

THE UNITED REPUBLIC OF TANZANIA



OFFICE OF THE TREASURY REGISTRAR

CLIENT SERVICE CHARTER

CONTACT

Treasury Registrar,
Office of the Treasury Registrar,
33 Samora Machel Avenue
P.O. Box 3193,

11104 DAR ES SALAAM

April, 2015

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ABBREVIATIONS AND ACRONYMS

CHC	-	Consolidated Holding Corporation
DP's	-	Development Partners
MDA's	-	Ministries, Departments and Agencies
PSC's	-	Public and Statutory Corporations
TRO	-	Office of the Treasury Registrar
TR	-	Treasury Registrar

1.0 STATEMENT OF THE TREASURY REGISTRAR

The Office of the Treasury Registrar (hereinafter referred to as TRO) was established as a Corporation Sole under the Treasury Registrar Ordinance Cap 418 of 1959 and Treasury Registrar (Powers and Functions) Act Cap.370 of 2002 as amended in 2010. The TRO is responsible for holding all investments comprised of the paid up capital of Public and Statutory Corporations as well as in private investments where the Government owns shares or interests in trust for the President and for the purposes of the Government of the United Republic of Tanzania.

In performing its mandated functions the TRO performs three core functions, namely, custodianship over government Investments, oversight over operations of Public Institutions and Statutory Corporations and provision of advisory services to the government in relation to government Investments.

In order to provide assurance that the TRO will deliver the necessary services to its customers as expected, the TRO has prepared a Client Service Charter which outlines the activities to be performed by the Office. The Client Service Charter is a "Social Pact" between the Office of the Treasury Registrar as a service provider and its clients as service recipients. It specifies the standards of service delivery which users have a right to expect from the service provider.

The Client Service Charter also specifies the rights and obligations of both parties and how customers can access the TRO services.

The TRO is committed to providing quality services using its well trained and supportive staff, and is continuously striving to develop and maintain a transparent and accountable culture by reporting annually to its clients and

other key stakeholders as a way to continuously improve on service delivery.

In order for it to be effective, this charter has to be a living document, which is a product and the embodiment of a good working relationship that the TRO will endeavor to maintain its clients and staff.

It is our hope that Clients will make use of the mechanisms provided within the Charter to provide feedback which we will use to measure our performance against our service standards.

Lawrence N. Mafuru

TREASURY REGISTRAR

April, 2015

2.0 VISION, MISSION AND CORE VALUES

2.1 VISION

To be an effective and efficient oversight body for Public and Statutory Corporations in Tanzania.

2.2 MISSION

To safeguard and effectively oversee Government investments in both Public Institutions and Statutory Corporations through collective responsibility of all key Stakeholders

2.3 OUR CORE VALUES

Our core values in our pursuit for excellence are based on:-

i. Honesty and Integrity

We commit to act honestly, fairly and openly, to honour our commitments and will not use public office for personal gain.

ii. Respect

We are committed to treat each other and the general public with respect by ensuring fairness, upholding merit principle and ensuring non-discrimination in the handling of the affairs of the office.

iii. Professionalism and Impartiality

We commit to act impartially in the execution of our duties and will provide the government with objective and honest advice on investment or other matters relating to PISC's

iv. Pursuit of excellence in service

We strive for excellence and work to the best of our abilities with pride, skills and dedication and are committed to provide service to the public that is timely, competent, fair, efficient and effective by acting objectively, professionally and lawfully.

v. Creativity and Innovation

We support continuous learning and encourage creativity and innovation with a view to improving knowledge and skills of its staff so as to improve service rendered to its stakeholders and the general public.

vi. Participatory Management and Teamwork.

We believe in teamwork and participatory management and are committed to promoting citizen-centered service by collaborating with stakeholders across division, unit and governmental boundaries.

3.0 THE PURPOSE OF THIS CHARTER

The aim of this charter is to develop and improve service delivery between TRO and its clients. It will provide an opportunity to our clients to understand what we commit ourselves to do, how to contact us, what to expect by way of service standards, and how to seek remedy if services delivery does not meet the expected results. In order to achieve the purpose of this charter the following should be accomplished:

- i. Constant revisit of operations and service delivery procedures to ensure high-level standard of business compliance;
- ii. Strengthen and maintain application of modern business practices to ensure quality service delivery;
- iii. Expand customer base to ensure maximum access to TR service and improve public and Statutory Corporations operations;
- iv. Strengthen and maintain proper resource management to ensure optimization of both human and material resource utilization;

4.0 CLIENTS AND STAKEHOLDERS' EXPECTATIONS

This charter identifies and categorises our main clients and stakeholders as follows;

SN	CLIENT/STAKEHOLDER	EXPECTATIONS
1	MDA's	<ul style="list-style-type: none">a) Good governance,b) transparency and accountabilityc) Timely, accurate and reliable sharing of informationd) Proper use of public resourcese) Improved service delivery.f) Clarity and Consistency of policies.
2.	Cabinet	<ul style="list-style-type: none">a) Effective communication systems.b) Compliance and Accountabilityc) Good governance and transparencyd) Improved service delivery
3	Public and Statutory Corporations	<ul style="list-style-type: none">a) Good governance, transparency and accountability.b) Efficiency and effectiveness in service delivery

		<p>c) Effective communication systems.</p> <p>d) Improved cordial relationship</p>
4.	Development Partners	<p>a) Good Governance, transparency and accountability</p> <p>b) Effective communication</p> <p>c) Proper use of resources</p> <p>d) Improved cordial relationship</p>
5	Parliament.	<p>a) Effective and efficiency public service delivery.</p> <p>b) Enhanced public service morals and ethics</p> <p>c) Good governance, transparency and accountability.</p> <p>d) Improved human resource development and gender equality.</p>
6	National Audit Office	<p>a) Timely response to queries</p> <p>b) Proper use of public resources</p> <p>c) Effective communication</p> <p>d) Timely submission of audited of final account</p>

7	Media	<ul style="list-style-type: none"> a) Improved Service delivery b) Timely, accurate and reliable sharing of information. c) Effective communication systems. d) Social interactions.
8.	TR Employees	<ul style="list-style-type: none"> a)Conducive working environment and adequate working tools and equipment. b)Fair performance appraisal, rewards and sanction system. c)Social interaction d)Transparent and fair career development plan e)Satisfactory remuneration
9	EX- Employees of PSC's	<ul style="list-style-type: none"> a) Timely, accurate and reliable sharing of information. b) Fair payment of terminal benefits c) Improved service delivery
10	General Public, Civil Society Organization	<ul style="list-style-type: none"> a) Good governance and transparency

	and NG'O	<ul style="list-style-type: none"> b) Efficiency and effectiveness in service delivery c) Effective communication systems. d) Proper use of resources.
11	Investors/buyers	<ul style="list-style-type: none"> a) Transparent, fair and competitive tendering process b) Appropriate information on entities to be privatized or leased.
12	Creditors	<ul style="list-style-type: none"> a) Timely settlement of their claims, b) Fair interest on delayed payment

5.0 OUR CORE FUNCTIONS

- i. To render advice to the Government relating to the establishment of public or statutory corporations, and the vesting of any business or property in those organizations;
- ii. To review the financial performance of public and statutory corporations with a view to recommending measures aimed at amalgamation, disestablishment or improvement of their performance;
- iii. Consider, recommend or approve corporate and annual plans of public statutory corporations, or other bodies in which the Treasury Registrar has an interest before their submission to the Government for incorporation in the overall economic development plans of Government or for funding;
- iv. Set financial targets and other performance criteria to be pursued by any public corporation;
- v. Evaluate, from time to time, the performance and effectiveness of boards and management committees of public and statutory corporations, and recommend the Government remedial or improvement measures designed to ensure the proper and more efficient utilization of finances and assets of those corporations;
- vi. Approve whether a public corporation interested in buying shares from any other public corporation or company may do so;

- vii. Invest or to dispose of investments in public corporations or statutory corporation;
- viii. Supervise public corporations and statutory corporation's investment funds
- ix. Make follow-up and ensure dividends from public corporations where the Government has, shares, are paid when are due;
- x. Monitor and evaluate the performance of public and statutory corporations
- xi. Ensure that every public corporations enter into performance contract with the Treasury Registrar immediately upon appointment of the Government body
- xii. Monitor and evaluate training programme in public and statutory corporations
- xiii. Direct or approve the adoption, application or amendment of financial regulations so as to ensure the proper accounting of the income and expenditure of public corporations;

6.0 TIMELINESS-STANDARDS FOR PROCESSING CORE ACTIVITIES

These cover the speed and efficiency of the administration of our service delivery processes. We will pursue opportunities for continuous improvement in the following areas:

6.1 General Services

- Respond to telephone calls immediately,
- Respond to customers/public emails, fax and letters within seven days from the day of receipt,
- Provide information requested by clients within seven (7) days from the date they submitted their request

6.2 Letters acknowledgement

Acknowledged within 5 working days from date of receipt.

6.3 Consolidation of final accounts of TRO

Ready for submission to CAG by 30th September annually.

6.4 PSC's scheme of service and salary structures

Approved or disapproved within 25 working days

6.5 Financial and staff regulations for PSC's

Approved or disapproved within 21 working days

6.6 Voluntary agreements of PSC's

Approved or disapproved within 45 days

6.7 Treasury Registrar Circulars on new salaries for PSC's

Issued within 15 working days after issue of Civil Service Salary Circular

6.8 PSC's investment project

Analyzed and directed within 21 working days

6.9 PSC's performance report

Analyzed and consolidated within 30 working days after the end of each quarter.

6.10 Appointments of PSC's Board of Directors

Board of Directors in privatized companies which Government has Minority shares will be processed within 30 working days before the expiry of the board tenure.

6.11 Monitoring and Evaluation for PSC's

Conducted and reported within 30 days

6.12 Management Audit for PSC's

Conducted and reported within 30 working days

6.13 Training Programme for PSC's

Monitored and evaluated within 14 working days

6.14 Performance Contract with PSC's

Processed and signed within 30 working days at the beginning of PSC's financial year

6.15 PSC's Annual Plan and Budgets

Analyzed and directed within 15 working days

6.16 PSC's Audited Financial Statements and Management Letters

Analyzed and directed within 7 working days

6.17 Dividend from PSC's

Follow up and reported annually

6.18 PSC's assets verifications

Prepared and compiled within 30 working days.

6.19 PSC's Loans, Guarantee and 10% remittance

Followed up and reported quarterly.

6.20 PSC's Personnel Emoluments

Analyzed and directed within 30 working days

6.21 Functions and Organization Structures of PSC's

Approved or disapproved within 21 working days

6.22 Creditors

Settlement of financial claims to creditors within 30 days from the date of establishing them

6.23 Investors and buyers of Privatized Entities

Information requested by buyers/investors of privatized entities will be provided within 30 days from the date of receiving the requests.

7.0 QUALITATIVE SERVICE STANDARDS

We are striving to continuously improve the quality of our services with regard to the following:

- i. **Responsiveness.** We will respond to the raised issue(s), letters, e-mails, Fax and phone call as promptly as possible.
- ii. **Clarity.** We will ensure that all letters, financial reports and publications, processes and other information are as clear as possible.
- iii. **Accuracy.** We will monitor the accuracy of advice, information and financial transactions for the functions that we undertake.
- iv. **Appropriateness.** We will strive to ensure that our services suit clients' needs and circumstances, particularly special needs of the disabled or other disadvantaged groups
- v. **Appointments.** We will ensure that all appointments are promptly dealt with. The service will be delivered without prejudice and favoritism. We will do our best to avoid any inconvenience, and regret with apology.

8.0 RELATIONSHIP AND RESPONSIBILITIES TO CLIENTS

We want to establish and maintain good working partnerships and excellent relationships with our clients through clear understanding of our mutual expectations, rights and responsibilities. We have set out below

what we consider to be clients' rights and responsibilities. For our part we promise to maintain the highest standards possible in respect of the following:

- i. **Advice.** We will always endeavor to provide consistent, accurate and impartial advice on investment or disinvestment decisions as well as other matters in relation to PSC's
- ii. **Staff Manner.** We will acquire, train and require our staff to be friendly, helpful, respectful, action oriented and sensitive to the clients' individual needs.
- iii. **Information sharing.** We will provide our stakeholders with necessary information on the operations of the Treasury Registrar Office.

9.0 CLIENTS RIGHTS AND OBLIGATIONS

We have promised in this Charter what we believe our customers have the right to expect in terms of standards. Similarly, we believe that clients have certain responsibilities to abide by to help us provide good services to them, and to ensure a successful and sustainable relationship.

9.1 Clients Rights

- i. Appeal for review of any decisions made;
- ii. Lodging of complaints where services provided are unsatisfactory ;
- iii. Privacy and confidentiality;

- iv. See information about yourselves subject to prescribed procedures and
- v. Access services, facilities and information in a manner which meets their needs particularly the special needs of the disabled or otherwise disadvantaged.

9.2 Clients obligations

- i. Treat our staff with courtesy;
- ii. Not to offer gifts, favours or inducements to our staff, or to solicit the same
- iii. Attend scheduled meetings punctually;
- iv. Respond to requests for information precisely accurately, thoroughly and in time and
- v. Abide to legal requirements and other obligations that they must meet in order to be eligible for payments or services sought.

10.0 FEEDBACK AND COMPLAINT HANDLING MECHANISMS

We welcome constructive criticism and feedback about our services, as well suggestions on how to serve you better. Furthermore, we promise that complaints and suggestions will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority.

10.1 HOW TO SUBMIT A COMPLAINT

Complaints may be made by letter , telephone, fax or E-mail or in person to the following

The Treasury Registrar,
Office of Treasury Registrar,
CHC House,
33 Samora Machel Avenue
P.O. Box 3193,
11104 **DAR ES SALAAM, TANZANIA**

Or

Telephone: +255 2121334

Fax: +255 2110046

E-Mail: tr@tro.go.tz

OR comments may be made through the "Suggestion Box".

Available at the TR Headoffice , Mirambo street , Dar es salaam during Business hours 9.00 am to 3.30 pm from Monday to Friday.

10.2 RECORD OF COMPLAINTS

We will record all complaints, compliments and suggestions.

We will use these for evaluation and monitoring processes and thus form the basis of annual self-assessment benchmarking by the management team. We guarantee that all information, including personal names and details will be treated with utmost confidentiality.

10.3. External Dispute Handling and Appeal Mechanism

Our internal complaints handling system does not prevent clients from using external dispute handling and appeal mechanisms where there is a need.

11.0 MAINTAINING AND REVIEWING THE CHARTER

11.1 The purpose of review.

In order for this Charter to be a living document it shall be continuously reviewed to take on board any changes that occur in the business environment , in execution of TRO's Powers and Functions. We wish to ensure its ongoing relevance and effectiveness and will regularly revisit it for the purpose of ensuring that:-

- i. The Charter continues to reflect our aspirations as a service provider to our clients and if there are any significant new initiatives;
- ii. The commitment to service and standards are still aligned to the needs and priorities of our clients and other key stakeholders;
- iii. The Charter continues to meet our service principles and core values,
- iv. The current content is accurate and up to date
- v. The format, design and availability meet our client's needs,
- vi. We are maintaining reliable and effective data collection on client feedback, service standards and complaints, and
- vii. Changes should be made to our complaints handling processes for purposes of maintaining its efficacy and effectiveness.

11.2 Consultation in review

In order to foster transparency and accountability, we will consult our clients and stakeholders during the review process. We will also consult other external stakeholders such as our Parent Ministry ,the President's Office Public Service Management, service delivery surveys and customer focus groups.

11.3 Reporting Performance against Standards

We will continue to make ourselves accountable for our performance and operations by publishing our Client service Charter information on our level of compliance to promises, and commitments and guarantees we have made. In addition we will regularly monitor the level of client awareness of the Charter.