



THE UNITED REPUBLIC OF TANZANIA
PRIME MINISTER'S OFFICE
REGIONAL ADMINISTRATION AND LOCAL GOVERNMENT



CLIENTS' SERVICE CHARTER
(MARCH, 2010)

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Abbreviations and Acronyms

DRA	Division for Regional Administration
DLG	Division for Local Government
DSC	Division for Sector Co-ordination
DMIS	Division for Management Information Systems
DPP	Division for Policy and Planning
DOD	Division for Organizational Development
DLS	Division for Legal Services
DAP	Division of Administration & Personnel
DEC	Division of Education Coordination
CA	Finance and Accountancy Unit
IAU	Internal Audit Unit
PMU	Procurement Management Unit
IEC	Information Education & Communication Unit
PMO-	Prime Minister's Office –Regional
RALG	Administration and Local Government
LAPF	Local Authority Pension Fund
KEC	Kibaha Education Centre
HLGTI	Hombolo Local Government Training Institute
LGLB	Local Government Loans Board
PPF	Parastatal Pension Fund
NHIF	National Health Insurance Fund

Preface

This Clients' Service Charter is a social pact between the Prime Minister's Office, Regional Administration and Local Government (PMO-RALG) and its customers. It specifies services and standards for service delivery, which PMO-RALG believes its service users have a right to expect, and sets out feedback and complaint handling mechanisms.

Through the Public Service Reform Programme (PSRP) which aims at promoting a more open and responsive Tanzania Public Service, Clients' Service Charters were developed and installed in Ministries, Independent Departments and Agencies (MDAs). The Government of Tanzania recognizes the potential benefits of using this Charter as a tool to drive cultural change towards a more customer-focused approach throughout the public service. In conformity with this process, PMO-RALG is happy to publish and launch this second Clients' Service Charter.

The Charter has been developed through consultation with PMO-RALG's stakeholders (internal and external). I wish to acknowledge the contribution done by the Task Force of the Ministry and all stakeholders involved in making this Charter into existence. I wish also to acknowledge the facilitation done by our consultant, Edenconsult Company Limited who made a succinct guidance to the participants who attended the 'Charter Review Workshop'. PMO-RALG commits itself to report annually to the stakeholders and to the Parliament on its performance against this Charter. PMO-RALG will develop a monitoring and evaluation system that will be a supporting instrument for the reporting process.

In order to be effective and successful, this Charter has to be a living document, which is a product of, and the embodiment of good working relationships that PMO-RALG will endeavour to maintain with its clients. The Charter has been prepared as a brief and user friendly document, focused on the categories of our clients and then enumerates our commitment of services and standards. I therefore, recommend this Charter to all users of PMO-RALG services and hope that they will use the mechanisms suggested to enter into constructive dialogue with PMO-RALG. This will help us to achieve our vision and maintain our mission in relation to sustainable quality of the services, which PMO-RALG provides to its internal and external clients.



Hon. CELINA O. KOMBANI (MP)

Minister of State, Prime Minister's Office, Regional Administration and Local Government

Signature _____

Date _____

1.0 ABOUT US

We would like to inform you about the strategic direction that we are taking, also give you some key principles guiding our operations. This will assist you in seeing how best you can contribute towards improving our services, thus providing you with services to your expectations.

1.1 Vision Statement

PMO-RALG's vision statement states as:

PMO-RALG is committed to be a leading institution in empowering Regional Administration and Local Government Authorities to improve the provision of quality life and services to the community.

1.2 Mission

PMO-RALG, in collaboration with stakeholders will:-

- a) Champion decentralization by devolution and create a capable Regional Administration and autonomous Local Government Authorities;
- b) Effectively and efficiently manage the critical interfaces with MDAs and all key stakeholders, in compliance with the D by D policy;
- c) Promote Urban and Rural Development Policies;
- d) Provide continuous performance improvement and empower employees to fulfill their maximum potentials, and
- e) Improve systems and deliver equitable quality services effectively and efficiently in order to eradicate poverty.

1.3 Core Values

In its day to day operations, PMO-RALG is guided by the following core values:

- Decentralisation by Devolution (D by D)
- Poverty reduction
- Good governance principles (democracy, equity, rule of law, transparency, accountability)
- Effectiveness
- Efficiency
- Delivery of quality services
- Professionalism
- Fairness
- Respect

- Openness
- Integrity

2.0 PURPOSE OF THE CHARTER

The purpose of this Charter is to make you aware of services we offer and quality commitments that you should expect. This Charter will enable you to understand your rights and responsibilities as our customer, and be able to understand and demand services in accordance to our responsibilities as stated in this document. This Charter shows how you can give feedback related to our service delivery, also informing you on various options on how you can contact us.

3.0 OUR CLIENTS

Our clients comprise the following categories:

1. Local Government Authorities;
2. Regional Secretariats;
3. Ministries, Independent Departments, and Agencies;
4. Politicians
5. Parliament
6. Development Partners;
7. Civil Society Organizations/Non-Governmental Organizations;
8. The Private Sector;
9. PMO-RALG employees;
10. General Community/Public;
11. The Media;
12. Affiliated Institutions (HLGTI, KEC, LGLB,);
13. Academic Institutions;
14. Trade Unions;
15. Social Security Institutions (LAPF, PPF, NHIF), and
16. The Tanzania Revenue Authority (TRA).

4.0 OUR SERVICES AND COMMITMENTS

In order to provide you with quality services, our Charter states the type of services that we offer. These services are derived from the expectations of our clients in the various categories. You may demand services applicable to you in accordance to the qualitative standards and time commitments we have made for providing them. In the table presented below, you will find services we can offer to you, the responsible division/unit, and time commitment standard. The first row gives the services we provide to all of our clients in addition to specific ones for each category.

Clients, Type of Services Offered and Time Commitment Standards

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/UNIT	STANDARD TO BE USED (Time stated: working days)
1.	All clients	Provide accurate information on policies, guidelines	All	One day from receipt of request
		Provide statistical and correct data timely	All	One day from receipt of request
		Acknowledgement / response to letters	All	5 days from receipt of the letter
		Receiving telephone calls	All	Within first 2 ring tones
		Provide legal interpretation and advice	DLS	3 days
		Review and Approval of By-laws	DLS	30 days
		To assess court injunction and provide advice	DLS	30 days
		Preparation of voucher and payments to	CA	Within 5 days after receipt

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/ UNIT	STANDARD TO BE USED (Time stated: working days)
		creditors		of relevant documents
		To acknowledge invitation for attending conferences, meetings and seminars	All	Within 2 days
		To review and provide advice on complaints received	All	7 days
2	Civil Society Organizations Non-Governmental Organizations	Preparation of collaborative agreements	DLG	30 days after request
		Signing of collaborative agreements	DLS	14 Days
		To give advice on social-economic cross-cutting issues	DPP	3 days after receipts of request
3	Development Partners	Preparation of Collaborative agreements	DLG	30 days
		Signing of Collaborative agreements	DLS	14 days after receiving the first draft of agreement
		Recruitment of international expatriates	DAP	30 days after receipt of application
		To review statistics and details of projects	DRA	Every January
		Clarification of International Policies	DPP	3 Days after receipt of the request
		Acknowledgement of representation of PMO-RALG in Government deliberations	DPP	1 Day after receipt of the invitation
4	Media	Dissemination of accurate information	IEC	Within one day from receipt of request
	Local Government Authorities	To facilitate clearance of goods from the port	PMU	14 days from receiving all documents

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/ UNIT	STANDARD TO BE USED (Time stated: working days)
		Organize General Workers' Council Meetings	DLS	3 days
		Prepare minutes of General Workers' Council Meetings	DLS	2 days
		Circulate the resolution of the general workers' council meetings	DLS	3 days
		To comment on the resolutions about the ethics of council employees	DLS	5 days
		To advise on the review of council bylaws	DLS	5 days
		To provide IT technical support	DMS	14 days
		To advise on improvement of financial regulations based on audit reports	CIA	14 days after receipt of audit reports
		To handle appeals from LGAs employees	DLG	14 days after receipt of the

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/ UNIT	STANDARD TO BE USED (Time stated: working days)
				appeal
		To review corruption and misconduct cases.	DLG	30 days after receipt of the case
		To review the efficacy of development policies	DPP	7 Days after receipt of the policy
		Coordinate Human Capital Audit	DOD	Every 6 Months in the respectiveLGA
		Ensure availability of system's operational manuals	DOD	Every time when a new system is introduced and also to audit the usage of the manuals at the end of every year
		To effect transfers of primary and secondary school teachers from one Region to another	DEC	1 st week of December and June
		To issue guidelines on Management of Schools	DEC	Every time when need arises
		To collect, analyze, and update data related to School Infrastructure and Finances	DEC	4 th week of July, October, January and April
		To support services related to teachers/ students welfare	DEC	Every time when need arises.
6	Regional Secretariats	To review, comment and advise on regional implementation reports	DRA	Before two working days of the end of the quarter

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/ UNIT	STANDARD TO BE USED (Time stated: working days)
		To participate in various Regional Administration meetings	DRA	5 days after receiving an invitation
		To disseminate guidelines to RSs	DRA	4 days after receiving guidelines from respective MDAs
		To provide IT technical support	DMIS	14 days after receiving request
7	Ministries, Independent Departments and Executive Agencies (MDAs)	To advise on ministerial sectoral bills	ALL	5 days
		To respond to audit queries	CA	14 days after receipt of the query
		To prepare annual accounting report	CA	Every year, before 30th September
8	Parliament	Response to parliamentary questions	ALL	15 days after the receipt of questions
		Preparation of circulars for the Cabinet	DPP	30 days per circular
		Reviewing sectoral policies	DPP	5 days
		To prepare implementation schedules for government plans	DSC	15 days after receipt of plans
		To prepare implementation schedules for	DPP	15 days

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/ UNIT	STANDARD TO BE USED (Time stated: working days)
		Cabinet directives		
9	Private sector	Procurement of services	PMU	14 days
		Preparation of contracts for service providers	DLS	3 days after procurement and identification of the service provider
		Contract signing with service providers	DLS	2 days after submission of relevant and complete documents
		Effecting payment to service providers	CA	4 days after supply of goods /and or services and submission of an invoice
10	PMO-RALG Employees, Internal Divisions & Departments	Facilitating Staff Training	DAP	In accordance to training plan
		Confirmation to employment	DAP	One year after being employed
		Promotions of staff	DAP	According to staff regulations
		Provision of social welfare services	DAP	As shall be requested by the workers' council.
		Provision of support services related to people living with HIV/AIDS	DAP	As shall be requested by workers' council.
		Preparation and payment of monthly salary	CA	3 days before the end of the due month
		Processing of requisition orders	PMU	1 day after receiving the requisition
		Distribution of requisitions	PMU	1 day
		Organizing workers/staff meetings	DAP	1 day after request
		Preparation and delivery of retirement benefit voucher to the Treasury	CA	3 days

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY PMO-RALG TO THE CLIENT	RESPONSIBLE DIVISION/ UNIT	STANDARD TO BE USED (Time stated: working days)
		Oversee the operationalisation of the Performance Improvement Model (PIM)	DPP	Give quarterly review report
		Monitoring and Evaluation of PMO-RALG Programmes	DPP	Give Quarterly Reports
11	Trade Union	Submission of statutory salary deductions	CA	7 days after receipt of the same from Treasury
12	Academic Institutions	Information for research and publication	DAP	7 Days after request receipt
		Provide Field attachments for students	DAP	7 Days after request receipt
13	PMO-RALG Affiliated institutions (HLGTI, KEC, LCLB)	Provision of technical support	DLG	3 days for acknowledging the request
		Capacity building	DAP	3 days for acknowledgement of the request
		Acknowledgement of availability of staff to facilitate restructuring	DOD	2 Days after receipt of the request
14	Social Security Institutions (LAPF, PPF, NHIF)	Submission of statutory salary deductions	CA	7 days after receipt of the same from Treasury
15	Tanzania Revenue Authority	Submission of statutory salary deductions	CA	7 days after receipt of the same from Treasury
		Submission of cargo clearing fees	CA	As per procurement specifications

4.2 Our Responsibilities and Standards

We commit to giving you quality services by being responsible in the following ways:

- Provide clear, accurate, and timely information and advice;
- Consult widely before making decisions and we will tell you how long we have to respond;
- Let you know about decisions that will affect you and explain why they are being made;
- Be effective and efficient in the delivery of our services;
- Monitor our performance and look for ways to improve our services;
- Act honestly, ethically and professionally;
- Be polite, courteous and helpful;
- Communicate clearly and in plain language;
- Endeavor to achieve the highest standard in the work we do;
- Apply relevant legislation, policy, and procedures impartially and consistently, and
- Respond to correspondence promptly and handle telephone and personal inquiries immediately. If a complete response is not practical within the timeframe, you will be told when and by whom it will be provided.

5.0 YOUR RIGHTS AND RESPONSIBILITIES

5.1 Your Rights

In order for us to provide you with quality services and meet our commitments to you, as a customer your rights are:-

- Involvement in the review process of this charter;
- Privacy and confidentiality;
- Information;
- Treatment with dignity in accordance to law, and
- Provide feedback on our services.

5.2 Your Responsibilities

To enable us meet service standards and our commitments to you, we encourage you to be responsible in the following manner:-

- Be punctual when we give you a specific appointment;
- Providing us with accurate and complete information;
- Treating our staff with respect;

- Not being involved on corruption in any manner with our staff, and
- Following instructions, adhering to laws, regulations and procedures.

6.0 STATEMENT ON REVIEWING THE CHARTER

For the Charter to be effective it must be reviewed and made up-to-date to meet our clients' needs. Therefore, we intend to make this Charter a living document that evolves in line with the changes that occur in the society, and in PMO-RALG. We will ensure to consult with appropriate clients and stakeholders during the review process. We promise to review it after **every two years**.

HOW TO GIVE US FEEDBACK ON OUR SERVICES

This Charter has been developed through consultations with our stakeholders. We are giving you another opportunity to improve our services to you through feedback in the form of complements for quality services you receive and advice on how to improve. You can also lodge complaints when not satisfied with services you receive or unhappy with the behaviour of any of our staff. To lodge complaints you should do the following:

- In the first instance, contact the staff member concerned or ask to speak to the staff head of department or section with a view of resolving your concerns immediately;
- Alternatively you may contact the Permanent Secretary for advice on the appropriate courses of action open to you;
- If you are still not satisfied or would like to provide feedback, your concerns should be submitted in writing to the Permanent Secretary. Our office promises to process your feedback and responding through acknowledgement and improvement on our standards, and
- Written complaints will be fully investigated and a written response will be provided within the specified time as shown in our service standards provided under item 4.1 of this charter.

8.0 REPORTING PERFORMANCE AGAINST SERVICE STANDARDS

We will continue to make ourselves transparent and accountable for our performance and operations. We will publish our Charter and information on our level of compliance to the promises, commitment, and guarantees we have made in this Charter. In addition we will regularly monitor the level of client awareness of the Charter.

Specifically we will:

- Publish performance against the Charter commitment in the Ministerial annual budget report;
- Provide Charter performance information to the Inter-Ministerial Technical Committee (IMTC) of permanent secretaries;
- Provide Charter performance information annually to the office of the Controller and Auditor General in respect of their requirement for performance auditing and value for money audit of the public service;
- Report on performance to key clients and stakeholders (including our staff). This will help to ensure openness and accountability so that an on-going relationship with our stakeholders and our staff is maintained;
- Publish summary, with reference to complaints data and our general response in the ministry's annual performance report, and
- Provide summary of information annually to the Office of the Prime Minister for the whole Government Report on Clients' Service Charters.

9.0 FRAUD PREVENTION

PMO-RALG will not tolerate fraud and where appropriate, it will take action against those responsible so as to recover any losses.

You can assist this process by reporting any suspect fraud involving PMO-RALG to the Permanent Secretary for further action.

10.0 INSTITUTIONAL IDENTITY AND CONTACT DETAILS

We are keen to improve the level of service we offer and we welcome your suggestions or comments. Your comments will help us in appraising our service performance. Simply ring us, write to us or send an email as shown in the address below:

**The Permanent Secretary,
Prime Minister's Office, Regional Administration and Local Government
P.O. Box. 1923,
Dodoma,
Tanzania.**

Tel. +255 - 26 - 2321607

Fax. +255 - 26 - 2322116

Email: ps@pmoralg.go.tz

Website: <http://www.pmoralg.go.tz>

Our offices are located along “**Mji Mlezi House/Siasa Road**”, **Dodoma**. We are open from 7.30 am to 3.30 pm on weekdays except during public holidays.

OR (For our Liaison– Office in Dar Es Salaam, you can use the following correspondence)

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Prime Minister’s Office, Regional Administration and Local Government

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