EAST AFRICAN COMMUNITY

EAC Customer Service Charter

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PREAMBLE

EAC has prepared this Customer Service Charter in order to improve service delivery and increase efficiency. This Charter is an informal contract between EAC and its clients and stakeholders.

The purpose of this 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 build and the rights and obligations with respect to the services we provide.

The Charter aims at showing the EAC’s desire to be a responsive entity that gives priority to the needs of her customers, improve public awareness of EAC and enhancing our Staff’s efficiency in service delivery.

We promise to adhere to working standards set out in the Charter, and to enhance our services to clients. The Charter will also help us to measure our performance in delivering services and maintaining focus on our client’s needs. It provides an opportunity for our clients to demand for quality services as outlined in the Charter, comment on our performance and advise us on how to improve our services. We are looking forward to serving you better.

Dr. Richard Sezibera
Ambassador
Secretary General
East African Community- Arusha
1. EAC Service Charter

This service charter is a public commitment by EAC to deliver high quality services to our customers and stakeholders. This service charter sets out to define and enlighten our stakeholders on who we are, our mandate, our core functions and the service standards you can expect when you deal with us.

This Charter describes the standard of service that customers can expect from the EAC, members of staff and her contractors. It is based on activities, policies, set standards and guidelines already in place within the organization. It also aims at providing customers with a clear description of roles and responsibilities as they apply to customer service activities and also sets out some baseline service targets for the Institution.

This charter will be amended and reviewed regularly taking into account our stakeholders suggestions and findings on surveys and new changes within the corporation and operating environment. Continuous assessment and monitoring of our performance will be carried out and reported in our annual reports.

2. WHO ARE WE?

The East African Community (EAC) is a regional inter-governmental organization mandated by the governments of Burundi, Kenya, Rwanda, Tanzania, and Uganda to spearhead the East African economic, social and political integration agenda. The Treaty for the establishment of the East African Community was signed in November 1999 and entered into force in July 2000.

3. OUR VISION, PURPOSE AND CORE VALUES

Vision Statement

A prosperous, competitive, secure and politically united East Africa.

Mission Statement

To widen and deepen economic, political, social and cultural integration in order to improve the quality of life of the people of East Africa through increased competitiveness, value-added production, trade and investments.
Core Values

Professionalism, accountability, transparency, team work, unity in diversity and allegiance to EAC ideals.

Motto

One People, One Destiny

4. OUR AIMS AND OBJECTIVES

The EAC aims at widening and deepening co-operation among the Partner States in, among others, political, economic and social fields for their mutual benefit. To this extent the EAC countries established a Customs Union in 2005, a Common Market in 2010, a Monetary Union by 2012 and will ultimately establish a Political Federation of the East African Partner States.

5. COMMITMENTS

We commit ourselves to:

(a) Increase awareness in accordance to the EAC strategic plan;
(b) Create meaningful win-win partnerships with our stakeholders and customers;
(c) Ensure quality and timely service delivery to our customers/suppliers/clients;
(d) Understand our mandate and meet promises made by the organization;
(e) Attend to our customers / clients promptly;
(f) Communicate with the customers courteously, positively, honestly and genuinely;
(g) Amicably resolve customer complaints and respond effectively to their queries and dissatisfaction by our services;
(h) Meet and exceed our customer / clients expectations;
(i) Be free, fair and transparent in all our practices and to all
6. CUSTOMER RELATIONS MANAGEMENT

The EAC customer care will among other issues coordinate orders, expedite supplier payments, answer customer/supplier queries, and handle customer complaints.

6.1 Service commitment

Our commitment to excellence is underpinned by observing and upholding our core values of EAC; namely our Professionalism, accountability, transparency, team work, unity in diversity and allegiance to EAC ideals. In all endeavors this commitment is critical to achieving the departmental plans, in particular and the overall strategic goals of EAC in general.

6.2 We aim to:

(a) Increase customer/supplier satisfaction in on-time payment and response to complaints.

(b) Build lasting win-win partnerships.

6.3 Service standards

We endeavor to provide first class service in all our business processes in order to deliver optimal value to all our customers. Specific areas of performance are outlined below:

(a) Information- timely and accurate information

(b) Impartiality- objectivity in sourcing of our suppliers and service providers

(c) Courtesy- courteous, considerate and non-discriminatory treatment.

(d) Identification – customers/suppliers/service providers have the right to demand official identification of our staff.

(e) Responsiveness – telephone calls are responded to on the third ring, while emails, letters or faxes are responded to within reasonable time not exceeding 72 hours from the date of receipt of communication.

(f) Accessibility – daily hours of operation are 8:00 am to 5:00 pm Monday to Friday, with the exception of approved public holidays. There is a one and half hours lunch break between 1:00 pm to 2:30 pm. Working hours may be adjusted due to system/power outages, emergency situations or disaster.

(g) Compliance – compliance to laid down guidelines, rules and regulations may be spelt out.
6.4 Delivery delays

- Late deliveries for goods or services contracted by EAC will automatically expire after 60 calendar days from the Order issue unless otherwise varied.

6.5 Terms of Payment

A supplier will be paid thirty (30) days after submission of a tax invoice and other related documents necessary to effect payment.

7. CUSTOMER COMPLAINTS

We believe that the best way to solve a complaint and to achieve customer satisfaction is to deal with the issue at the point of initial contact.

Initial complaints should be addressed to the office that dealt with you originally.

We will issue a full response to your complaint within seven (7) working days of receiving it, and if it is delayed, we will inform you why, and let you know when you can expect a full response.

In case of non response or inadequate response, you may then lodge an appeal with

The Director HR and Administration
P. O. Box 1096
Arusha, Tanzania
Tel: +255 27250453
Fax: +255 272504255 / 2504481
Email: eac@eachq.org

In case your complaint is not adequately addressed by the Director HR and Administration, the appeal should be lodged with

The Deputy Secretary General
Finance and Administration
P. O. Box 1096
Arusha, Tanzania
Tel: +255 27250453
If you are not satisfied with the response from the above two levels, then you may further lodge the complaint with

The Secretary General
P. O. Box 1096
Arusha, Tanzania
Tel: +255 27250453
Fax: +255 272504255 / 2504481
Email: eac@eachq.org

If you wish to appeal against a decision made by EAC, please inform us formally in writing and we will review the decision.

8. PERSONAL VISITS TO OUR OFFICES
We will always welcome our valued customers / clients to a tidy, clean and friendly environment and always give them a quick and efficient service.

(a) When you visit our offices expect a prompt, polite and courteous staff who will ask you how we can help you.

(b) If you visit us without an appointment, we will try to see you within 15 minutes in emergency cases.

(c) If you have an appointment, we aim to see you within 15 minutes of your appointed time.

(d) We will be clear and helpful in our dealing with you, giving you reasons for our decisions.
9. ADDITIONAL COURTESIES

EAC will:

(a) Treat you in a professional and respectful manner in all our dealings with you.

(b) Treat you fairly and impartially, irrespective of your religious beliefs, gender, political opinion, race, age, marital status or any other factor.

(c) Have staff who are fully trained to carry out their duties effectively and efficiently.

(d) Ensure appropriate confidentiality in all our dealings.

(e) Ensure accuracy and quality in the delivery of our services.

(f) Consult customers regularly and take account of their comments through surveys.

(g) Aim to continuously improve our services for the benefit of our customers.

(h) All staff will have email signatures for easy and timely communication.

(i) The Charter will be accessible to all in our EAC website – www.eac.int

10. CUSTOMERS’ RIGHTS

As our client you have the right to:

(a) **Information** – it’s your right to request for complete, accurate and timely information on our services.

(b) **Services** – you have the right to require quality services in a timely manner, have access to our facilities and information without offering inducements by way of gifts and other offers to staff, or to solicit the same in return for services.

(c) **Review and enquires** – you have the right to review our procedures and make appeals where necessary as well as make enquiries at any time in regard to our tendering systems, payments etc.

(d) **Courtesy** – it’s your right to be treated politely and with courtesy.

(e) **Identification** – you have the right to request for identity of the officer serving you.

(f) **Payments** – you have the right to demand your payments for your goods delivered or services rendered in accordance to terms of agreements.
(g) **Lodge complaints** – it’s your right to file a complaint in writing to the SG by regular mail, fax or email in regard to our services. You may report any cases of corruption to our Internal Audit or SG.

**How Can You Help?**
You can help us to serve you better by:

(a) Ensuring you are acquainted with our service charter.

(b) Providing necessary information and relevant documents when seeking services, making an inquiry or complaints as may be required.

(c) Referring to previous correspondences to help us respond to you promptly.

(d) Observing and respecting our procedures, rules and regulations.

(e) Being courteous and respective to EAC staff assisting you.

(f) Providing feedback on the quality of our services to challenge us to improve our service delivery.

11. **SUGGESTIONS**

We shall aim to continue improving our service delivery and will appreciate feedback from you on our performance. We believe that constructive engagement with our clients will help us improve our service delivery.

If you have any suggestions/remarks/comments about our service, we encourage you to complete a questionnaire that is available on our website and at EAC Reception for this purpose, which can be deposited in our suggestion box at EAC Reception or send by email to eac@eachq.org.

12. **CUSTOMER RESPONSIBILITY**

Clients are obliged to:

(a) Treat staff with courtesy and respect

(b) Attend scheduled meetings punctually

(c) Provide accurate and timely information to facilitate proper provision of services.

(d) Abide by any legal requirements and other obligations that customers are to meet in order to be eligible for payments or services sought.

(e) Access EAC premises in accordance with EAC requirements
13. INFORMATION ON EAC

You can access information on EAC programmes, projects and activities online through our website: www.eac.int or through the EAC Corporate Communications office.