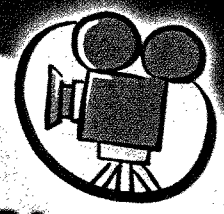
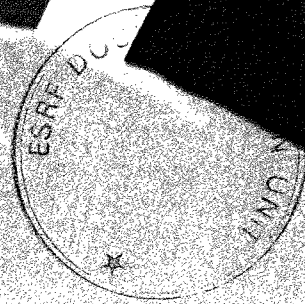
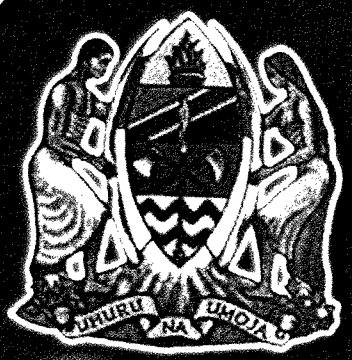


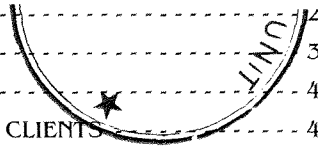
# Client Service Charter



Ministry of Education & Culture

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## FOREWORD

The Constitution of the United Republic of Tanzania (section 11, Article 2 and 3) states that:

11 (2) 'Every person has the right to self education, and every citizen shall be free to pursue education in a field of his choice up to the highest level according to his merits and ability.'

11(3) 'The government shall endeavor to ensure that there are equal opportunities to all persons to enable them to acquire education and vocation training at all levels as a strategy for poverty alleviation training at all levels of schools and other institutions of learning'

In consonance with this statement, the Ministry of Education and Culture has the responsibility of ensuring access to quality basic education for all, as well as ensuring enrolment expansion and equitable access at all levels as a strategy for poverty alleviation. This is in line with the Tanzania Vision 2025 that sees

education as a strategic agent for mindset transformation, and for the creation of a well educated nation that can face the national and global development challenges.

The Ministry of Education and Culture also has the following responsibilities:

- ▶ To enhance community involvement in the ethics and culture of the Nation;
- ▶ To develop the education sector policies;
- ▶ To enhance the provision quality education through curriculum review, deployment of teachers and cost efficient and affective use of resources, and;
- ▶ Increase awareness of the Tanzanian culture.

Due to this responsibilities, the Ministry of Education and Culture is bound to interact with various people who are beneficiaries of its services. The Ministry is therefore bound to listen, assist and guide its clients and effectively coordinate its Services for the benefit of all. This Client Services Charter spells out our commitment to focus on the needs of beneficiaries of our services and eschews the self-interest and



bureaucratic behavior of the employees of the Ministry of Education and Culture. The Charter identifies our clients and the services they can expect to get from us. It is a living document that shall be revised and for better performance in accordance with the feedback received from the clients.

I am presenting this Client Service Charter in the hope that through this charter we shall be able to establish better working relations between us.



*J. J. Mungai*  
**J. J. Mungai (MP)**

MINISTER FOR EDUCATION AND CULTURE DATE: 9<sup>th</sup> November, 2002

**LIST OF ABBREVIATIONS**

AIDS	Acquired Immuno-Deficiency Syndrome
COBET	Complementary Basic Education in Tanzania
CSSC	Christian Social Service Commission
DEMA	Diploma in Education Management and Administration
HIV	Human Immuno Deficiency Virus
HM	Headmaster/Headmistress
ICBAE	Integrated Community Based Adult Education
MoEC	Ministry of Education and Culture
NECTA	National Examination Council of Tanzania
NFE	Non Formal Education
NGO	Non-Government Organization
NIC	National Insurance Corporation
NSSF	National Social Security Fund
SACCOS	Savings and Credit Co-operative Society
TTC	Teachers Training College



## 1. INTRODUCTION

This Client Service Charter aims at improving our service and the quality of services we shall offer to you.

### 1.1 It helps you to:

- ▶ Know the services we offer;
- ▶ Understand what we commit ourselves to do,
- ▶ Know what standards of service to expect from us, and
- ▶ Know how to contact us.

### 1.2 The Charter help us to:

- ▶ Abide to our commitments to a set of core values,
- ▶ Publicize our services

### 1.3 The Charter

- ▶ Identifies our clients,

- ▶ States our commitment to a set of core values,
- ▶ Spell out your rights and the standards of services expected from us, and
- ▶ Sets out how you can help us to improve our services.

## 2.0 STAKEHOLDERS AND CLIENTS

We have produced a Strategic Plan in which we identify our stakeholders and clients and their expectations. The stakeholders and client are:

### 2.1.1 Students: will be given a chance of

- ▶ Enrollment in government schools,
- ▶ Transfers from one school to another when need arises,
- ▶ Change combinations in Form v when need arises,



- ▶ Permission to repeat classes when necessary,
  - ▶ Selection to form one/form five if they qualify,
  - ▶ Information on School Leaving Certificates,
  - ▶ Attended to their complains e.g. on selection to form one or five,
  - ▶ Provided with support on how to learn different subjects,
  - ▶ Given Guidance and Counseling,
  - ▶ Provided with information on school fees and examination results, and
  - ▶ Provided with information on exemption of school fees.
- 2.1. Students** with special needs will be given a chance of being provided with appropriate facilities and services
- 2.2 Teachers and non Teaching staff** will have an opportunity of
- ▶ Employment and confirmation,
  - ▶ Transfers from one school to another,
  - ▶ Promotions at the appropriate times,
  - ▶ Opportunities for academic and professional development,
  - ▶ Salary adjustment /payment of other benefits,
  - ▶ Workmen compensation,
  - ▶ Terminal benefits,
  - ▶ Guidance and Counseling,
  - ▶ Information on salary and deductions,
  - ▶ Change of names e.g. married women staff,
  - ▶ Technical support on how to teach different types of groups of Students e.g. disabled students,
  - ▶ Settling of financial claims,
  - ▶ Consideration for secondment,
  - ▶ Re-categorization/Promotion;
  - ▶ Training in policy, statutory regulations and procedures,



- ▶ Information on Health Insurance,
- ▶ Leave when applicable, and
- ▶ Provision of information on exemption of school fees.

**2.3 Parents/Guardians** will be provided with

- ▶ Information on examination results,
- ▶ Placement of their children to the available schools, if they meet the conditions
- ▶ Safe and secure school environment for students,
- ▶ Information on settlement of complaints e.g. on examination results,
- ▶ Information on school fees/exemption of school fees,
- ▶ Transfer of their children from one school to another when necessary,
- ▶ Chance of change of combination for form five (5) students when necessary, and
- ▶ Guidance and Counseling for themselves.



**2.4 Contractors, Tenders and Consultants** will be provided with

- ▶ Technical assistance on design, specifications, cost of construction of school buildings, and equipment and furniture,
- ▶ Technical assistance on procurement, issues related to construction/consultancies and supplies,
- ▶ Technical assistance on project management,
- ▶ Technical assistance on design of courses and materials,
- ▶ Information on appropriate baseline surveys conducted, and
- ▶ Information on payment modalities.

**2.5 Heads of School, District Council Officials Principals of Teachers' Training Colleges** will be provided with:

- ▶ Information on approved syllabi, textual and non textual teaching/learning materials,
- ▶ Books and other teaching/learning

materials to their School/Colleges,

- ▶ Prompt services to their School/College staff,
- ▶ Policy documents, regulations and circulars,
- ▶ Financial resources for their school/colleges and
- ▶ Inspection services to their schools at least once within two years

**2.6 Publishers, Booksellers and Education Book Evaluators** will be provided with

- ▶ Receipt of educational books for evaluation,
- ▶ Issuance of educational books for evaluation under contract,
- ▶ Endorsement of book allocations and
- ▶ Information on payment modalities.

**2.7 Job Seekers (Foreign experts, teachers and non-teaching staff):** - will be provided with

- ▶ Information on recruitment/employment, and

- ▶ Recruitment/employment.

**2.8 School Managers Owners** will be given:

- ▶ Technical support on processes to be followed in the establishment of non-government schools,
- ▶ Approval of owners and manager of schools,
- ▶ Registration certificates of their schools,
- ▶ Teaching licenses for their schools,
- ▶ Information on change of ownership and management of school,
- ▶ Assistance on appointment of school/College Boards,
- ▶ Information on recruitment/employment procedures, and
- ▶ School management and performance Audit.

**2.9 Policy Makers, Planners, Researchers, Higher Learning Institutions** will be assisted on:

- ▶ Provision of Education Policy documents, regulations and guidelines,





- ▶ Processed and published educational and cultural statistical documents,
- ▶ Provision of lists of research topics on request,
- ▶ Getting Research findings, report and comments, and
- ▶ Technical documents preparation and presentation.

**2.10 Political leaders** will get the following services:

- ▶ Registration of school in their areas, according to laid down regulations,
- ▶ Provision of Educational and Culture Policy documents, regulation and guidelines,
- ▶ Information on how HIV/AIDS is dealt in our institutions,
- ▶ Information of National Examination results,
- ▶ Information on contributions for the development of schools,

- ▶ Information on transfer of school ownership from private to Government,
- ▶ Information on inspection of schools/colleges,
- ▶ Information on enrolment status,
- ▶ Information on gender equality in schools,
- ▶ Processed and published educational and culture statistical documents, and
- ▶ Information on how corruption is combated in Educational Institutions.

**2.11 Income Tax, NSSF, Tanzania Postal Bank, NIC, National Health Insurance Services, SACCOS** will be assisted on

- ▶ Processed statutory recoveries, and
- ▶ Information on relevant employees

**2.12 Partners in Education and International Organizations** will be given co-operation on

- ▶ Provision of Policy documents, regulations and guidelines,



- ▶ Provision of processed and published educational and culture statistical documents,
- ▶ Physical and Financial Progress reports on supported programmes.

**2.13 Artists** who have the right to expect:

- ▶ Solutions to their complaints,
- ▶ To be trained,
- ▶ Information on specific national development issues of concern and regulations,
- ▶ Access to suitable artistic facilities, equipment and materials,
- ▶ To be awarded for artistic excellence.

**2.14 Organizations and NGOs** have the right to expect on demand:

- ▶ Technical advice on the process of establishment of organizations and NGOs, and
- ▶ Information on cancellation or suspension of registration or permits.

**2.15 Film Makers, Exhibitors and Distributors** have the right to expect:

- ▶ Permits to make films,
- ▶ Policy documents,
- ▶ Permits to distribute films.

**2.16 Cinema and Theatre owners and operators** have the right to expect:

- ▶ Permits to exhibit films and to stage theatre performances,
- ▶ Regulations,
- ▶ Information of withdrawal or suspension of permits

**2.17 The General Public** will have an opportunity of:

- ▶ Dissemination of information on Education Policy,
- ▶ Access to processed and published educational statistical documents, and
- ▶ Information on examination results.

Each division will have on its notice board the services they offer, the process by which the services are offered and the time they take.



### **3.0 MEANS OF ACHIEVEMENT**

To respond to these expectations, we have developed the following goals:

- Goal 1: To right size MoEC's operations to core functions and affordable Levels,
- Goal 2: To build an organization that thrives continuously to improve Organizational performance results to meet customer's expectations,
- Goal 3: To develop MoEC's people to manage and lead sector reforms,
- Goal 4: To ensure schooling for all including the disadvantaged groups,
- Goal 5: To improve the quality of education across the board by supplying The quality textbooks to all schools and in appropriate ratios,
- Goal 6: To have an efficient and effective MoEC's operations and Processes,

- Goal 7: To make Tanzanian students give top priority to Mathematics, Science and languages,
- Goal 8: To consolidate, improve the quality of, and expand participation In arts and language activities,
- Goal 9: To improve the quality of NFE by supplying quality facilitators, Manuals, modules and materials,
- Goal 10: To consolidate, improve and expand access to sustainable adult Literacy and NFE, and
- Goal 11: To build up organization that thrives continuously to improve Financial management.

#### **3.1 Our products include graduates with:**

- ▶ Primary School Leaving Certificate,
- ▶ Certificate of Secondary Education,
- ▶ Advance Certificate of Secondary Education,



- ▶ Teacher Grade A Certificate,
- ▶ Diploma in Teacher Education,
- ▶ Diploma in Education Management and Administration (DEMA),
- ▶ Diploma in Adult Education,
- ▶ Certificate in Library Services,
- ▶ Certificate in Arts,
- ▶ Diploma in Special Education,
- ▶ Certificate in Special Education,
- ▶ Certificate in Pre-school Education,
- ▶ Certificate in Education Management for Heads of schools, and
- ▶ Diploma in Theatre.

## **4.0 QUALITY ASSURANCE AND STANDARDS.**

### **4.1 Approach to quality assurance: -**

Our approach to the implementation of the education objectives is continually evolving under the twin impulses of internal initiatives and changes and its external environment. We seek to:

- ▶ Develop a culture of quality assurance with emphasis on development and improvement rather than just maintenance of the status quo,
- ▶ Ensure that our staffs are able to stay at the forefront of our Strategic plan programme partners, other Ministries, NGO's and Organizations.

### **4.2 Structure for Quality Assurance**

Our daily activities are monitored and evaluated under the following offices:

- ▶ The permanent Secretary,
- ▶ Office of the Chief Education Officer,
- ▶ The Division for Policy and Planning,
- ▶ The Division for Administration; and Personnel,
- ▶ The Division for Primary Education,

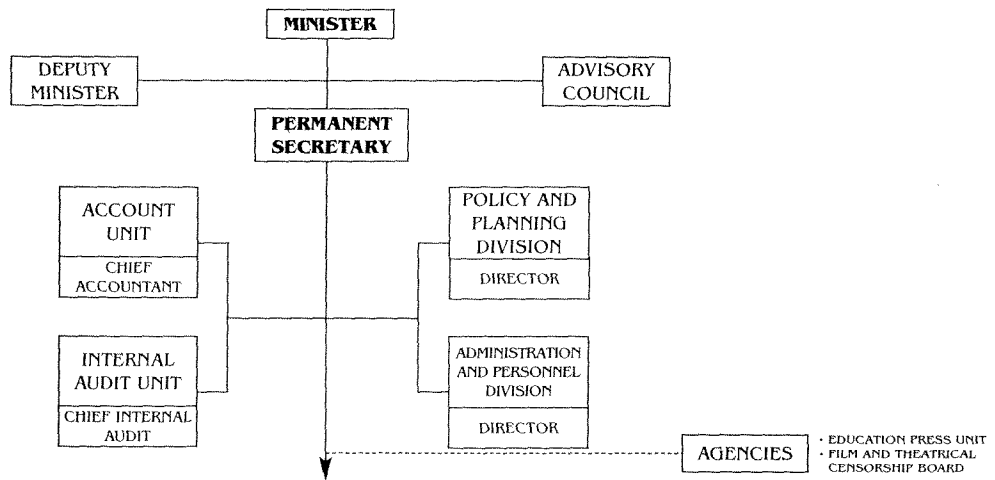


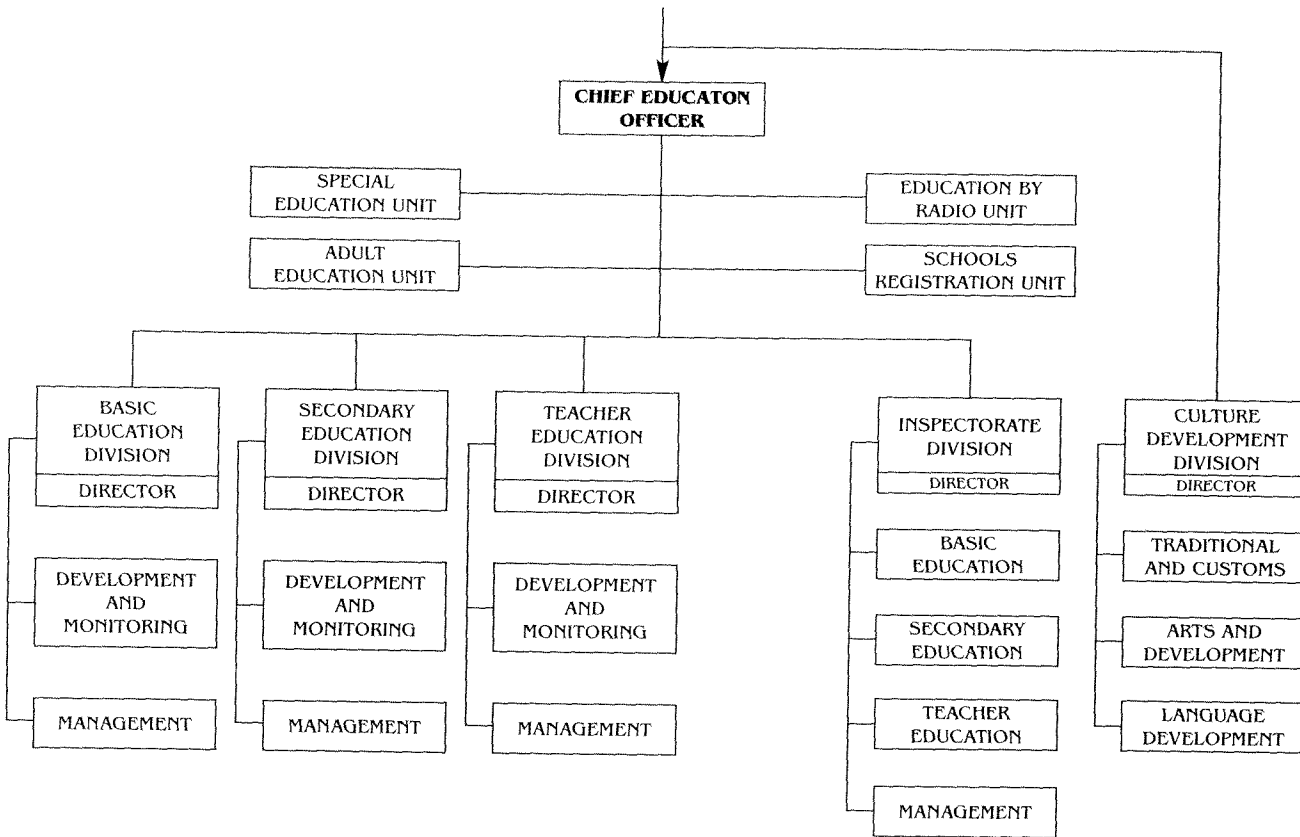
- ▶ The Division for Secondary Education,
- ▶ The Division for Teacher Education,
- ▶ The Division for School Inspectorate,
- ▶ The Division for Culture,
- ▶ The unit of Finance and Accounts, and
- ▶ The unit of Internal Audit.

The Office of Chief Education Officer is headed by Chief Education Officer who is now

assisted by 4 Assistant Directors, one for each section. The other Division are headed by a Director and have two to four Assistant Directors, except the Division of Administration and Personnel and Policy and Planning have no assistant Directors. The accounts Unit have two senior assistants. The Internal Audit is headed by the Chief Internal Auditor (see the Organizational Structure Chart below).

**4.3 ORGANISATION STRUCTURE OF THE MINISTRY OF EDUCATION AND CULTURE**





Proposed to be Agencies



#### 4.4 Standards of Service:

We will strive at all times to improve the standard of our services in the quality of our relationship with you and timeliness of delivery of our services.

In particular we promise to maintain the highest standards possible in respect of the following:

- ▶ We will always endeavor to provide consistent, accurate and impartial advice.
- ▶ Our staff will always be friendly, helpful, respectful and sensitive to your individual needs. They will identify themselves, explain and listen carefully to your requirements and views.
- ▶ We will deal with your problems and requests in a manner that responds to your needs as professionally as possible.
- ▶ We will seek to ensure that our services fit your needs and circumstances. They will include the special needs of persons with disabilities and other disadvantaged groups.
- ▶ We will ensure that services rendered are gender balanced.

We will pursue opportunities for efficient and prompt delivery of our services in collaboration with the National Examinations Council of Tanzania; the



Ministry will improve the delivery of the following services

- ▶ Primary School Leaving Examination results which will be published at most four months after the examinations are done,
- ▶ Certificate of Secondary Education results that will be published at most five months after the Examination are taken,
- ▶ Advance Certificate of Secondary Education Examination results and those for Teacher Education that will be published not later than four months after the examination are done.

## 5.0 CLIENT RIGHT AND RESPONSIBILITIES:

In this Charter, we have set out our service promise in respect of what we believe you have the right to expect in terms of standards. You will also have the right to expect a high standard of service delivery. In addition you also have the following rights:

### **5.1 Client Rights**

- ▶ The right to appeal,
- ▶ The right to lodge complaints,
- ▶ The right to privacy confidentiality,
- ▶ The right to be heard by any of the Division Staff,
- ▶ The right to suggest how you can be served better in the future, and

- ▶ You are expected to follow the laid down procedures
- ▶ You are expected to participate in the war against corruption or favoritism (there is no need for Godfathers)
- ▶ You are expected to give correct information/requisite documents while presenting your issues.

### **5.2 Clients Responsibilities:**

Clients have the responsibility to abide to set code of conduct and behaviour. In order to enable us to provide good services:

- ▶ Employees from school have to bring with them letters of introduction from their Heads of schools/colleges and have to register themselves in the visitor s' Register Books in the respective Division/sections.
- ▶ You are requested to make your presentations brief and to the point so as to receive quick services and make room for other visitors to be attended to.

### **5.3 Feedback and Complaints:**

Complaints and suggestions will be taken seriously and dealt with as quickly as possible. If you have a comment, suggestion, or complaint, the first step is to tell the person who provided the service. You could also use the suggestion boxes all around the Ministry buildings.

If you want to pursue a complaint about us, you are advice to contact the Permanent Secretary by post, fax, telephone or e-mail. The addresses and number are as shown below: -





## Address:

**The Permanent Secretary,  
Ministry of Education and Culture,**  
Magogoni Street,  
P.O. Box 9121,  
DAR ES SALAAM.  
Telephone: 255-22-2111015/2110146  
Fax 255-22-2113271  
E-mail ps-moec@twiga.com

**We aim to:**

- ▶ Acknowledge your comments, suggestions and complaint immediately after receiving them,
- ▶ Where appropriate, tell the staff member involved about the complaint immediately after receiving it,
- ▶ Sort out informal complaints within six days after receiving them,
- ▶ Sort out formal complaints within two to four days, and
- ▶ Give periodic reports where necessary until your complaint has been sorted out.

## **6.1 REVIEWING THE CHARTER**

This Charter is a living document that evolves in line with changes that occur. It will be reviewed and updated annually. In order to be open and accountable, we will consult with you and other stakeholders during our review process and carry out customer focus service delivery surveys.

We will continue to make ourselves publicly accountable for our performance and operations by publishing our Client Service Charter and information on our level of compliance to the promise, commitments guarantees we have made.

In addition we will regularly monitor the level of your awareness of the Charter. Data and information obtained will inform us about the process of annual self-assessment benchmarking in line with that which is being used by Public Sector Reform Programmed (PSRP).

