



Information on Products and Services Provided

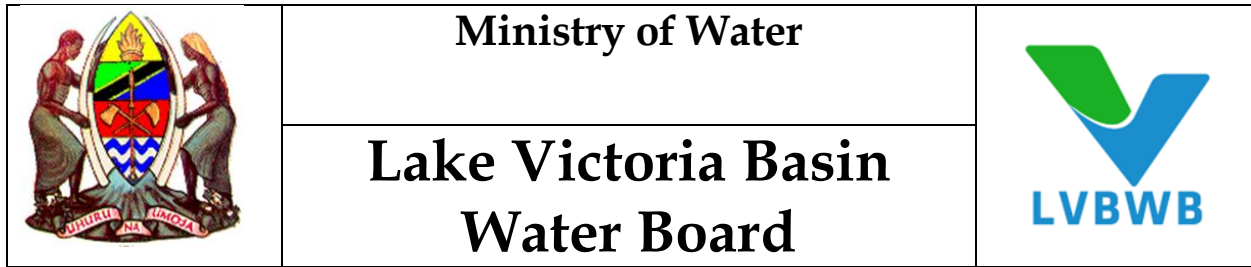
INTRODUCTION.

LVBWB is determined to provide quality Water Resources Management products and services that satisfies customers' requirements needs and observing statutes and regulations in place. A clear understanding of the characteristics of each product and service enables the provision of quality products and services under the defined scope of this Quality Management System. In respect to requirement of clause 8.5.1(a) of the ISO 9001:2015 standard, a detail list of the products and services and their characteristics is prepared.

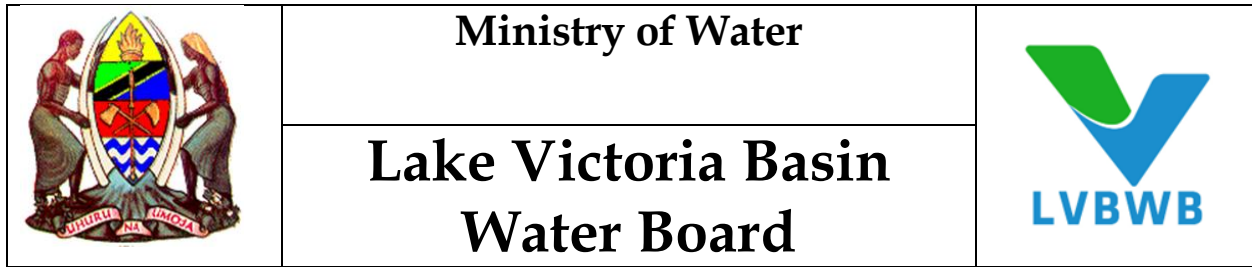
No	Name of Product and Services	Type of product/service	Description of the product/service	Time of delivery	Targeted customer
1	Hydrological Data	Water quality	This refers to the chemical, physical, and biological characteristics of water based on the standards of its usage.	Upon request	Water supply Authorities, Irrigators, Mining companies,
		Water level	Is the elevation of the free surface of a river, lake, dam, stream, or reservoir relative to a specified vertical datum	Upon request	Water supply Authorities, Mining companies, Development partners, Irrigators, Learning Institutions, Ministries, NEMC, TANROADS,

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				TARURA, TANESCO
		Flows	This refers to the amount of water flowing per unit of time from an identified water source (river/stream)	Upon request Water supply Authorities, Mining companies, Irrigators, Ministries, NEMC, TANROADS, TARURA, TANESCO
		Rainfall	Refers to the quantity of rain falling within a given area in a given time:	Upon request TMA, TANROADS TANESCO, TARURA,
		Humidity	It is basically an amount of water vapor present in the air.	Upon request TMA, TAA
		Temperature	Refers to the degree of hotness or coldness measured on a definite scale.	Upon request TMA, TAA
2	Hydrogeological survey		It's a survey conducted prior to drilling a borehole in order to ascertain the quality and quantity of water available at a particular location. is done to determine the underground water level. It offers a report that indicate potential site for borehole drilling.	Upon request Water supply Authorities, Mining industries, Institutions, Irrigators and Individuals



3	Hydrological reports	Monthly bulletin	This report includes weather, groundwater and flow data	Monthly	TANESCO, Water Supply Authorities, MoW, Development partners, Regional Secretariats
		Quarterly report	This report includes weather, groundwater, flow data and Water Quality	Quarterly	TANESCO, Water Supply Authorities, MoW, Development partners, Regional Secretariats
		Annual report	This report includes weather, groundwater, flow data, Water Quality and Water Allocation	Annually	TANESCO, Water Supply Authorities, MoW, Development partners, Regional Secretariats, Water Related sectors.
4	Hydrological Assessment		This service is offered to customer to understand available water (quantity and Quality) on identified site	upon request	Water Supply Authorities, Companies (Mining, Industries, Commercial, Institutions,



					Irrigators) and Individuals
5	Permit	Water use permit	A permit is issued to Customer who requested to use, store, impound and divert water from identified water source. It specifies the purpose, duration and quantity of water	Quarterly	Water supply Authorities, Mining companies, Irrigators, TANESCO, Business companies,
		Discharge permit	A permit issued to a customer to allow discharging of waste water to the environment after meeting required discharging standards.	Quarterly	Water supply Authorities, Industries, Mining, Industries, Commercial, Institutions, individuals
		Drilling permit	A permit granted to a drilling company for drilling boreholes.	Upon request	Water supply Authorities, Industries, Mining, Industries, Commercial,



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					Institutions, individuals