
- iv. Abide by applicable legal and regulatory requirements;

- v. Timely payment of the regulatory levies and fees;
- vi. Provide cooperation to Authority's staff;
- vii. Comply with Authority's orders and directives;
- viii. Avoid offering gifts, bribes, favors or inducements to our staff; and
- ix. Provide feedback on the Authority's services when expectations are not met at the appropriate time; this should be done without fear of reprisal.

8. CLIENTS FEEDBACK AND COMPLAINTS HANDLING

PURA is committed to improve the standards of its service delivery from time to time. Feedback including complaints from our clients will foster and forge relationships and ensure that services offered are of good quality, efficient, effective and up-to date. We welcome feedback on this Charter including complaints, compliments and suggestions related to the services we offer. The feedback can be channelled to the Director General, PURA through postal addresses, emails, verbal conversations, letters, "e- mrejesho", telephones or faxes and by a physical visit to our office. All complaints and suggestions will be taken seriously and dealt with promptly.

9. AUTHORITY'S IDENTIFICATION

PURA Headquarters Office is located in Dodoma and the sub office in Dar es Salaam. For communication, please use the following address:

The Director General,
Petroleum Upstream Regulatory Authority,
PSSSF Building,
Kambarage Tower: 4th Floor,
1 Mvumi Street
P.O. Box 1981,
41104
Tambukareli, Dodoma.
Tel: +255 26 2960092.
Website: www.pura.go.tz
Email addresses: dg@pura.go.tz
Instagram page: pura.tz

PURA – Dar es Salaam Office

The Director General,
Petroleum Upstream Regulatory Authority,
TANESCO Building: 6th Floor
5th Samora Avenue,
P.O. Box 11439,
Dar es Salaam
Tel.: +255-22-2111223/9,
Fax: +255-22-2120799
Website: www.pura.go.tz
Email addresses: dg@pura.go.tz
Instagram page: pura.tz

Working Days and Hours

Working days: **Monday to Friday**

Working Hours: **8:00 am to 4.00 pm**

Our offices are not opened on weekends and public holidays.