

**STATE MINING CORPORATION
(STAMICO)**



**CLIENT SERVICE CHARTER
JULY 2016**

CONTACT

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TABLE OF CONTENTS

1. STATEMENT OF MANAGING DIRECTOR.....	2
2. VISION, MISSION AND CORE VALUES	4
Vision Statement	4
Mission Statement	4
Core Values	4
3. THE PURPOSE OF THIS CHARTER	5
4. OUR CORE FUNCTIONS.....	5
5. STANDARDS OF SERVICE DELIVERY	5
6. COMMITMENTS	7
7. CLIENT & STAKEHOLDERS EXPECTATIONS	7
8. QUALITATIVE SERVICE STANDARDS	10
9. RELATIONSHIP AND RESPONSIBILITIES TO CLIENTS	10
10. CLIENTS RIGHTS AND OBLIGATIONS.....	11
11. FEEDBACK AND COMPLAINTS	12
12. MAINTAINING AND REVIEWING OF THIS CHARTER	12

1.0 STATEMENT OF MANAGING DIRECTOR

State Mining Corporation (STAMICO) is a public parastatal under the Ministry of Energy and Minerals established by the Public Corporation Act Cap 257 through the Corporation Establishment Order No. 163 of 1972 as amended in 2015.

From its inception, STAMICO was a holding Corporation starting with five subsidiary companies which earlier had been under the oversight of the National Development Corporation. Consequent to major economic policy reforms in the late 1980s through early 1990s, the Public Corporations Act, 1969 was overhauled. A new Public Corporations Act, 1992 was enacted which stripped off ownership of subsidiary companies from public holding Corporations, STAMICO inclusively.

Eventually, the new Mineral Policy, 2009 which replaced the old policy of 1997 heighten the intention of the Government to participate in investments in mining through its institutions. In line with new Policy, the new Mining Act, 2010 provides for free-carried interest in mining ventures for the Government. The Corporation is earmarked to oversee the Government interests among other functions as elaborated under part 4.0.

The implementation of Government decision to revive STAMICO was started in June 2014 with new structure and staff. In order to provide assurance that the Corporation will deliver the necessary services to its customers as expected, the Corporation has prepared a Client Service Charter which outlines the activities to be performed by the Corporation. The Client Service Charter is a “Social Pact” between the Corporation as a service provider and its clients as service recipients. It specifies the standards of service delivery which users have a right to expect from the service provider.

The Client Service Charter also specifies the rights and obligations of both parties and how customers can access the Corporation services.

The Corporation is committed to providing quality services using its well trained and supportive staff, and is continuously striving to develop and maintain a transparent and accountable culture by reporting annually to its clients and other key stakeholders as a way to continuously improve on service delivery.

In order for it to be effective, this charter has to be a living document, which is a product and the embodiment of a good working relationship that the Corporation will endeavor to maintain its clients and staff.

It is our hope that our Clients will make use of the mechanisms provided within the Charter to provide us with constructive feedback that we will use to measure our performance against our service standards.

Zena S. Kongoi
ACTING MANAGING DIRECTOR
JULY 2016

2.0 VISION, MISSION AND CORE VALUES

Vision Statement

To be a world class investor and service provider in the mining sector in Africa contributing significantly to the national economy.

Mission Statement

To invest in the mining industry and provide quality services in the management of mines, drilling, consultancies and other related businesses particularly to the artisanal and small-scale miners.

2.1 Core Values

(i) Integrity

We commit to act honestly, fairly and openly, to honor our commitments and will not use public office for personal gain.

(ii) Professionalism

Commitment in delivering the best to our stakeholders and staff with dignity and courtesy.

(iii) Innovativeness

Creativity is encouraged to enhance efficiency in our operations.

(iv) Team work

We believe in teamwork and participatory management and we are committed to promoting citizen-centered service by collaborating with stakeholders across directorates, unit and governmental boundaries.

(v) Results oriented

Committed to meet our obligations by being focused and objective and demonstrate tangible results.

(vi) Accountability

Responsible for the effects of our actions and willing to explain or be criticized.

3.0 THE PURPOSE OF THIS CHARTER

This charter aims to develop and improve service delivery between the Corporation and its clients. It will provide an opportunity to our clients to understand what we commit ourselves to accomplish in order to serve them, how to contact us, what to expect by way of service standards, and how to seek remedy if services delivery does not meet the expected results.

In order to achieve the purpose of this charter, the following should be accomplished:

- i) Constant revisit of operations and service delivery procedures to ensure high-level standard of business compliance;
- ii) Strengthen and maintain application of modern business practices to ensure quality service delivery;
- iii) Expand customer base to ensure maximum access to the Corporation services and improve Corporation operations;
- iv) Strengthen and maintain proper resource management to ensure optimization of both human and material resource utilization; and
- v) Attend promptly the queries and inquiries from our joint venture partners, subsidiary companies and small scale miners.

4.0 OUR CORE FUNCTIONS

The Corporation's core functions include:

- i. To acquire and hold interests in or project associated with the exploration, prospecting and mining of minerals;
- ii. To carry out geological and mining consultancy services, drilling contract works, feasibility studies and environmental studies in accordance with any relevant laws ;
- iii. To establish corporate entities or firms for the purposes of carrying out projects or engaging in mining of, prospecting, refining, grading, producing, cutting, processing, buying or

- selling or marketing of minerals whether alone or in joint venture with strategic investors;
- iv. To acquire shares or interests in any firm, company or other body of persons, whether corporate or unincorporated related in minerals;
 - v. To participate in any stock market;
 - vi. To promote, facilitate or support transformation of artisanal and small scale mining into well organized, sustainably productive and environmentally conscious to medium scale mining operations; and
 - vii. To import, export, manufacture and maintain mining equipment and machinery.

5.0 STANDARDS OF SERVICE DELIVERY

Relationship with clients:

We are 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 our part we promise to maintain the highest service standards.

5.1 Quality of services provided

We will continuously work to improve the quality of our services.

- a) We will ensure that all letters, reports and publications, and other information are as clear as possible and can be easily understood.
- b) We will monitor the accuracy of information and financial support offered.
- c) We will strive to ensure that our services match our clients' needs and circumstances.
- d) We will maintain our service standards in line with international best practices, clients' needs and appropriate technology.
- e) We will deal with letters, e-mails and phone messages as quickly as possible and always within 5 working days from the date of receipt.
- f) We will ensure that all appointments are promptly dealt with. For those clients with appointment we will meet them within 10 minutes of their arrival. For those without appointment, we

will meet them within 30 minutes of arrival while doing our best to avoid any inconveniences.

- g) We will respond to outside calls and vice versa within 3 rings.
- h) We guarantee to acknowledge of all complaints within 7 working days of receipt.

5.2 Timeliness of core functions delivery

We will pursue opportunities for continuously deliver improved services timely in the following areas:

- a) Provide on-time advice on all technical matters.
- b) All partnered and subsidiary companies projects will be monitored and evaluated timely and fairly.
- c) Provide on-time information on all relevant matters.

6.0 COMMITMENTS

We will:

- a) Be fair, impartial and unbiased in provision of services.
- b) Deal with our customers and stakeholders in a courteous and professional way.
- c) Employ people who are fully qualified and equip them with necessary additional skills to perform their necessary.
- d) Respond to enquiries and complaints in an accurate and prompt manner.
- e) Treat information confidentially. Personal details are only made available with client's specific permission or when there is a legal requirement to do so.
- f) Ensure our services are accessible.
- g) Listen to feedback from customers and stakeholders to continue improving our services.

7.0 CLIENT & STAKEHOLDERS EXPECTATIONS

We recognize our clients and stakeholders expectations and outline with confidence our pledge to provide them excellent services.

7.1 Ministry of Energy and Minerals and Office of Treasury Registrar

- a) Accountability in financial management.
- b) Effective management of our mining projects.
- c) Environmentally and socially sound projects.

- d) Mainstreaming of gender issues in projects.
- e) Timely reporting.
- f) Sound policy advice.
- g) Realistic proposals for sourcing and the utilization of funds.
- h) Contribution to the National economy.
- i) Availability of professional and competent personnel during joint tasks.

7.2 Joint Venture Partners and Subsidiary Companies

- a) Good governance.
- b) Transparency and accountability.
- c) Timely, accurate and reliable sharing of information.
- d) Proper use of public resources.
- e) Improved service delivery.
- f) Clarity and consistency of policies.

7.3 Parliament of the United Republic of Tanzania

- a) Timely information.
- b) Effective implementation of National and Sectoral Policies.
- c) Better management of resources.
- d) Good governance.

7.4 Small Scale Miners

- (a) Professionally experienced and competent technical personnel.
- (b) Appropriate, accessible and effective services.
- (c) On cost recovery basis services.
- (d) Qualitative, timely and reliable services.
- (e) Environmentally and socially friendly services.
- (f) Transparency and accountability.
- (g) Mainstreaming gender issues.
- (h) Accountability in financial management.
- (i) Team working.

7.5 Development partners

- a) Timely and quality reports.
- b) Environmentally and socially sound projects.
- c) Mainstreaming gender issues in projects.
- d) Good governance.
- e) Accountability in financial management.

- f) Utilization of resource efficiently and effectively

7.6 Ministries, Independent Departments and Agencies (MDAs)

- a) Compliance with policies, Laws, Rules and Regulations.
- b) Availability of professional and competent personnel during joint tasks.
- c) Timely and reliable information.
- d) Environmentally and socially sound projects.
- e) Mainstreaming gender issues in projects.
- f) Compliance of Government directives.
- g) Accountability and transparency.

7.7 Oversight Institutions

- a) Better management of the financial resources.
- b) Total compliance with financial regulations.
- c) Effective implementation of National and Sector Policies.
- d) Timely and quality reports.
- e) Professional and competent personnel during joint tasks.
- f) Comply and implement the oversight directives.

7.8 Business Partner

- a) Transparency and accountability.
- b) Improved service delivery.
- c) Clarity and consistency of policies.
- e) Qualitative, timely and reliable services.
- f) Timely and reliable information.
- g) Timely payment.

7.9 End-Users

- a) Quality service and products.
- b) Timely information.
- c) Accessible and affordable modern geological and mining consultancy services.
- d) Environmentally and socially sound projects compliance.
- e) Mainstreaming gender issues in projects.

7.10 Corporation Employees

- a) Competitive remunerations and benefits.
- b) Team work.

- c) Conducive working environment and adequate working tools and equipment.
- d) Transparent and fair career development plans.
- e) Transparency and fairness in decision making.

Additionally, our clients and stakeholders have rights to:

- a) Fair treatment and courtesy.
- b) Appeal for review of any decisions made.
- c) Lodge their complaints.
- d) Privacy and confidentiality.
- e) Access services, facilities and information in a manner which meets their needs.

8.0 QUALITY SERVICE STANDARDS

We are striving to continuously improve the quality of our services with regard to the following:

i. Responsiveness: We will respond to the raised issue(s), letters, e-mails, fax and phone call as promptly as possible (refer 5.1(e)).

ii. Clarity: We will ensure that all letters, financial reports and publications, processes and other information are as clear as possible.

iii. Accuracy: We will monitor the accuracy of advice, information and financial transactions for the functions that we undertake.

iv. Appropriateness: We will strive to ensure that our services suit clients' needs and circumstances, particularly special needs of the disabled or other disadvantaged groups.

v. Appointments: We will ensure that all appointments are promptly dealt with. The service will be delivered without prejudice and favoritism. We will do our best to avoid any inconvenience, and regret with apology.

9.0 RELATIONSHIP AND RESPONSIBILITIES TO CLIENTS

We will maintain good working partnerships and excellent relationships with our clients through clear understanding of our mutual expectations, rights and responsibilities. We have set out

below what we consider to be clients' rights and responsibilities. For our part we promise to maintain the highest standards possible in respect of the following:

- i. **Advice:** We will always endeavor to provide consistent, accurate and impartial advice on investment decisions as well as other matters in relation to mining, exploration and drilling consultancies.
- ii. **Staff Manner:** We will acquire, train, retain and require our staff to be professional, friendly, helpful, respectful, action oriented and sensitive to the clients' individual needs.
- iii. **Information sharing:** We will provide our stakeholders with necessary information on the operations of the Corporation.

10.0 CLIENTS RIGHTS AND OBLIGATIONS

We believe that our customers have the rights to expect in terms of good services. Similarly, we believe that clients have certain responsibilities to abide by to help us provide good services to them, and to ensure a successful and sustainable relationship.

10.1 Clients Rights

- i. Appeal for review of any decisions made;
- ii. Lodging of complaints where services provided are unsatisfactory;
- iii. Privacy and confidentiality;
- iv. Access basic information about the staff attending him/her subject to prescribed procedures; and
- v. Access services, facilities and information in a manner which meets their needs particularly the special needs of the disabled or people with special needs.

10.2 Clients obligations

- i. Treat our staff with courtesy;
- ii. Not to offer unacceptable gifts, favours or inducements to our staff, or to solicit the same;
- iii. Attend scheduled meetings punctually;
- iv. Respond to requests for information precisely, accurately, thoroughly and in time; and
- v. Abide to legal requirements and other obligations that they must meet in order to be eligible for payments or services sought.

11.0 FEEDBACK AND COMPLAINTS

We welcome constructive criticism and feedback about services delivered as well as appreciation and suggestion by giving us feedback related to our services, you can help us to 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. They should be address to:

Managing Director
State Mining Corporation,
Plot No: 417/418 United Nations Road
P.O. Box 4958,
Dar es Salaam, Tanzania.

Tel: +255 22 2150029
Fax: +255 22 2153519

E-mail: complain@stamico.co.tz
Website: www.stamico.co.tz

11.1 Business Hours

Our offices are open for business with clients and stakeholders during the following times:

08.30am – 03:00pm Monday to Friday except weekends and public holidays.

11.2 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 improved our services standards.

12.0 MAINTAINING AND REVIEWING OF THIS CHARTER

This Charter is intended to be a living document that should continue to be relevant to our client and stakeholders. It will, however, be reviewed in three years taking into consideration the following:

- a) Feedback from and consultations with our clients and stakeholders.
- b) Changes in the organizational structure.
- c) Changes in clients profile, needs and priorities.
- d) Changes in our service delivery mechanisms.

12.1 Reporting Performance against Standards

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

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

End