



**THE UNITED REPUBLIC OF TANZANIA**

**MINISTRY OF CONSTITUTIONAL AND LEGAL AFFAIRS**



**CLIENT SERVICE CHARTER 2015 - 18**

*Dar es Salaam*  
*June, 2015*

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## **FOREWORD**

The Ministry of Constitutional and Legal Affairs (MoCLA) was re-established in the fourth Government of the United Republic of Tanzania following the decision that was made by His Excellence President Jakaya Mrisho Kikwete to separate it from the Attorney General's Chambers. The President issued a Government Notice No. 20 and 21 of 13<sup>th</sup> February, 2008 being the establishment of the Ministry and assignment of responsibilities.

The Ministry is mandated for Constitutional Affairs; Administration and Delivery of Justice; Parliamentary Drafting; Public Prosecutions; Civil and International Laws; Human Rights; Law Reforms; Registration, Insolvency and Trusteeship; Extraditions and Extra Territorial Mutual Assistance in Criminal Matters; Performance and Development of Human Resources under this Ministry; and coordinating and monitoring performance of institutions serviced by the Ministry.

In order for the Ministry to deliver quality services to its clients, We have decided to develop a Client Service Charter which is a social contract between MoCLA on one hand and its clients and stakeholders on the other. The purpose of this Charter is to inform our clients, stakeholders about the types of services we offer and standards of services expected by our clients; the approach that we use in order to meet our clients' needs and expectations; the relationship that we seek to cultivate between ourselves and our clients; and their rights and obligations.

We commit ourselves to adhere to working standards set out in this Charter, and to enhance our services to clients. This Charter will also help to measure our performance in delivering services and maintaining focus on our clients' needs. It provides an opportunity for them to comment on our performance and to advise us on how to improve our services. We are pleased to present our Client Service Charter and looking forward to working with you.

A handwritten signature in blue ink, appearing to read 'Asha-Rose Migiro'.

Hon. Dr. Asha-Rose Migiro (MP)

**MINISTER FOR CONSTITUTIONAL AND LEGAL AFFAIRS**

## **ABBREVIATIONS**

|       |   |
|-------|---|
| AIDS  | Acquired Immune Deficiency Syndrome           |
| CSC   | Client Service Charter                        |
| HIV   | Human Immunodeficiency Syndrome               |
| MDAs  | Ministries, Departments and Agencies          |
| MoCLA | Ministry of Constitutional and Legal Affairs  |
| PPRA  | Public Procurement Authority                  |
| PCCB  | Prevention and Combating of Corruption Bureau |

## **1.0 INTRODUCTION**

This Client Service Charter (CSC) has been developed based on our Strategic Plan, Function and Organisation Structure, our clients' needs and expectations including the need to improve our services and service delivery standards. This is our first Charter and the following are the stipulated reasons and features of this CSC.

### **1.1 Purpose of the Charter**

This Charter is a communication tool between us and our clients. The purpose of this Charter is to create awareness among our clients and stakeholders on our commitment with regard to the services and standards of service delivery under a reformed public sector with the purpose of enhancing private sector and civil society participation in the delivery of goods and services. The Charter also explains the avenues of communication with us, and mechanisms for providing us with feedback about the quality of our services.

### **1.2 Key Features of the Charter**

In pursuit of this purpose, this Charter includes the following key features:-

- i. Our guiding principles for service delivery;
- ii. Our vision, mission and core values;
- iii. Services and standards of service delivery that clients can expect from us; and
- iv. How to contact us.

## **2.0 OUR PRINCIPLES OF SERVICE DELIVERY**

We commit ourselves through this Charter to the following principles of service delivery:

- i. We will provide services in accordance with the United Republic of Tanzania Constitution of 1977, policies, laws, regulations and rules governing the public service and Constitutional and Legal Sectors;
- ii. We will provide services to our clients and stakeholders in a customer-friendly, transparent and impartial manner and we will ensure that the services are appropriate to your needs expectations;
- iii. We will discharge our duties and responsibilities to our clients in a professional and ethical manner at all times;
- iv. We will set clear standards of service delivery and publish the details of our performance against the standards each year;
- v. We will consult and cooperate with our clients and stakeholders and invite suggestions and comments as we believe that clients' comments and feedback will help us to improve our services;
- vi. We will use available resources in an efficient and cost-effective manner and bind ourselves accountable to the public, taxpayers, development partners and other stakeholders;
- vii. We will ensure that all information and advice provided to our clients and stakeholders is accurate and up-to-date, and that our communications and processes are simple to understand and follow;
- viii. We will respond to queries and requests for services and information from our clients and stakeholders in a timely manner as set out in our standards of service delivery; and
- ix. We will co-operate in the provision of services with other ministries, departments and agencies (MDAs), regional and local authorities and other service providers with respect to safety, environment, HIV/AIDS, good governance, gender, technical education and poverty reduction.

### **3.0 OUR CLIENTS AND STAKEHOLDERS' EXPECTATIONS**

The following are our clients and stakeholders:-

- i. The Public
- ii. Members of the Parliament;
- iii. Civil Society and Non-Governmental Institutions (NGOs);
- iv. Media;
- v. Government Institutions;
- vi. Development Partners;
- vii. Academic and Research Institutions; and
- viii. Business Community.

Their expectations are:

- i. Prompt Impartial and efficient services;
- ii. Accurate information, prompt response and professional advice;
- iii. Ethical and professional behaviour;
- iv. Confidentiality;
- v. Transparency and fair business practices;
- vi. Co-operation and open door policy;
- vii. Clear legal, regulatory framework and procedures;
- viii. Accountability and transparency in the use of public resources;
- ix. Courtesy;
- x. Public involvement in constitutional matters and legal affairs;
- xi. Value for money in the use of funds; and
- xii. Ministerial commitment in the development of constitutional matters and legal affairs.

## **4.0 OUR VISION, MISSION AND CORE VALUES**

In the delivery of services to our clients, we shall be guided by our Vision, Mission and Core Values as put forward in our current Strategic Plan (2013/14 – 2017/18).

### **4.1 Mission Statement**

To enhance social justice, equality and the rule of law through quality and accessible legal services.

### **4.2 Vision Statement**

Timely justice for all.

### **4.3 Core Values**

- i. Integrity;
- ii. Confidentiality;
- iii. Quality services;
- iv. Accountability;
- v. Impartiality;
- vi. Teamwork; and
- vii. Diligence.

### **4.4 Objectives**

The following six objectives guide us to meet our clients' needs and improve our standards of service delivery.

- Objective A:** Services improved and HIV and AIDS infections reduced;
- Objective B:** Enhance, sustain and effective implementation of the National Anti - Corruption Strategy;
- Objective C:** National Legal and Regulatory Framework improved;
- Objective D:** Equal and timely access to justice improved;
- Objective E:** Improved institutional capacity for service delivery; and
- Objective F:** Crosscutting issues mainstreamed.

## **5.0 OUR STANDARDS OF SERVICE**

We will serve our clients and stakeholders with acceptable standards in accordance with public service rules, regulations and laid down principles as follows:

### **5.1 Relationship with Our Clients**

We will strive for a good working relationship with our clients, based on mutual respect, courtesy, public service principles and integrity in the delivery of services. We will also ensure that all appointments, meetings and other undertakings are met.

### **5.2 Staff Attitudes and Behaviour**

We commit ourselves to be helpful, sensitive, attentive and responsive to our clients' needs.

### **5.3 Clarity**

We will ensure that all our procedures and correspondences are as clear as possible.

### **5.4 Responsiveness**

We will promptly respond and deal with enquiries and acknowledge written communications from our clients and stakeholders.

### **5.5 Accuracy**

We are committed to provide clear, accurate and up-to-date information and advice to our clients.

### **5.6 Innovativeness**

We will strive to be innovative with zeal of doing better, in order to meet our clients' needs.

### **5.7 Emergencies**

We will respond to emergencies promptly.

## 6.0 OUR SERVICES AND STANDARDS

The following are our services and standards.

| <b>S/No.</b> | <b>Type of Service</b>  | <b>Response Time</b>  |
|--------------|---|---|
| 1            | Acknowledging and/or responding to written communications from clients                                    | Within 5 working days from the day of receipt                                 |
| 2            | Responding to audit queries   | 21 working days after receiving the query                                     |
| 3            | Revenue, flash and progress reports   | Monthly on 30 <sup>th</sup>   |
| 4            | Response to questions from Parliamentarians   | Two and half months from the day of receipt                                   |
| 5            | Provision of legal advice to visiting public.   | On the day of visit   |
| 6            | Response to public complaints   | 7 working days  |
| 7            | Response to constitutional and legal complains.   | 21 working days   |
| 8            | Provision of legal opinion  | 21 working days   |
| 9            | Response to application for extension of time to file suits.  | 14 working days   |
| 10           | Processing of payments to service providers and submit to Treasury provided that resources are available. | Within 7 working days   |
| 11           | Provision of information about the Ministry   | 2 working days  |
| 12           | Tender processing.  | 90 working days   |
| 13           | Analysis of policies and bills and provide feedback.  | 5 working days  |
| 14           | Plan and Budget preparation.  | By 28 <sup>th</sup> February  |
| 15           | To provide periodical reports:  |   |
|              | • Annual  | 30 <sup>th</sup> August   |
|              | • Semi Annual   | 30 <sup>th</sup> January  |
|              | • Quarterly   | 15 <sup>th</sup> October, 15 <sup>th</sup> January and 15 <sup>th</sup> April |
|              | • Monthly   | Every 15 <sup>th</sup> of the following month                                 |
| 16           | Accessibility and up to date website  | All the time  |

## **7.0 RIGHTS AND RESPONSIBILITIES OF OUR CLIENTS**

This Charter has stipulated our clients and stakeholders' rights and responsibilities so as we can provide services in an acceptable and satisfactory manner. Clients have the right to access our services and information in accordance with laid down Public Service Rules and Regulations. Likewise, you have obligations to fulfil in order to receive services in accordance with our service standards.

### **7.1 Clients' Rights**

Our clients have the right to:

- i. Seek and obtain information and services appropriate to their needs;
- ii. Privacy and confidentiality;
- iii. Comment on the quality of services; and
- iv. Lodge complaints and seek alternative remedy if dissatisfied.

### **7.2 Clients' Responsibilities**

Our clients have an obligation to:

- i. Abide by legal requirements, guidelines and procedures in order to be eligible for services;
- ii. Respond to queries and requests for information accurately and promptly;
- iii. Treat our staff with respect; and
- iv. Attend scheduled meetings and keep appointments and fulfil other undertakings as agreed.

## **8.0 GIVING FEEDBACK AND HANDLING COMPLAINTS**

We are committed to provide quality services to all our clients. However, we expect to receive comments and feedback on the quality of services provided. Therefore we welcome opinions, comments, proposals and complaints depending on your perception. In case of complaints we will respond promptly to them.

We welcome feedback on the quality of our services by means of letters, verbal communication, telephone, e-mail and fax. Written feedback and comments should be addressed to the Permanent Secretary, Ministry of Constitutional and Legal Affairs, at the address given in the last page. We will respond to all feedback received and undertake to investigate all clients' queries and complaints.

We encourage our clients to identify themselves by name and address when they lodge a complaint or give us feedback. We value the feedback that our clients and stakeholders give as this will help us to improve our services. Your comments and feedback will be treated with the utmost confidentiality.

Feedback received from our clients will be recorded with a view to measure and improve our services delivery and performance and assist in our annual self-assessment.

## **9.0 ALTERNATIVE REMEDIES**

In case you are dissatisfied by services rendered by us, you are at liberty to seek remedy in other avenues which include but not limited to the following:

- i. The Courts;
- ii. The Ethics Commission;
- iii. The Fair Competition Commission;
- iv. The Public Procurement Regulatory Authority - PPRA;
- v. The Police; and
- vi. The Prevention and Combating of Corruption Bureau - PCCB.

## **10.0 REVIEW OF THE CHARTER**

This Charter is intended to be a dynamic document that should continue to be relevant to our clients and stakeholders. To this end, we will review the Charter periodically taking into consideration the following:

- i. Feedback from and consultations with our clients and stakeholders;
- ii. Changes in the functions and the Organisational Structure of the Ministry;
- iii. Changes in the client profile, needs and priorities;
- iv. Changes in our service delivery mechanisms;
- v. Change in performance against our set standards; and
- vi. Changes in laws and regulations governing constitutional matters and legal sector.

## **11.0 REPORTING PERFORMANCE AGAINST SET STANDARDS**

We shall report on our Website and other media the results of our performance in respect of service delivery standards on an annual basis. Our performance assessment will be based on self assessment and feedback received from our clients.

## **12.0 HOW TO REACH US**

All correspondence should be addressed to the Permanent Secretary.

### **12.1 Our physical address**

Ministry of Constitutional and Legal Affairs,  
1 Mkwepu Street,  
11484 **Dar es Salaam**,  
Tanzania.

### **12.2 Our postal address**

Ministry of Constitutional and Legal Affairs,  
P.O. Box 70069,  
**Dar es Salaam**,  
Tanzania.

Telephone: +255222137823  
Fax: +255222137831  
E-mail: [ps@sheria.go.tz](mailto:ps@sheria.go.tz)  
Website: [www.sheria.go.tz](http://www.sheria.go.tz)

### **12.3 Business Hours**

Our offices are open for business with clients and stakeholders during the following times: 09:00 – 14:30 hours, Mondays to Fridays except on public holidays.