



THE UNITED REPUBLIC OF TANZANIA
JUDICIARY OF TANZANIA



**CLIENT SERVICE
CHARTER**

2020



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Preface

The Judiciary of Tanzania is a pillar of state charged with a constitutional mandate to interpret laws and deliver final decisions in dispensation of justice for various cases brought before the court. The main principle to consider while administering justice is to ensure that justice is not only done, but also is seen to be done timely.

In order to improve citizen centric justice service delivery, effectiveness and to meet our customers' expectations, the Judiciary of Tanzania has prepared this Client Service Charter with a broad aim of sensitising the public to be cognisant of the types and standards of services offered. Delivery of quality Judiciary services in accordance with agreed standards will help us in maintaining peace and tranquillity, consolidating and enhancing good governance, rule of law, accountability, conducive environment for economic growth, widened scope of democracy and, eventually, establishing an enabling environment for citizens, institutions and other pillars of state to successfully and efficiently implement their responsibilities and, therefore, improve public confidence to the judiciary.

I hope that this Charter shall be a bridge between the Judiciary and the general public in its endeavour to guarantee justice for the benefit of the parties involved, and that our esteemed customers will be ready to support us in our goal to improve service delivery.

However, despite our good intent and objective to deliver quality services as indicated in this charter, I understand that all our expectations may not be fulfilled overnight in all court levels, as there are courts which, depending on their situations, may not meet the expected service delivery standards. We are highly committed in taking deliberate measures to address such situations to ensure that the set standards are reached. We count on your support to help achieve goals set in this charter.

I would like to extend my sincere gratitude to all those who participated in updating this Client Service Charter.



Hon. Prof. Ibrahim Hamisi Juma.
Chief Justice

1.0 INTRODUCTION

1.1 Vision of the Judiciary

“Timely and Accessible Justice for all”

1.2 Mission

To administer justice to all through timely provision of quality, fair, transparent and impartial decisions.

1.3 Values

The following values will guide our organizational and individual behaviour as we interact with our stakeholders.

a. Integrity

We will demonstrate ethical behaviour by being honest and loyal in delivering services to clients and citizens

b. Impartiality

We shall treat all users of the Judiciary Services equitably and respectfully based on approved policies and regulations

c. Team spirit

We shall cooperate and collaborate with each other and with stakeholders to create synergy and achieve our shared goals.

d. Accountability and transparency

While safeguarding the independence of the Judiciary, we shall be accountable to the public and render services in a transparent manner.

e. Professionalism

We shall discharge our duties efficiently, effectively and competently.

2.0 THE PURPOSE

The main purpose of this Client Service Charter (CSC) is to inform the general public on types and standards of services to expect from the Judiciary staff along with the appropriate steps to take in case they are not satisfied with the services they have been offered. It also aims at improving service delivery and makes the judiciary staff to be more responsive and accountable when discharging their duties to the public. Moreover, this CSC outlines rights and responsibilities for both clients and the Judiciary itself. Finally, the CSC will be reviewed every two years to ensure its compliance with any future needs and changes.

3.0 OUR CUSTOMERS

- (a) The general Public
- (b) Parties to suit;
- (c) Accused,
- (d) Witnesses and sureties;
- (e) The Attorney General Chamber;
- (f) The Office of National Prosecution Services;
- (g) Office of the Solicitor General
- (h) Ministry of Home Affairs;
 - (i) Police Force
 - (ii) Prisons Department
 - (iii) Immigration Services
 - (iv) Social Services
 - (v) Coroners

- (i) Prevention and Combating of Corruption Bureau
- (j) Ministry of Health
 - (i) Social Welfare Officers
 - (ii) Probation Officers
- (k) Ministries, Independent Departments and Agencies
- (l) Judicial Service Commission;
- (m) Public Service Commission
- (n) District and Regional Ethics Committees;
- (o) Institute of Judicial Administration;
- (p) Service providers;
- (q) Civil Society Organisations (CSOs);
- (r) Religious Arbitration Councils
- (s) Media
- (t) Development Partners
- (u) State Chemist
- (v) Land Councils
- (w) Independent Lawyers
- (x) RITA (Registration Insolvency and Trusteeship Agency)
- (y) Civil Servants
- (z) Tax Revenue Appeals Councils
- (aa) Commission for Mediation and Arbitration (CMA)

4.0 OUR CORE FUNCTIONS

4.1 General Services

- (a) To issue Annual Court Calendar.
- (b) To issue Cause Lists for cases;
- (c) Receive, Register and Hold hearings
- (d) Prepare and Read Cases;
- (e) Issue of different court documents and documents certification;
- (f) Execution of decree and order;
- (g) Committal orders to prison authorities;
- (h) Create public awareness of court procedures, functions and operations;
- (i) Receive and Record Payments for different services rendered;
- (j) Appointment and supervision of administrator of deceased's estate;
- (k) Custody of will;
- (l) Staff services
- (m) Other services.

4.2 Services to vulnerable groups

- (a) To build conducive friendly infrastructure such as toilets, witness rooms, recreation centre for children, brail and sign language translators.
- (b) Services to Prisoners
 - (i) To be provided with the copies of judgement 30 days after proceedings and court ruling within 21 days after reading of verdict and index books for appeal purposes,

- (ii) Prisons visit by judicial officers at least once every three months where necessary
- (c) Services to Juveniles
 - (i) Private rooms
 - (ii) Treat children with courtesy. To safeguard their dignity (their names will be kept anonymous to the media),
 - (iii) Avail the juveniles with procedures and conducive environment.
 - (iv) Use of simple plain language accessible by young people

5.0 OUR STANDARDS

To assure the core values are realized, we therefore improve the standards of our services as hereunder;

5.1 Issuance of Court Calendar

- (a) Court calendar for the Court of Appeal shall be issued on September, every year, for the next legal year
- (b) Court calendar for the High Court sessions shall be issued on November, every year, for the next legal year;
- (c) The court Calendar for the Court of Appeal and the High Court shall be advertised in Government Gazette and Court website every December each year.

5.2 Issuance of cause list for hearing of cases

- (a) The court calendar for Court of Appeal shall be issued three months before commencing of court sessions.

- (b) The court calendar for High Court special sessions and advocates list shall be issued three months before commencing of court sessions except for the special Division of the High Court.
- (c) The Court calendar for hearing cases other than sessions for High Court, Resident Magistrates Court, District Courts, Juvenile Courts and Primary Courts shall be issued on every Thursday before 12:00 noon.
- (d) The Court Calendar for hearing cases shall be distributed to parties to case every Friday from 12:00 noon to 15:30 pm through e-mail, Court website and Government Gazette.
- (e) The Court calendar for hearing emergency cases will be issued as needed

5.3 Hearing of Cases

- (a) Receiving, admission and assignment of cases shall be within 1 working day.
- (b) Assignment of new case before a Judge or magistrate within 1 working day;
- (c) Issuance of court summons shall be within 1 working day.
- (d) Court of Appeal and High Court shall hear and dispose cases within 6 months from date of filing;
- (e) We shall hear and dispose cases of Resident Magistrate's Court and District Court within 6 months from date of filing for cases under the jurisdiction of Magistrates;
- (f) Juvenile Courts shall hear and dispose cases within 3 months from the date of filing

- (g) Primary Courts shall hear and dispose cases within 3 months from the date of filing;

We shall offer services of filling cases through ICT within one day.

5.4 Appointment, Supervision of Administrators of Estate and Custody of will

- (a) Administrators of Estate and Executors shall be appointed within 21 days after lapse of advertisement and if no objection raised;
- (b) Letters of appointment of Administrators of Estate and Executors shall be issued within 3 days;
- (c) Inventory/accounts of deceased estate shall be received from Administrators of Estate and Executors within 6 months for High Court and District Court; and 4 months for Primary Court
- (d) Beneficiaries of deceased estate shall be paid within 21 days from the date of receipt of the distribution minutes;
- (e) Feedback to the Administrators of Estate and Executors or the relevant Court on issues regarding incomplete documents shall be provided within 14 days.

5.5 Delivery of Court decisions.

- (a) Judgments shall be pronounced within ninety (90) days after hearing of case for High Court, Resident Magistrates Court, and District Court and 60 days for Primary Court;
- (b) Judgments shall be pronounced within ninety (60) days and ruling within thirty days (30) after concluding hearing of case for the High court Commercial Division;

5.6 Issuance of court documents

- (a) Copies of Judgments, Decree and Drawn order shall be issued within 21 days from date of Judgment or ruling;
- (b) Divorce Decree shall be issued within 3 days after the date of decision;
- (c) Copies of proceedings shall be issued within 30 days after date of Judgements;
- (d) Certificate of exemption to pay Court fees shall be issued within 14 days from the date of application;
- (e) Certificate of delay for High court shall be issued within 3 days from the date of application;
- (f) Issuance of court summons to witness shall be issued within one day after order or application;
- (g) Exhibits shall be released to the party, unless the court order otherwise or if no notice of appeal is being lodged, within 14 days from date of judgment or order, and if there is appeal, immediately after decision of appeal;
- (h) Index books to prisoners shall be provided within 30 days after (release of information on decision to appeal).
- (i) Release Order shall be issued for prisoners released on appeal

5.7 Execution of Judgments, Decree and Order

- (a) Executing officer shall be appointed within 5 days after receiving application;
- (b) Execution will be completed within six months after date of application.

5.8 Payments

- (a) Payments for services delivered will be issued within 21 working days after receipts of invoices;
- (b) Payments of witness for criminal cases shall be made within 1 day after appearing before the Judge/Magistrate for a given case;
- (c) Payments for court assessors shall be made within 21 working days after pronouncement of Judgments.
- (d) Payments of court interpreters shall be made within 4 days after receipt of claims;
- (e) Travel expenses for detainees shall be covered for Courts located far away or in rural areas

5.9 Delivery of other Services

- (a) Handling of Client Complaints and providing feedback shall be within 5 working days;
- (b) Phone calls shall be attended within three rings;
- (c) Social media messages shall be attended within 1 day;
- (d) Letters shall be replied within 5 working days.
- (e) Advocate shall be enrolled every June and December each year and their records kept;
- (f) Renewal of court broker license shall be within 30 days from receipt of application.
- (g) Notice of revoked licenses shall be issued whenever a case arises
- (h) Library services shall be provided from 8:00am to 14:00pm
- (i) Perusal of court documents after payments within 1 day

6.0 JUDICIARY OBLIGATIONS TO CLIENTS

- (a) Timely delivery of Justice to all without discriminations;
- (b) Provide services according to standards prescribed in this charter;
- (c) Educate the public and clients on services offered including court rules and procedures once a week from 7:30am to 8:30am in all court levels;
- (d) Handle complaints;
- (e) Offer services in a conducive environment;
- (f) Provide information about provision of court services on notice boards, website, the media, and in places of gatherings;
- (g) Provide special services to vulnerable groups;
- (h) to provide names and contact details in all correspondence when appropriate

- (i) Zero tolerance to corruption;
- (j) Publish and disseminate posters to say no to corruption;
- (k) Safeguard dignity;
- (l) Improve Court infrastructure;
- (m) Provide information on court cases via SMS.

7.0 CLIENTS RIGHTS AND OBLIGATIONS.

7.1 Clients have rights to;

- (a) Be issued with court summons timely carrying correct information regarding the time and place;
- (b) Opinion, expression and being heard;
- (c) Timely justice without discrimination;
- (d) Court Information;
- (e) Appeal against decision made in accordance with judicial procedures;
- (f) Fair fees and charges as provided by law or court order;
- (g) Directives/signage on how to reach various court offices;
- (h) Be informed of the identity of a court officer or staff serving him/her;
- (i) Be treated with courtesy and to an apology to the standard stipulated;
- (j) Lodge complaints and receive prompt responses;
- (k) Interpreter
- (l) Be served decently

7.2 Clients have Obligations to: -

- (a) Attend Court sessions punctually as shown in the summons;
- (b) Comply with court orders accurately and timely;
- (c) Pay necessary court fees and demand the actual receipt of the payments;

- (d) Avoid corrupt practices and be honest and fair;
- (e) Abide with Court rules and procedures;
- (f) Visit court notice boards and website;
- (g) Treat court officers and clients with courtesy;
- (h) Provide feedback about Court services rendered;

8.0 FEEDBACK MECHANISM ON SERVICE DELIVERED

We intend to ensure that, service standards set are met. Should you have an opinion, recommendations, suggestions for improvements, or complaint, we value and welcome your feedback. Please contact us via:

- (a) A letter through our Post Office Box, E-mail, Mobile phones and Fax as shown in this charter
- (b) Social media
- (c) Suggestion boxes situated in our court premises
- (d) Direct contact
- (e) Functions/Celebrations such as the Law Week, Trade-fairs such as Sabasaba/Nanenane, Public Service Week, etc.

Our offices are open from 7:30am to 3:30pm during week days

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Office of the Chief Court Administrator
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3. THE HIGH COURT
Office of the Court Administrator
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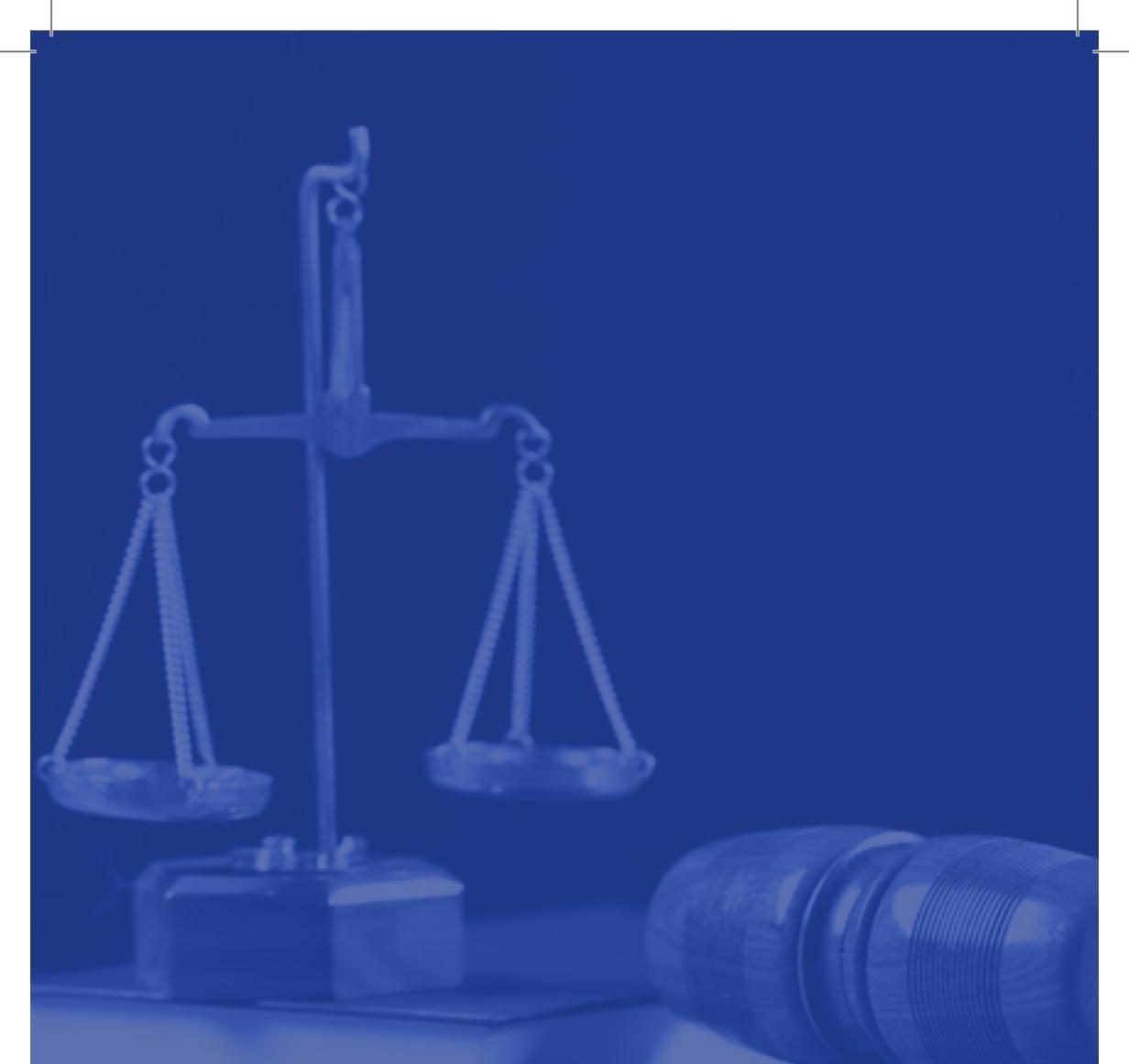
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 The judiciary of Tanzania

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