

Arusha Municipal Council

**PRIME MINISTERS OFFICE
REGIONAL ADMINISTRATION AND LOCAL
GOVERNMENT**



ARUSHA CITY COUNCIL



CLIENT SERVICE CHARTER

TABLE OF CONTENTS

- i) Foreword
- ii) Statement by hon mayor
- lii) Statement by the Director
- 1. OUR VISION
- 2. OUR MISSION
- 3. OUR RANGE OF SERVICES
- 4. OUR CORE VALUES
- 5. OUR CUSTOMERS
- 6. OUR COMMITMENTS CLIENT RIGHTS AND RESPONSIBILITIES
- 7. OUR CUSTOMER RIGHTS
- 8. OUR CUSTOMER OBLIGATIONS AND RESPONSIBILITIES
- 9. OUR SERVICE STANDARDS
- 10. MONITORING, EVALUATION AND PERFORMANCE REPORTING
- 11. CUSTOMER COMPLAINTS AND COMPLAINTS PROCEDURE
- 12. REVIEWING AND MAINTAINING THE CLIENT SERVICE CHARTER
- 13. COMMUNICATION WITH MANAGEMENT

13. B. SECTION

1	Legal		
2	Information Technology	Mrisho Gumbo	0758858181
3	Audit	Amos Ackim	0755-400769
4			

13. COMMUNICATION WITH MANAGEMENT

We shall avail ourselves to provide exemplary service to our esteemed customers should it happen that our customers would like to make any suggestions to us or lodge complaints

S/N	Department/Section	Current incumbent	Telephone/Mob. No.
1.	A. Department Human resource and Administration	Ibrahim Matovu	0783-591358
2	Planning, Statistics and Monitoring	Rogati Babu	0754-499092
3	Health	Dr. Issack I. Mwita	0787220036
4	Finance and Trade	Jane Machicho	0784-971190
5	Primary Education	Omari Mkombole	0754-805748
6	Secondary Education	Violet Mlowasa	0755-628879
7	Water	-	-
8	Agriculture and cooperatives	Scolastica Onditi	0787-190402
9	Livestock and Fishery		
10	Lands and Urban Planning	Magdalena Ngusa	0784-296045
11	Community Development and Social welfare	Lilian	
12	Engineering	Lampsy Afwilile	0754-820436
13.	Sanitation and Environment	Mwaijibe	0782177285

(i) FOREWORD

Historically, the world over, governments as public sector service providers did not know that they had customers. It is only recently that they realized users of their services were their customers. As customers they were kings or queens.

In the recent past, however, both parties involved have an appreciation of the nation/concept of customer. Governments as suppliers prepare plans for service delivery.

Service delivery plans contain details on expected qualities, quality levels mode of delivery and prices.

The parties involved are in agreement that before then there has not been an effective mechanism to inform intended recipients of the contents of such plans.

A client service charter is intended to inform customers of the following:-

- Type and level of service delivery
- Quality levels of intended services
- Mode of service delivery
- Customer rights and responsibilities
- Rights and responsibilities of service providers
- Mechanism for handling complaints.

This charter has been prepared taking into consideration the obtaining environmental factors in particular:-

- The resource envelop
- Our legal, economic and social and political responsibilities
- Our installed capacity
- Citizen priorities

Our stakeholders are requested to communicate to us shortcomings observed and these will be treated in confidence.

(Management)

12. REVIEWING AND MAINTAINING THE CLIENT SERVICE CHARTER

This charter is a living document and as such it will be reviewed in the light of feedback from clients and to ensure that it accurately reflects the priorities of AMC.

We would appreciate feedback on our charter from our esteemed customers through the following contacts:

**Arusha Municipal Council,
P.O. Box
Arusha.
Website:
Email:
Telephone:
Fax No:
Office Hours: 08:30a.m.—03:30p.m.**

13. COMMUNICATION WITH MANAGEMENT

We shall avail ourselves to provide exemplary services to our esteemed customers should it happen that our customers would like to make any suggestions to us or lodge complaints.

- ◆ Our customers are expected to follow the following stages when lodging a complaint:
 - i) **Stage 1:** Identify yourself,
 - ii) **Stage 2:** Speak or write to the person you have been dealing with and explain your complaint: most probably can be resolved this way;
 - iii) **Stage 3:** Contact the Head of Department if you feel your complaint has not been fully or fairly addressed by the officer concerned.
 - iv) **Stage 4:** Contact the Officer i/c of complaints in AMC. He should be able to resolve the issue or else bring it up to the relevant authorities.

(ii) STATEMENT BY HON. MAYOR

Allow me to take this rare opportunity to congratulate management for the production and circulation of this Client Service Charter.

Those of us who have been following the various on going local government reforms will agree with me that a Client Service Charter is a landmark in the reform process.

It is my honest belief that this charter will be an appropriate and effective bridge between service providers, regulatory organs and management to further Open Government Partnership (OGP).

May I take this opportunity to request all our stakeholders to take into account the contents of this charter in their daily activities with the council.

Hon Gaudence V. Lyimo
Municipal Mayor

(iii) STATEMENT FROM THE CITY DIRECTOR

A Client service charter provides an important link between the full council, council management team and our service recipients.

In the preparation of this charter consideration was given to the situation obtaining around us and in particulars.

- Our operation at capacity
- Resource envelope before us.
- Priorities of our service recipients
- Our legal, policy and social economic responsibilities.

This charter will further strengthen our tripartite cooperation ie; level of cooperation between full council, management and the service recipients.

All our stakeholders are requested to take into consideration the provisions of the charter in their dealings with the council.

Finally may I take this opportunity to congratulate all parties involved in one way or another in the preparation of their charter

O.M. Mkombole

Municipal Director

- ◆ We will publicly account for our performance by publishing information regarding our level of commitment made, by this charter. The reporting mechanism will be as follows:
 - i) Twice per year discuss the charter implementation report with staff,
 - ii) Provide charter performance information annually to the Full Council,
 - iii) Publish performance against charter commitments in our Annual Report.

11.CUSTOMER COMPLAINTS AND COMPLAINTS PROCEDURES

- ◆ A complaint is an expression of dissatisfaction, however made, about the standard of service actions, or lack of action by AMC or its employees affecting an individual customer. A complaint, however, does not include:
 - i) Requests for service;
 - ii) Request for information or explanation of AMC policies or practices;
 - iii) Complaints about third parties who are not working on our behalf;
 - iv) Matters for which there is a right for appeal or legal remedy (either within AMC, or to an independent party).

- ◆ Conduct monthly-review meetings to deliberate on performance of each department and consider complains received from whatever source.
- ◆ Hold consultative biannual meetings with sectoral stakeholders to get views on how to improve service delivery.

10. MONITORING, EVALUATION AND REPORTING

Monitoring and Evaluation will be achieved by the following mechanism:

- ◆ The Planning Department will prepare performance reports quarterly highlighting negative, variances and providing comprehensive explanations from PLANREP Data;
- ◆ Establishing an effective and response system to obtain customer views as follows:
 - i) Client mechanism feedback, form obtained from the counter,
 - ii) Online obtained from,
 - iii) Suggestion box,
 - iv) Client Survey,
 - v) News monitoring, and
 - vi) Hotline services.

1. OUR VISION

The vision of Arusha Municipal Council is: “to aspire to be the best council that provides better and sustainable services in a self sustaining economy”

2. OUR MISSION

The mission of Arusha Municipal Council is:- “Arusha Municipal Council in collaboration with internal and external stakeholders, intend to increase the capacity of its multicultural community to development a growing and sustainable economy, social well-being, environmental sustainability through good governance practices.

3. OUR RANGE OF SERVICES

Our range of services as per the urban Authority Act of 1982 as reviewed in 1992 summarized below as follows:

- To maintain and facilitate the maintenance of peace and order within its area of jurisdiction.
- To maintain social and economic well-being of all persons within its jurisdiction.
- To take necessary measures to protect and enhance environmental protection to promote sustainable development.
- To implement the policy of decentralization by devolution (D by D).
- To promote democratic participation within its area of jurisdiction.
- To enhance revenue collection performance and financial accountability.

4. OUR CORE VALUES

These include:

Honesty

- ◆ Obeying the law
- ◆ Complying with adopted policies and procedures
- ◆ Observing Codes of Conduct
- ◆ Disclosing actual or potential conflicts of interest

Objectivity

- ◆ Dealing with people fairly and with respect
- ◆ Being informed when making decisions
- ◆ Acting without fear, favour or deference
- ◆ Considering only relevant matters

Courageous

- ◆ Providing advice in an impartial and professional Reporting and dealing with suspected wrong doing
- ◆ Illustrating the worth of these values by example
- ◆ Acting ethically above all else

Accountable

- ◆ Submitting to scrutiny
- ◆ Maintaining proper, accessible records
- ◆ Utilizing public resources effectively and efficiently
- ◆ Informing and engaging with stakeholders

A Leader

- ◆ Demonstrating innovation and initiative
- ◆ Working as a team in all areas of Council's endeavour
- ◆ Developing and training staff
- ◆ Working towards ecological sustainability

- ◆ To update AMC management on any changes of their addresses;
- ◆ To respond to AMC correspondences within seven working days of receipts;
- ◆ To channel all correspondences to the AMC Municipal Director;
- ◆ To make claims from AMC any dues within 30 days after offering services;
- ◆ To provide feedback on the quality of AMC services;
- ◆ To quote reference numbers, if known when writing or telephoning us regarding any outstanding application or query;
- ◆ To provide day time telephone number and e-mail addresses in all correspondences.

9. OUR SERVICE STANDARDS

We aim at proving our customers with quality services. We will do this by meeting the following service standards:

- ◆ Process Title Deed applications within three months from the date of application;
- ◆ Complete pupil transfer requests (if relevant) within ten days;
- ◆ Pay outstanding invoices within 30
- ◆ Process all procurements within the framework of the provisions of the Public Procurement Act and the accompanying Regulations;

7. OUR CUSTOMER RIGHTS

Our customers have the following rights:

- ◆ To receive quality services from all AMC staff;
- ◆ To make suggestions for consideration through the laid down procedures;
- ◆ To expect confidentiality with regard to any information given to AMC by them;
- ◆ To be served with courtesy, fairness and speed while pursuing services at AMC;

To be informed of termination of contracts and contracts entered into by AMC..

8.OUR CUSTOMER OBLIGATIONS AND RESPONSIBILITIES

To maintain mutual cooperation, our customers are requested to:

- ◆ To provide accurate, factual and timely information ;
- ◆ To pay for services that attract payments within the stipulated time period as per our guidelines and/or regulations;
- ◆ To observe AMC rules and regulations.
- ◆ To treat AMC staff with respect and courtesy;
- ◆ To be alert so as to detect and report any cases of suspected dishonesty and/or irregularities to AMC or TAMISEMI or any other relevant authority as the case may be;
- ◆ To refrain from compromising any of the AMC staff, contracted individuals or firms and suppliers;

5. OUR CUSTOMERS/CLIENTS

Our success depends on the level of support we receipt from our customers and stakeholders. Our major customers and stakeholders are summarized as follows;

S/N	Customer/ Stakeholder	Expected support
1.	Financial institution	<ul style="list-style-type: none"> • Timely financial services • Advisory services
2.	NSSF/LAPF	<ul style="list-style-type: none"> • Adequate and effective record-keepings • Timely payment of pensions.
3.	The Community	<ul style="list-style-type: none"> • Community participation • Payment of taxes fees and charges
4.	Regional secretariat And PMO-RALG	<ul style="list-style-type: none"> • Capacity building, advisory services; • Timely issuance of policy guidelines and directives.
5.	Private sector/Business community	<ul style="list-style-type: none"> • Government – private sector collaboration • Corporate social responsibility.



6.	Ministry of Finance/Sector Ministries	<ul style="list-style-type: none"> • Timely issuance of policy guidelines • Timely release of funds as per approved budgeted
7.	CBO/NGOs	<ul style="list-style-type: none"> • Participation in economic activities • Advocacy and lobbying services that support realization of our planned activities.
8.	Council staff	<ul style="list-style-type: none"> • Responsiveness to regulations laws and policy guidelines requirement
9.	Councilors/Politicians	<ul style="list-style-type: none"> • Observation of all the core values • Impartiality • Sensitation of the community of their responsibility

6 OUR COMMITMENT

We undertake to:

- ◆ Treat our customers fairly and with respect.
- ◆ Provide the best possible service and helpful advice to our customers.
- ◆ Be honest, open, prompt and courteous when dealing with our customers.
- ◆ Provide privacy and confidentiality to our customers.
- ◆ Examine the development and delivery of our services in order to meet the needs of all our customers.

Explain in precise manner the information requested by our customers

- ◆ Maximize the benefits of information technology to continuously improve service delivery.
- ◆ Provide services to people with special needs and comply with all occupational and safety standards;
- ◆ Deal with telephone calls within three rings;
- ◆ Respond to all written queries including e-mail in clear and plain language within seven working days upon receipt;
- ◆ Use simple and clear language in all our communication.
- ◆ Monitor and evaluate our performance and provide feedback.

Carry out customer satisfaction surveys frequently to continuously improve our services