

**THE UNITED REPUBLIC OF TANZANIA  
MINISTRY OF HEALTH AND SOCIAL WELFARE**



**CLIENT SERVICE CHARTER, 2013**

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## **LIST OF ABBREVIATIONS**

IMWG	Inter Ministerial Working Group
IT	Information Technology
MOHSW	Ministry of Health and Social Welfare
MP	Member of Parliament
NGOS	Non-Governmental Organizations
VAT	Value Added Tax
IMWG	Inter-Ministerial Working Group

## **PREFACE**

The Tanzania Government has recognized the potential benefits of using Client Service Charter as a tool to achieve sustainable changes towards a more customers-focused approach in the provision of health services. This Charter is a 'social pact' between the Ministry of Health and Social Welfare as a service provider on one hand, and the general public as clients, on the other. It specifies standards for service delivery, which we believe service users have a right to expect, and set out feedback and complaint handling mechanisms. This Charter has been developed through consultation with a cross section of clients and staff.

The Charter is intended to be a living document, for enhancing good working relationship with all of our clients, partners and staff. This will help us to achieve our aim of continuous improvement of the quality of the services we provide to the Tanzanian public, who are our principal customer. To support this process, there will be a dynamic monitoring and evaluation mechanism, and we urge all our users to utilize the mechanisms suggested so as to facilitate the evolution of a constructive dialogue with us.

Hon. Dr. Hussein Ali Mwinyi (MP)

**Date:..... 2013**

**Minister for Health and Social Welfare**

## **1.0 PURPOSE OF THE CHARTER**

The main purpose of this Charter is to improve public awareness on the availability of quality services offered by the Ministry. Increased awareness will be enhanced through improving understanding of what we commit ourselves to do and how we can be contacted. We will further state clearly what clients should expect from us, while also indicating the machinery for finding solutions in the event of not being satisfied with our services.

We believe the Charter will help our clients to claim existing rights while providing transparent mechanisms for contact, complaint and accessibility.

### **1.1 Key Features**

Details about our main clients and user groups and the services they should expect are summarized as follows:

- i) The standard of our services that users can expect to receive in the context of the key Result Areas that we have agreed upon and
- ii) The arrangements for sending complaints, brief information about how to contact us and get further information.

### **1.2 Review of the Charter**

The review of this Charter will be conducted through independent surveys coupled with consultations and inputs from cross-section users.

This Charter will help the Ministry to set out services and standards that we commit to provide to our customers. It is our intention to ensure that, it remains current and all times, it meets clients' needs.

## **2.0 OUR CORE PRINCIPLES OF PUBLIC SERVICE DELIVERY**

We commit ourselves through this charter to eight Core Principles of Public Services Delivery:-

**i) Standard of Service**

We will set clear standards of services that users can expect; we shall monitor and review our performance continuously, and we shall publish the results.

**ii) Provision of Information**

We will communicate clearly and effectively in simple language in order to be understood by people using our services; and we will provide our customers with information about our services, while annually giving an account of how we shall be performing.

**iii) Consult and Involve**

We will consult and involve present and potential users of our services as well as employees to solicit their views to improve the services provided.

**iv) Treat all Fairly**

We will treat all people fairly, and pay particular attention to special groups.

**v) Put things Right Responsiveness**

We will always respond timely; work on complaints and have clear, well publicized and easy to use complaints management procedure.

**vi) Effective use of resources**

We will use resources effectively and efficiently in order to provide quality services

**vii) Innovate , Improve**

We will continually look for ways to improve quality services we offer.

**viii) Work with Other Service Provider**

We will work with other Ministries, Department, NGO's and other service providers to facilitate them deliver better services to their end users where we have responsibility for cross cutting issues. We will provide policy guidelines and standards of MOHSW's services to ensure quality services.

**ix) Information Technology**

We will maintain IT standards in line with national and international best practice.

### **3.0 MINISTRY'S SERVICE USERS**

MOHSW's Medium Term Strategic Plan (2009-2013) identifies the following main user groups and their expectations:-

#### **1.1 The General Public including Patients**

- i) Equitable access to health and social welfare facilities.
- ii) Effective mechanisms for quality control and assurance of health and social welfare services.
- iii) Adequate and well qualified allied health personnel.
- iv) Viable public health related interventions, including hygienic and sanitation programs.
- v) Effective programs on Immunization of under five children and women of childbearing age.
- vi) Good health education programs to ensure healthy life styles and practices.
- vii) Improve maternal and child health services.
- viii) Appropriate disease control programs.
- ix) A good health referral system.
- x) Provision of health and social welfare services to the vulnerable and the poor.
- xi) Programs to prevent and control epidemics.
- xii) Provision of affordable essential drugs equipment and supplies.

#### **1.2 Ministries, Independent Departments, Agencies (MDAs) and Local Government Authorities**

- i) Clear Policy guidelines and standards including performance indicators
- ii) Information on Policy, Laws, regulations, e.t.c
- iii) Timely supply of essential drugs, equipment and supplies.

#### **1.3 Politicians**

- i) Clearly drafted and presented policy.
- ii) Effective implementation and coordination of policy.
- iii) Equitable access to health facilities.
- iv) Efficient and quality service delivery.

#### **1.4 The Business Community**

- i) Clear policy guidelines and standards.
- ii) Transparency.
- iii) Prompt payment for services rendered.

#### **1.5 Development Partners and NGOs**

- i) Clear policy guidelines and standards.
- ii) Transparency and efficiency.
- iii) Sustainable development programs.
- iv) Participation in sector programs design, delivery and evaluation.
- v) Proper resources Management and accountability.

#### **1.6 Training Institutions including Students and Researchers**

- i) Clear policies, guidelines and standards.
- ii) Good incentives and working environment.
- iii) Regular review of curricula.
- iv) Regular feedback on matters that need intervention and follow up.

#### **1.7 Professional Associations, Boards, Councils and Commissions**

- i) Clear policies, legislation, regulations, guidelines and standards.
- ii) Information on various Health sector issues.
- iii) Transparency and efficiency.
- iv) Updated legal framework for all health cadres.
- v) Efficient mechanisms for enforcing professionalism in the health care.
- vi) Efficient mechanisms for accessing public resources.

#### **1.8 MOHSW Employees**

- i) Clear system of management of employees (Recruitment, promotion, Disciplinary procedures, retirement benefits, line of management and accountability). Clear career development programs including continuing education. Adequate mechanisms for ensuring safety in the process of dispensing of their duties.



- ii) Transparent system for recognizing and rewarding innovations.
- iii) Adequate participation in design and evaluation of health care and social welfare programs. Conducive working environment including working space, tools and equipment. Adequate financial and non-financial incentives.
- iv) Enough information on various Human Resource Development and Welfare issues.

#### **4.0 OUR SET UP AND SERVICES**

In order to address and respond to the expectations, we have been restructured to reflect the need of a reforming Health Sector. We also have defined eight main Key Results areas in the MOHSW's Medium Term Strategic Plan 2009 - 2013 as follows:

- i) Accessible, equitable, cost effective, gender sensitive and corruption free quality health service.
- ii) Appropriate and adequate capacity of MOHSW and its institutions to effectively facilitate delivery of high quality health services to the public.
- iii) Planning and decision making based on Health Management Information System and Research Results.
- iii) Awareness, prevention and control of communicable and non-communicable disease.
- iv) Promotion of a public-private partnership in financing and delivery of health services.
- v) Resources mobilization and management including financial management and accountability.
- vi) Healthy, clean and safe environmental.
- vii) The Ministry of Health performing core functions.

#### **5.0 OUR VISION**

To have a healthy society with improved social wellbeing that will contribute effectively to individual and national development.

## **6.0 OUR MISSION**

Committed to facilitate provision of basic health services that are of good quality, equitable, accessible, affordable, sustainable and gender sensitive.

## **7.0 OUR VALUES**

### **7.1 Equitable service provision**

We will treat our clients equally, regardless of their social, economical and political differences. However, we will, take into account the needs of the Disadvantaged groups when providing our services.

### **7.2 Moral and Ethical Practices**

MOHSW's staff shall not seek or accept gifts, favours, or inducements, financial or otherwise, in the course of discharging duties. Likewise, we shall not offer gifts, favours or inducements. We shall not use public property or official time for our own private purpose, and we shall not use information acquired in the course of our official duties to gain personal financial or any other advantage.

### **7.3 Professionalism**

We will adhere to professional ethics and conduct and will provide services of the highest professional standard.

### **7.4 Accountability**

We will continue to make ourselves accountable for our performance and operations.

### **7.5 Commitment**

We are committed to ensure that clients are provided with the best services and therefore MOHSW's staff will maintain the highest level of commitment to service delivery.

## **8.0 OUR GUARANTEED STANDARDS**

We will strive at all times to continuously improve the standards of services provided to our clients. The benchmark for assessing improvements against the required standards will be based on the following:-

### **8.1 Quality of Service Standards**

#### **8.1.1 Responsiveness**

- i) We will deal with all emergencies as promptly as possible.
- ii) We will deal with requests promptly, as per set timeframes.

#### **8.1.2 Clarity**

We will provide clear, complete and relevant information to our clients on the type of service requested.

#### **8.1.3 Accountability**

We will monitor our performance in accordance with set standards and give feedback.

#### **8.1.4 Appropriateness**

We shall ensure that we provide services that fit for our clients needs.

### **8.2 Relationship and Responsibilities**

We will maintain good working partnerships and excellent relationships with clients through clear understanding of mutual expectations, rights and responsibilities. We therefore promise to maintain the highest standards possible in respect of the following:

#### **8.2.1 Advice**

We will continue to provide consistent, accurate and impartial advice.

### **8.2.2 Staff Manner**

We will continue to ensure that our staff are competent, friendly, helpful, respectful and sensitive to clients' needs.

### **8.2.3 Public Awareness**

We will regularly inform you on our various services provided.

### **8.2.3 Guidelines Updated**

We will regularly develop, update and maintain standards and guidelines for effective delivery of services.

## **8.3 Response Time for Client Contacts**

We will respond to all communication (letters, email, fax and telephone messages) as quickly as possible and always within fourteen working days from the date of receipt.

### **8.3.1 Response Time for Processing Core Activities**

#### **8.3.2 Disasters/Emergency:**

We will respond to disaster/emergency immediately within 48 hours from the time of receiving information on the incidence.

#### **8.3.3 Registration of Health Professionals**

We commit ourselves to provide registration of Health Professionals within three (3) months for both locally trained personnel those trained abroad.

#### **8.3.4 Response to Complaints**

We commit ourselves to respond to complaints within 30 days from the date the complaint is lodged

### **8.3.5 License for Private Maternity and Nursing Homes**

We commit ourselves to provide license for private maternity and nursing homes within three (3) months from the date of receipt of application.

### **8.3.6 List of Academic Entrants:**

We commit ourselves to release the list of selected academic entrants within 3 months after the deadline of applications.

### **8.3.7 Certificates:**

We commit ourselves to issue academic certificates within two months after examination results.

#### **8.3.7.1 Scholarships**

We commit ourselves to provide information on scholarship ward by August of every year.

### **8.3.8 Joining Instructions to Training Institution**

We commit ourselves to provide joining Instructions to selected candidates within one month prior course commencement.

### **8.3.9 Student Academic and disciplinary Appeals**

We commit ourselves to deal with students' academic and disciplinary appeals within 2 weeks upon receipt of appropriate and relevant documents.

### **8.3.10 Disbursement of Funds to Institutions:**

We commit ourselves to disburse funds to the institutions within 5 working days from the date of receipt of Warrant of Fund.

### **8.3.11 Health Messages**

We commit ourselves to provide early warning signs on epidemics and environmental health hazards through health promotion within 3 days from the date of receipt of information.

### **8.3.12 Processing Requests**

We commit ourselves to process requests of essential equipment, instruments and drugs including vaccines within 5 days upon reception of the request.

### **8.3.13 Processing of Referral of Patients Abroad**

We commit ourselves to process and approve referrals of patients abroad within four weeks with exception to emergency cases.

### **8.3.14 Maintenance of Medical Equipment**

We commit ourselves to process requests for maintenance of medical equipment within 2 weeks from receipt of requests.

### **8.3.15 Registration of Health Facilities**

We commit ourselves to provide registration of health facilities within three months from the date of receipt of applications.

### **8.3.16 Application for VAT Exemptions**

We commit ourselves to process applications for VAT exemptions within 3 days from the date of receipt of applications.

### **8.3.17 Work Permits**

We commit ourselves to process applications for work permits for foreigners within 45 days from the date of receipt of application.

### **8.3.18 License for Children's Homes**

We commit ourselves to process application for children's home license within 30 working days.

### **8.3.19 Registration of Day Care Centres**

We commit ourselves to process application for registration of day care centre within 30 working days.

### **8.3.20 Adoption Permits**

We commit ourselves to process application of adoption permits within 30 days.

### **8.3.21 Telephone Service**

We commit ourselves to respond promptly to outside and inside telephone calls. We promise to interact diplomatically and value others through effective communication.

### **8.3.22 Appointments**

We commit ourselves that all appointments will take place within the appointment time.

## **9.0 CLIENTS RIGHTS AND OBLIGATIONS**

We have attempted in this charter to set out our service promises in respect of what we believe clients have a right to expect in terms of standards of service delivery. We believe that clients' rights extend to the following:

### **9.1 Rights to information**

We will readily avail information pertaining to services provided to our clients, and we shall put in place mechanisms to ensure availability of such information. In addition clients have the right to:

- i) Review and appeal in accordance with established procedures;
- ii) Lodge complaints;
- iii) Privacy and confidentiality;
- iv) Access in arriving at solutions or recommendations to address problems; and
- v) Be treated with respect.

### **9.2 Obligations**

In order to help us to deliver good services and maintain ongoing relationship the following obligations should be observed to:

- i) Treat our staff with courtesy;
- ii) Not offer gifts, favours or inducements to our staff, or to solicit the same;
- iii) Attend schedule appointments punctually;
- iv) Respond to requests for information by us thoroughly and timely;
- v) Abide with the legal requirement, which make you eligible for services sought; and
- vi) Comply to codes of conduct and behavior

#### **10.0 WHERE TO LODGE COMPLAINTS**

Complaints may be lodged direct through direct submission the office, postal address, telephone, suggestion box, fax, or e-mail by contacting the following:

**The Permanent Secretary,**

**Ministry of Health and Social Welfare,**

**Samora Avenue/Mirambo Street**

**P.O. Box 9083,**

**Dar es Salaam.**

**United Republic of Tanzania**

**Telephone: (+255) 022 2122194**

**Fax :( +255) 022 2131365**

**E-mail: info@moh.go.tz**

We are open to the public from 0730hrs to 1530hrs, Monday to Friday, but not on public holidays.

#### **11.0 HOW TO GIVE FEEDBACK ABOUT THIS CHARTER**

Comments and suggestions should be sent to the following address:

**The Permanent Secretary,**

**Ministry of Health and Social Welfare,**

**P.O. Box 9083,**

**Dar es Salaam.**

**Telephone: (+255) 022 2122194**

**Fax :( +255) 022 2131365**

**For attention: Director of Administration and Human Resources Management E-mail: info@moh.go.tz**



## **12.0 MAINTANING AND REVIEWING OUR CHARTER**

To facilitate the process of review we shall continuously consult with a cross-section of clients and stakeholders.

## **13.0 REPORTING PERFORMANCE AGAINST STANDARDS**

We will continuously make ourselves publicly accountable for our performance and operations by publishing our Client Service Charter and information on compliance to the promises and commitments. In addition, we will regularly monitor the level of clients' awareness of the charter. And the information obtained will form part of the process of annual self-assessment.

We will:

- i.) Publish the Charter commitments in the ministerial annual report.
- ii.) Provide information to the Inter-Ministerial Working Group (IMWG) for the Health Sector Reform Program.
- iii.) Provide Charter performance information annually to the National Performance Audit of the Public Service.
- iv.) Report to clients and stakeholders (including our staff). This will help to ensure transparency and accountability so that an ongoing relationship with clients, stakeholders and our staff is maintained.
- v.) Publish summary, of complaints, and our general response to them, in the departmental annual review report.
- vi.) Provide summary report annually to the Office of the Prime Minister and Parliament on the implementation of our Client Service Charter.