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MODELS OF SERVICE DEVELOPMENT AND DELIVERY IN THE UNITED REPUBLIC OF TANZANIA

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Outline

- Defining Service delivery
- Current models for service Delivery
- Challenges for each model for delivering sustainable services
- Distinction between 'PUSH' (NMS driven) and 'PULL' (user driven) models of service delivery; and,
- Understanding decision-making processes: cost-benefit of the decisions



Defining Service delivery

TMA define a service delivery system as a set of interacting entities that are involved in the delivery of one or more business services. A service operating system manages the processes and resources within a service delivery system.

- Entities, stakeholders – public, Disaster Management and Civil Protection Authorities (DMCPA), Media, SUMATRA, Aircraft operators, extension officers, etc
- Business services, weather and climate services for the socio-economic development

TMA is in on-going process of developing a formal model for these concepts, with the goal of clearly and precisely describing the delivery behavior of service systems. The model lays the groundwork for reasoning about the scenarios that occur in service delivery (Policy aspects)



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Current models for service Delivery

1. Publicly funded Model: This is a fully funded model through government budget appropriation. NMS provides public good meteorological services, including the basic infrastructure and general forecasts and warnings, and advisories, as a free service. Special services are provided through a 'ring fenced' or structurally separated entity complying with competition policy and competitive neutrality requirements.

2. Publicly and Privately Funded Model: Similar to Publicly funded Model except that all the special services are provided by the private sector and are paid for by the clients and sold on the free market. The NMS does not provide any special services. Essentially, Public/private funded Model is a subset of Publicly funded Model



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Current models for service Delivery, Contn.

3. Government/Business Enterprise/Corporate Model: The government purchases the basic services from the corporatized NMS through a purchaser-provider framework. Special services are paid for by the clients and sold on the free market. The corporatized NMS competes with the private sector firms in providing special services in a level playing field by complying with competition policy and competitive neutrality requirements.

4. Partially Public Meteorological Service: This model is similar to Publicly and Privately Funded Model, except that the special services are provided by the NMS and are paid for by the clients and sold on the free market. Under this model, the government funds core functions or Basic Services like infrastructure which includes the establishment of station and telecommunication networks, purchase of computers for data storage and processing, personnel remuneration and other infrastructure for providing Public Good services. This model provides for cost sharing where the government meets part of the cost and the NMS generates revenue from special services to meet the balance.



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- **The Tanzanian Model:**
- The Tanzania Meteorological Agency (TMA) is a Government Executive Agency which operates as a semi autonomous institution similar to 4 above.
- Government funds infrastructure, basic operations and data management, personnel remuneration, public goods services (observations, forecasts, warnings, advisories, services to public institutions e.t.c) This account for about 75% of the total budget.
- Other services are provided on cost- recovery basis through (Service Level Agreements (SLAs) with the clients) such as aviation which accounts for about 20% of the budget, user tailored services to others (marine activities, construction, private farmers, insurance etc.) account for 5% of the budget.
- TMA also has in place a Client Service Charter which guides its operations and service to clients.



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- **General Challenges for each model for delivering sustainable services by NMSs**
- Private weather and climate service providers are a challenge to NMSs. In some cases this competition may be beneficial to the user by improved products. However in most cases it is unfair to the NMSs because:
 - a) Private service providers use data generated by NMSs. The basic infrastructure which is very expensive is maintained and funded by NMSs.
 - b) Most private providers are in developed countries and offer services in competition with NMSs in developing countries to projects funded from developed countries.
 - c) There are technological differences between NMSs of developing countries and those in the developed countries.
 - d) Many customers and most internationally funded projects require services from ISO certified providers. Most NMSs are not ISO certified.



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Distinction between 'PUSH' (NMHS driven) and 'PULL' (user driven) models of service delivery

PUSH - NMHS driven

- The public and political assessments of the effectiveness of NMHSs occur continuously. It is required that the community receives services that meet their needs. This requires intensive effort for direct communication and engagement with the users,
- The ability of an NMHS to meet national service delivery needs is put to its most critical test when an extreme hydrometeorological event occurs and then given the best forecast, issued on time, is no defense in the event of a national disaster if no one used that forecast. Value can be increased by improving the forecast, by improving communication, and by improving the decision-making process. If the currently available information is underutilized, value will likely accrue if the communication or decision-making process is improved. Service delivery is about providing the service that the users actually use because it meets their needs,
- Generally, NMHSs must meet the key public needs in such a way as to have the greatest beneficial impact on their community. In one sense, this makes prioritization straightforward for NMHSs because it is clear that the activities that contribute most to the safety of life and property have the highest priority. However, the risks are not always obvious to national governments and are rarely objectively or continuously assessed.



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Distinction between 'PUSH' (NMS driven) and 'PULL' (user driven) models of service delivery

PULL - user driven

- Service delivery is a complex issue and there are gaps in how services are delivered. These gaps need to be addressed and reduced.
- With evolving needs of users, in order to stay relevant, NMHSs need to adapt themselves to user requirements.
- It should ideally be a partnership between environmental and social organizations. As such, one approach is to create a mechanism, where providers and users of weather, climate and water information work together, iteratively, to deliver timely, effective and user specific services.
- The net effect should include strengthening partnerships with key user sectors and government ministries.
- By distinguishing between service delivery and production, emphasis is placed on information sharing, joint information dissemination, joint research and training, and joint product development between the service provider and the user. In addition to the information generated by the NMS, the platform would also seek to integrate data from outside partners, both national and international, so that users have access to all relevant information through a single source with which they can work directly



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Understanding decision-making processes: cost-benefit of the decisions

Evaluate user needs and decisions, including drivers to improve the decision making capability by providing appropriate inputs, including through integrated early warning of sector specific impacts, and information related to climate risk management and adaptation to climate change. In evaluating the user needs, a number of issues need to be addressed:

1. Develop and improve Service Delivery mechanisms to:
 - Improve relevant, timely, cost-effective and useful products and services that can be used beneficially by NMSs;
 - increase interaction between entities - NMSs, sectors and government agencies whose day-to-day activities are weather- and climate-related; and which can benefit from improved weather, climate and water services.
2. Define service outcome effectiveness to:
 - Effectively use performance management approaches, tools and methods;
 - Ensure more people take effective action in response to information received;
 - Increase participation of NMSs in reducing the impacts of meteorological and hydrological induced disasters.
3. Establish governance practices by:
 - Ensuring that information is received and acted upon;
 - Learning from successful outcomes and best practice;
 - Sharing responsibility with all the partners engaged in Service Delivery (TCAA, SUMATRA, Extension officer, ...).



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CONCLUSION

-WHICH IS THE BEST MODEL???

-THE BEST MODEL FOR ONE NMS MAY NOT BE THE BEST FOR THE OTHER

-IS IT POSSIBLE TO HAVE A SIMILAR MODEL FOR ALL RA1 COUNTRIES??



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THANKS