



THE UNITED REPUBLIC OF TANZANIA

CLIENT SERVICE CHARTER



National Bureau of Statistics
Ministry of Finance
Dar es Salaam

April, 2014



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National Bureau of Statistics



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Preface

The National Bureau of Statistics (NBS) has reviewed its first Clients Service Charter which was launched in 2009. The objective of this Charter is to create awareness in the public about the services and products offered by NBS.

Also, the Charter intends to improve NBS Staff commitment in delivering quality products and services by informing clients about their rights when receiving the services offered.

Good co-operation between NBS and its clients is essential for the attainment of the NBS Corporate objectives. It is therefore, expected that, our clients will continue to use NBS services and products and give us feedback for the purpose of improving them.

Dr. Albina Chuwa,
Director General,
National Bureau of Statistics.

April, 2014.



1. Vision

To become a one -stop centre for official statistics in Tanzania.

2. Mission

To produce quality official statistics and services that meet needs of national and international stakeholders for evidence-based planning and decision making.

3. Services Offered by NBS

- i) To conduct Population and Housing Census in collaboration with Office of Chief Government Statistician, Zanzibar,
- ii) To conduct surveys and provide technical advice on sampling, statistical data collection, processing, analysis and dissemination of collected data,
- iii) To collect data from various sources, analyze, publish, and distribute to stakeholders,
- iv) To develop standards, methods and provide interpretation of concepts and definitions,
- v) To provide raw data for researchers and other stakeholders,
- vi) To prepare maps needed for various surveys and censuses, and

- vii) To provide professional advice and instructions on how to use Statistical information according to specific customer requirement.



Some statistical products produced by National Bureau of Statistics

4. Principles of Service Delivery

NBS provides services to its customers by observing the following Core values;

- i) Respect for customers,
- ii) Integrity,
- iii) Professionalism,
- iv) Timeliness,
- v) Teamwork spirit, and
- vi) Confidentiality.

5. NBS Customers

The National Bureau of Statistics considers the following to be among its customers:

- i) Central Government,
- ii) Local Government,
- iii) Parliament,
- iv) Bank of Tanzania,
- v) Development Partners,
- vi) Research Institutions,
- vii) Higher Learning Institutions,
- viii) Tanzania Revenue Authority,
- ix) Business Community,
- x) Non-Governmental Institutions,
- xi) Religious Institutions,
- xii) Judiciary,
- xiii) Politicians,
- xiv) Media Institutions, and
- xv) The General Public.



NBS Staff attending customers during the International Trade Fair in Dar es Salaam.

6. Customer Services

NBS provides services to its customers through its four Directorates, as follows:

- a) Directorate of Statistical Operations;**
 - i) Produce the National Master Sample after every 10 years,
 - ii) Produce Concepts and Definitions and Quality Control Measures Documents after every five years,

- iii) Produce Annual Human Settlement Statistics Report after every two years,
- iv) Produce Business Register after every six months,
- v) Produce East Africa Statistical Indicators annually,
- vi) Produce International Monetary Fund (IMF) statistics report twice a year,
- vii) Produce Environmental Statistics Report after every two years,
- viii) Produce regional and district social economic profiles when needed,
- ix) Produce Geographic Census Sample after every 10 years and
- x) Produce Statistical Release Calendar annually,
- xi) Produce National Panel Survey after every 2 years.

b) Directorate of Economic Statistics;

- i) Produce Gross Domestic Product (GDP) Estimates quarterly and annually,
- ii) Produce Capital Formation Statistics annually,
- iii) Produce tables for Economic Survey annually,
- iv) Produce Hotels Statistics monthly,

- v) Produce Tourists Statistics annually,
- vi) Compile Producer Price Index quarterly,
- vii) Produce Industrial Production Statistics quarterly and annually,
- viii) Produce Agricultural Sample Census Report after every five years, and
- ix) Produce Economic Accounting Matrices after every five years.

c) Directorate of Population Census and Social Statistics;

- i) Produce National Consumer Price Statistics Index monthly,
- ii) Produce Inflation Rate Report monthly,
- iii) Produce Employment and Earnings Statistics Report annually,
- iv) Produce Households Budget Survey Report after every five years,
- v) Produce Population and Housing Census reports after every 10 years,
- vi) Produce Demographic and Health Survey reports after every five years,
- vii) Produce Tanzania Health Service Provision Assessment Survey reports after every five years and

viii) Produce HIV and Malaria Indicator Survey reports after every five years.

d) Directorate of Finance, Administration and Marketing;

- i) Produce NBS Performance Report annually,
- ii) Produce NBS Self -Assessment Report after every three years,
- iii) Coordinate provision of statistical technical advice when needed,
- iv) Produce Tanzania in Figures Report annually,
- v) Produce Tanzania Statistical Abstract annually,
- vi) Produce NBS Newsletter annually,
- vii) Provide statistical library related services,
- viii) Provide and maintain National Economic Indicators Database, TSED always and
- ix) Disseminate statistics through NBS Website.



Prime Minister Hon. Mizengo Kayanza Peter Pinda (MP) being briefed about statistical products and services offered by National Bureau of Statistics.

7. NBS Responsibilities to Its Customers

In the process of meeting its customers' needs, NBS undertakes the following;

- i) Keep the client information confidential,
- ii) Provide services on the basis of transparency, fairness and equity,
- iii) Respect the ideas and opinions of the client,
- iv) Provide service that meets customer's needs,

- v) Use simple language when providing services to customers and disseminating statistics,
- vi) Respond to incoming calls within five ringtones,
- vii) Respond to clients' inquiries within five working days of receiving them and
- viii) Explain and describe to clients the services provided by NBS.

8. Rights and Duties of the Client

NBS clients have the following rights and duties;

8.1 Rights of the Client;

- i) Getting quality services and products in a timely manner,
- ii) Getting unbiased information,
- iii) Getting information in accordance with established procedures,
- iv) Given an opportunity to lodge complaints and give comments and suggestions about the services received,
- v) Getting acknowledgement of received complaints within five working days and
- vi) Depending on the nature of the complaint, get answers to written complaints within 30 days.

8.2 Duties of the Client;

- i) Respect for NBS staff, and adherence to existing procedures and regulations,
- ii) Providing opinions about NBS services and products, and
- iii) Where necessary paying for services provided by NBS, as per laid down procedures.



*Customers reading in the Library of National Bureau of Statistics,
Headquarters, Dar es Salaam.*

9. Clients' Feedback and Complaints

To provide comments, suggestions or lodge any complaint about services provided by NBS, use the following contacts;

- a) Telephone No: +255 22 2122722/3/4,
+255 22 2129622,
+255 22 2125648,
+255 22 2111095.
- b) Fax No: +255 22 2130852,
- c) Email address: dg@nbs.go.tz
- d) Website: www.nbs.go.tz
- e) Postal Address:
The Director General,
National Bureau of Statistics,
P. O Box 796,
Dar es Salaam.
- f) Suggestion Box: Located at National Bureau of Statistics Head Office, Dar es Salaam.
- g) Our Location: NBS Head Office is located along Kivukoni Front Street, Dar es Salaam.

- h) Those from up country may communicate with our Regional Statistical Offices through the following addresses;

NO.	REGION	ADDRESS	TELEPHONE	E/MAIL ADDRESS
1.	Arusha	P. O. Box 7108	+255 27 2502009	rsmarusha@nbs.go.tz
2.	Dodoma	P. O. Box 891	+255 26 2963113	rsmddodoma@nbs.go.tz
3.	Morogoro	P. O. Box 581	+255 23 2604974	rsmmorogoro@nbs.go.tz
4.	Pwani	P. O. Box 30080	+255 23 2402275	rsmpwani@nbs.go.tz
5.	Tanga	P. O. Box 566	+255 27 2646332	rsmtanga@nbs.go.tz
6.	Mara	P. O. Box 769	+255 28 2622447	rsmmusoma@nbs.go.tz
7.	Ruvuma	P. O. Box 397	+255 27 2530297	rsmruvuma@nbs.go.tz
8.	Mtwara	P. O. Box 56	+255 23 2333313	rsmmtwara@nbs.go.tz
9.	Rukwa	P. O. Box 797	+255 25 2802274	rsmrukwa@nbs.go.tz
10.	Lindi	P. O. Box 506	+255 23 2202680	rsmilindi@nbs.go.tz
11.	Manyara	P. O. Box 89	+255 27 2530297	rsmmanyara@nbs.go.tz
12.	Iringa	P. O. Box 739	+255 26 2702771	rsmiringa@nbs.go.tz
13.	Shinyanga	P. O. Box 2134	+255 28 2762901	rsmshinyanga@nbs.go.tz
14.	Mwanza	P. O. Box 1932	+255 28 2502005	rsmmwanza@nbs.go.tz
15.	Kagera	P. O. Box 1299	+255 28 2220836	rsmbukoba@nbs.go.tz
16.	Njombe	P. O. Box 739	+255 26 2702771	rsmnjombe@nbs.go.tz
17.	Singida	P. O. Box 807	+255 26 2502078	rsmingida@nbs.go.tz
18.	Kigoma	P. O. Box 953	+255 28 2803360	rsmkigoma@nbs.go.tz
19.	Mbeya	P. O. Box 841	+255 25 2502612	rsmmbeya@nbs.go.tz
20.	Simiyu	P. O. Box 2134	+255 28 2762901	rsmsimiyu@nbs.go.tz
21.	Tabora	P. O. Box 703	+255 26 2605202	rsmtabora@nbs.go.tz
22.	Geita	P. O. Box 1932	+255 28 2502005	rsmgeita@nbs.go.tz
23.	Katavi	P. O. Box 797	+255 27 2530297	rsmkatavi@nbs.go.tz
24.	Kilimanjaro	P. O. Box 1 Moshi	+255 27 2751662	rsmkilimanjaro@nbs.go.tz

10. Working Hours

The National Bureau of Statistics provides its services from Monday to Friday except National Public Holidays as indicated below;

Working Hours	Time for Attending Customers
Monday – Friday	Monday – Friday
07:30AM – 03:30PM	09:00AM – 3:00PM

