

**JUDICIARY**

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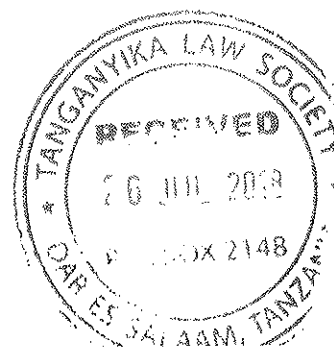


The office of Chief Court Administrator,  
Judiciary of Tanzania,  
26 Kivukoni Road,  
P.O. BOX 9004,  
**11409 DAR ES SALAAM**

Ref: No. **G.3.4/17**

**24<sup>th</sup> July, 2018**

1. Permanent Secretary,  
Ministry of Constitution and Legal Affairs,  
P. O. Box. 40484,  
Mkalama Road,  
Taaluma Building No.1,  
CBE,  
**DODOMA.**
2. Deputy Attorney General  
Attorney General's Chamber,  
P. O. Box. 9050,  
**DAR ES SALAAM.**
3. Inspector General of Police (IGP),  
Tanzania Police,  
P. O. Box. 9141,  
**DAR ES SALAAM.**
4. Commissioner General of Prisons,  
P. O. Box. 9190,  
**DAR ES SALAAM.**
5. Director General,  
Prevention of Corruption and  
Combating Bureau,  
P. O. Box. 4865,  
**DAR ES SALAAM.**
6. Director of Public Prosecution,  
Prosecution Division,  
P. O. Box. 71069,  
**DAR ES SALAAM.**
7. Chief Government Chemist,  
P. O. Box. 164,  
**DAR ES SALAAM.**

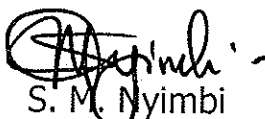


8. Executive Secretary,  
Ethics Secretariat,  
P. O. Box. 13341,  
Ohio Street  
**DAR ES SALAAM.**
9. President,  
Tanganyika Law Society  
P. O. Box. 2148,  
**DAR ES SALAAM.**

**RE: REVIEW OF THE JUDICIARY CLIENTS' SERVICE CHARTER (CSC).**

Please, refer to the above subject.

2. The Judiciary of Tanzania has its Clients Service Charter which came into operations in 2002 with the purpose of providing better services to the Citizens. The Charter has set out time and standards in delivering its services to its clients as well as stipulating rights, obligations and expectations from both parties. It also sets out feedback mechanism including a system of handling public complaints.
3. From the time when Charter was operationalized to date, a number of major reforms have taken place including application of technology in service delivery improvement of knowledge and skills of personnel; improvement of working tools and other Court facilities. These have largely contributed to the increased efficiency and effectiveness in service delivery.
4. This calls for the review of the charter in order to cope with current situation and demands in order to ensure that delivery of justice Services to the citizens meets high level of international standards with regards to timeless, transparency and accountability as well as reflecting the Judiciary Core values.
5. In view of above, I am forwarding to you the present contents of the CSC document for your review. Please provide your comments and observation wherever possible, which will be incorporated in our reviewed CSC final document. I would highly appreciate to get your feedback by 20<sup>th</sup> August, 2018.
6. I am much obliged for your continued cooperation.

  
S. M. Nyimbi

**For. CHIEF COURT ADMINISTRATOR**

**SERVICES NEEDED BY PARTNERS/STAKEHOLDERS IN THE  
ADMINISTRATION OF JUSTICE AS PER JOT CSC 2002 ( Pg6 – 12)**

STAKE HOLDERS		EXPECTATIONS	COMMENTS
1	Police, Labour Officers, State Attorney	<ul style="list-style-type: none"> <li>• Proper scheduling of Cases;</li> <li>• Notice of cases to be issued in time;</li> <li>• Speedy disposal of cases;</li> <li>• Time management;</li> <li>• Conducive working environment and</li> <li>• Co-operation in discharging their duties.</li> </ul>	
2	Probation officers	<ul style="list-style-type: none"> <li>• Easy and timely access to court records and relevant information;</li> <li>• Office accommodation;</li> <li>• Co-operation in discharging their duties; and</li> <li>• Sustaining judicial ethics</li> </ul>	
3	Justice of the Peace	<ul style="list-style-type: none"> <li>• Good co-operation in the course of doing their work; and</li> <li>• Basic training to understand and effectively carry out their functions.</li> </ul>	
4	Prison Officers	<ul style="list-style-type: none"> <li>• Efficiency in the dispensation of justice; and</li> <li>• Co-operation in doing their work.</li> </ul>	
5	Coroners/Assessors	<ul style="list-style-type: none"> <li>• Timely payments of their allowances;</li> <li>• Co-operation in doing</li> </ul>	

		<ul style="list-style-type: none"> <li>• their work; and</li> <li>• Office accommodation.</li> </ul>	
6	Mass Media	<ul style="list-style-type: none"> <li>• Co-operation and easy access to relevant information subject to rules or regulations in respect of judicial ethics and the law.</li> </ul>	
7	Employee	<ul style="list-style-type: none"> <li>• Adequate remuneration and incentives;</li> <li>• Good office accommodation;</li> <li>• Conducive working environment and facilities; and</li> <li>• Realistic budget.</li> </ul>	
8	Business community	<ul style="list-style-type: none"> <li>• Timely payment for services rendered; and</li> <li>• Transparency in granting tenders.</li> </ul>	
9	Accused/Complainants, Witnesses and Sureties	<ul style="list-style-type: none"> <li>• Timely disposal of cases;</li> <li>• Fair hearing;</li> <li>• Credibility on the part of judicial workers;</li> <li>• Adequate and timely payment of expenses to witnesses;</li> <li>• Right to relevant information; and</li> <li>• Access to proceedings and decision reached by the court.</li> </ul>	
10	Advocates	<ul style="list-style-type: none"> <li>• Issues of notices and summons in time;</li> <li>• Early speedy hearing of cases;</li> <li>• Bold and reasoned judgments;</li> <li>• Timely execution of decree</li> </ul>	

		<ul style="list-style-type: none"> <li>• A just quantitative and qualitative of advocates; and</li> <li>• A clear procedure and transparent process in issuance of practicing certificates to advocates.</li> </ul>	
11	Donors	<ul style="list-style-type: none"> <li>• Presentation itemized budget;</li> <li>• Financial accountability;</li> <li>• Update information of projects;</li> <li>• Quick response to all financial queries;</li> <li>• Appreciation and departmental involvement;</li> <li>• Competence and independent Judiciary; and</li> <li>• Speedy disposal of cases.</li> </ul>	
12	Political Religious Leaders	<ul style="list-style-type: none"> <li>• Easy access to judicial services;</li> <li>• Fair justice;</li> <li>• Transparency; and</li> <li>• Sensitization on judicial matters;</li> <li>• Speedy disposal of cases.</li> </ul>	
13	Ministries, Independent Departments and Government and Government Executive Agencies	<ul style="list-style-type: none"> <li>• Speedy correspondences;</li> <li>• Cooperation;</li> <li>• Transparency and openness; and</li> <li>• Speedy disposal of cases.</li> </ul>	

14	Court brokers	<ul style="list-style-type: none"> <li>• Proper and explicit orders;</li> <li>• Involvement in the preparation of rules and regulations governing their business;</li> <li>• Fair and transparent distribution of execution orders;</li> <li>• Reasonable, affordable regulation/application criteria; and</li> <li>• Updated database mechanism.</li> </ul>	
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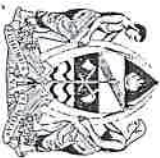
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4. To set up a mechanism of punctuality in delivery of justice and responding to clients demands and complaints;
5. Set clear standards of services that users can expect, monitor and review performance, publish the results and receive independent validation;
6. Be open and communicate clearly, effectively and in a plain language on the court procedures to help people coming to court be well informed about our procedures, services and their costs;
7. Use resources effectively and to provide best value for tax payers, donors and users and continuously look for ways to improve the services and facilities offered; and
8. Work with other Ministries, Departments and Agencies to ensure that our services are effectively, efficiently and timely co-ordinated and delivered to the public.

### CLIENTS AND STAKEHOLDERS

Our Strategic Plan identifies our main clients and stakeholders as partners in the administration of Justice and individual groups. Their needs and expectations are outlined below:

1. **SERVICES NEEDED BY PARTNERS IN THE ADMINISTRATION OF JUSTICE:-**



(a) **Prosecutors (Police, Labour Officers, State Attorney)**

*have a right to expect:*

- Proper scheduling of cases;
- Notice of cases to be issued in time;
- Speedy disposal of cases;
- Time management;
- Conducive working environment; and
- Co-operation in discharging their duties.

(b) **Probation Officers**

*have a right to expect:*

- Easy and timely access to court records and relevant information;
- Office accommodation;
- Co-operation in discharging their duties; and
- Sustaining judicial ethics.





(c) Justices of the Peace  
*have a right to expect:*

- Good co-operation in the course of doing their work; and
- Basic training to understand and effectively carry out their functions.

(d) Prison Officers  
*have a right to expect:*

- Efficiency in the dispensation of justice; and
- Co-operation in doing their work.

(e) Coroners/Assessors  
*have a right to expect:*

- Timely payments of their allowances;
- Co-operation in doing their work; and
- Office accommodation.

2. SERVICES NEEDED BY INDIVIDUAL GROUPS



- (a) **Mass Media who have a right to expect**
  - Co-operation and easy access to relevant information subject to rules or regulations in respect of judicial ethics and the law.
  
- (b) **Employees who have a right to expect:**
  - Adequate remuneration and incentives;
  - Good office accommodation;
  - Conductive working environment and facilities; and
  - Realistic budget.
  
- (c) **Business community has a right to expect:**
  - Timely payment for services rendered; and
  - Transparency in granting tenders.
  
- (d) **Accused/Complainants, Witnesses and Sureties**



***have a right to expect:***

- Timely disposal of cases;
- Fair hearing;
- Credibility on the part of judicial workers;
- Adequate and timely payment of expenses to witnesses;
- Right to relevant information; and
- Access to proceedings and decision reached by the court.

**(e) Advocates  
*have a right to expect:***

- Issues of notices and summons in time;
- Early speedy hearing of cases;
- Bold and reasoned judgements;
- Timely execution of decree;



- A just quantitative and qualitative enrolment of advocates; and
- A clear procedure and a transparent process in issuance of practising certificates to advocates.

**(f) Donors**

*have a right to expect:*

- Presentation of itemised budget;
- Financial accountability;
- Update information on projects;
- Quick response to all financial queries;
- Appreciation and departmental involvement;
- Competent and independent Judiciary; and
- Speedy disposal of cases.

**(g) Political and Religious Leaders**

*have a right to expect:*

- Easy access to judicial services;
- Fair justice;
- Transparency; and
- Sensitisation on judicial matters.

