

UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY



TANZANIA EDUCATION AUTHORITY

CLIENT SERVICE CHARTER

JUNE, 2023

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PREFACE

Tanzania Education Authority Clients' Service Charter is a written commitment that explains standards and quality features of services offered, working relationship between Tanzania Education Authority, its clients and stakeholders. It specifies the standards of service delivery, expectations of the client's rights and their obligations and the commitment of the Tanzania Education Authority to meet its clients and stakeholders' expectations while performing its mandated functions. This Charter also sets out feedback and complaint handling mechanisms if service outputs fail to comply with the set standards.

TEA, as one of the Government institutions, understands the importance of having this Charter as a tool for providing quality service to its clients and also receiving feedback from them to improve the provision of its services to be more of a customer-focused approach at the same time conform with the Government directives.

We want to assure the general public that this charter is a living document, which will be used as one of the essential tools to monitor performance and accountability on service delivery to our customers. We, therefore, invite and encourage all of our clients and stakeholders to use mechanisms outlined in the Charter and in a constructive manner and provide feedback to the Authority. This feedback will facilitate processes and service delivery improvements.



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Bahati I. Geuzye
DIRECTOR GENERAL
TANZANIA EDUCATION AUTHORITY

1. VISION, MISSION AND CORE VALUES

1.1 Vision

“A reliable Education Fund responsive to national educational needs through diversified interventions for Tanzania’s sustainable education development.”

1.2 Mission

“To secure financial and material resources for the Education Fund and effectively deploy those resources to support educational and skills development programs for improved quality, access, and equity to education and skills development.”

1.3 Our Core Values

TEA is guided by the following values and principles in delivering its services to Clients: -

i. **Commitment**

We are committed to accomplishment of our goals and objectives with high level of devotion.

ii. **Transparency**

We adhere to straight forward and open decision making.

iii. **Objectivity**

We are devoted to fairness in our operations

iv. **Integrity**

We work honestly by showing consistent and uncompromising moral solid, ethical principles and values.

v. **Speed**

We meet our clients’ expectations timely with assurance, empathy, reliability, courtesy and responsiveness.

vi. **Team spirit**

We work as a family to accomplish goals and meet stakeholders' expectations.

vii. **Professionalism**

We are committed to deliver services with regard to creativity and professional code of conduct.

viii. **Gender Equality**

We aim to live our mission through principles of equality, anti-discrimination, inclusion, autonomy and dignity.

2. THE PURPOSE OF THE CHARTER

This Charter is a communication tool between Tanzania Education Authority and our clients. It aims at creating awareness amongst our esteemed clients on what we commit ourselves to do, what to expect from us by way of service standards and provide mechanism for clients to claim their rights and give feedback on the service delivery. The charter seeks to create awareness among our clients and stakeholders on our commitment to service delivery and standards under a reformed public sector.

3. OUR CLIENTS

Our clients are as follows;

- i. Primary Schools;
- ii. Secondary Schools;
- i. Technical Colleges
- ii. Vocational Training Centers
- iii. Universities;
- iv. Contributors of the Education Fund;
- v. Business entities;
- vi. Ministry of Finance and Planning;
- vii. Ministry of Education, Science and Technology;
- viii. President's Office, Regional Administration and Local Government Authorities (PO-RALG);

- ix. Office of Treasury Registrar;
- x. Local Government Authorities;
- xi. Suppliers and Service Providers;
- xii. Development Partners and
- xiii. General Public.

4. OUR SERVICES

TEA provides the following services: -

- i. Public awareness on roles and responsibilities of TEA, the Education Fund and Skills Development Fund;
- ii. Provision of Grants and Loans to beneficiaries for implementation of education and skills development projects;
- iii. Awareness on management and control of Grants and Loans provided through the Education Fund;
- iv. Collaborate with various stakeholders on ensuring adequate flow of funds into the Education Fund including identifying new sources of funds, public awareness on contributing to the Education Fund etc;
- v. Identifying and register contributors and provision of Certificate of Education Appreciation (CEA) in collaboration with Tanzania Revenue Authority (TRA).
- vi. Mobilizing establishment and strengthening of District Education Funds;
- vii. Monitoring uses of projects funds disbursed and ensuring that objectives are achieved.
- viii. Processing of various reports related to TEA, the Education Fund and Skills Development Fund for dissemination to various stakeholders; and
- ix. Other services.

5. OUR SERVICE STANDARDS

The Authority will provide services to its Clients based on the following standards: -

5.1 Education Grants;

- i. We will provide Grants to Primary and Secondary schools to support education **within one year (1 year)** from the date of application.
- ii. We will provide loans to Higher Education Institutions for improving teaching and learning environment (Retooling, rehabilitation and renovation) **annually**;
- iii. We will provide Fund to skills training institutions for retooling, renovation of facility and project supervision **within 90 working** days after meeting the requirements;
- iv. We will provide Grants to education institutions for construction of education Infrastructure **within One year (1 year)**;
- v. We will provide Notification letters of grants allocation to Grant beneficiaries **within 14 working days**.

5.2 We will provide awareness to beneficiaries on grants management **within three (3)** on working days from the date of notification.

5.3 Provision of Reports

- i. We will provide Board performance contract implementation report, financial report and Performance Report **within financial year**; and
- ii. We will announce projects opportunities **annually**.

5.4 Other Services

- i. We will issue Certificate of project completion and handing over of completed projects to beneficiaries **within one (1) month** after project technical inspection and handing over.
- ii. We will issue Certificate of Educational Appreciation (CEA) to Education fund contributors **within three (3) months** after project completion;
- iii. We will issue the advertisement for tender opportunities along with the tender documents **within seven (7)** days after approval;
- iv. We will receive client call **within three (3)** ringing;
- v. We will acknowledge receipt of letters **within three (3)** working days; and
- vi. We will respond to letters as appropriate **within five (5)** working days.

6. TEA RESPONSIBILITY TO CLIENTS

In order to ensure that we deliver quality services to clients, we are obliged to:-

- i. Provide our services by adhering to core values;
- ii. Provide services without discrimination.
- iii. Provide appropriate information in time;
- iv. Respect opinions raised by clients;
- v. Operate in accountable and transparency manner; and
- vi. Provide Clients feedback on time.

7. CLIENT'S RIGHTS AND RESPONSIBILITIES

The Authority has set rights and responsibility of the Client as outlined below:

7.1 Client Rights

The Client has the rights to: -

- i. Be treated with dignity, respect and tolerance manner;
- ii. Be heard and served at the right time;
- iii. Be assured of privacy and confidentiality;
- iv. Get feedback on complaint lodged;
- v. Appeal if not satisfied with the service provided;
- vi. Be provided with appropriate information for the services; and
- vii. Provide opinions on how to improve services offered.

7.2 Client Responsibilities

The Client has the following responsibilities: -

- i. Abide with relevant laws, regulations, procedures and guidelines;
- ii. Avoid engaging TEA staff in corruption actions;
- iii. Provide relevant and accurate information and documentation on time;
- iv. Listen and respect the service provider; and
- v. Avoid to offer gifts or anything with the aim of getting services.

8. CLIENT'S FEEDBACK ON SERVICE DELIVERY

The Authority welcomes all Clients to provide feedback on the services we provide, we value your feedback as an essential tool to improve our service delivery. Therefore, we welcome opinions, comments, proposals and complaints. Any feedback will be taken with the same weight as will be used to improve the quality of services we offer. Clients are urged to feel free to lodge their feedback by using letters, verbal communication, telephone, e-mail, fax and website and social media.

9. AUTHORITY IDENTITY AND CONTACT DETAILS

The Headquarter Office of Tanzania Education Authority (TEA) is located at Dodoma City. Contact with our Head Office will be done through the following address: -

Director General,

Tanzania Education Authority,

P. o Box 2516 Dodoma-Tanzania

+255 26 2962714/+255 26 2962715

E-mail: info@tea.or.tz

For submission of complaints please use: malalamiko@tea.or.tz

Website: <http://www.tea.or.tz>.

Office working hours

Our Office opens on working days from Monday to Friday at 8.00 am to 04.00 pm.

The office remains closed on Saturdays, Sundays and during public holidays.