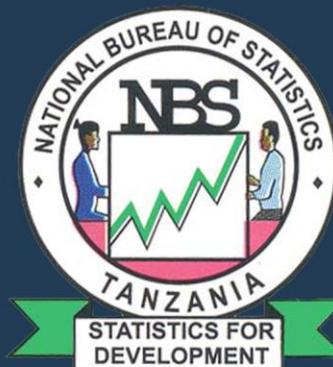




UNITED REPUBLIC OF TANZANIA



NBS CLIENT SERVICE CHARTER



Nov, 2023

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MESSAGE FROM THE STATISTICIAN GENERAL

Dear National Bureau of Statistics (NBS) Clients and Stakeholders, I have the pleasure to present to you the NBS Client Service Charter which demonstrates NBS's commitment to increase availability and accessibility of quality official statistics for informed decision making within government, the private sector, international community and the public at large.

The Charter being a social contract between NBS and its clients, outlines organization's commitment to provide quality services and products, and specifies what can be expected when the organization is approached for statistical and related services. It spells out the products and services offered and standards therein.

The National Bureau of Statistics, therefore, will appreciate to get feedback from its clients on how it renders its services as per stipulated standards. This feedback is critical, as it will be used to continuously improve service provision as well as quality of statistical products produced

I would like to assure our clients that NBS will conform to statistical products and service standards mentioned in this Charter to keep you all informed of official statistics and other related services provided by the Bureau.



Dr. Albina Chuwa

Statistician General

1 VISION, MISSION, AND CORE VALUES

In delivering services, NBS is guided by the following Vision, Mission, and Core Values

1.1 Vision

To become a one-stop Centre for official statistics in Tanzania

1.2 Mission

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

1.3 Core Values

Our core values are:

- i. Customer Focus;
- ii. Team Work;
- iii. Integrity;
- iv. Confidentiality;
- v. Partnership;
- vi. Result Oriented;
- vii. Quality Consciousness;
- viii. Professionalism;
- ix. Accountability; and
- x. Innovation.

2 PURPOSE OF THE CHARTER

The purpose of this Charter is to inform our clients and stakeholders about statistical products and services offered; and the standards of those products and services. The Charter demonstrates our commitment towards our clients' and stakeholders' expectations and obligations to enable the Bureau to deliver quality products and services. It further provides a framework for feedback mechanisms to strengthen partnership between the Bureau and its clients.

3 OUR CLIENTS AND STAKEHOLDERS

Our clients and stakeholders include: -

- i. Government Ministries, Departments and Agencies (MDAs);
- ii. Regional Administration and Local Government Authorities (PO-RALG);
- iii. Development Partners;
- iv. Parliament;
- v. Academic, Research and Training Institutions;
- vi. Regional Blocs: East African Community (EAC), Southern African Development Community (SADC) and African Union (AU);
- vii. Civil Society Organization (NGOs, CBOs, FBOs, TUs etc);
- viii. Private Sector;
- ix. Politicians;
- x. Judiciary;
- xi. Business Community;
- xii. Media; and
- xiii. General Public.

3.1 Our Products and Services

- i. Social Statistics
- ii. Economic Statistics
- iii. Statistical Coordination, Standards and Methods
- iv. Statistical Consultancy
- v. Statistical Library Services
- vi. Conference Facilities

Our Products/Service Standards

S/N	Service Category	Service subcategory	S/N	The Service	Periodicity	Service Delivery Time
1.	Social Statistics	Reports	i.	Households Budget Survey (HBS) Reports	After every five (5) years	Instantly (available on NBS website)
			ii.	Population and Housing Census reports	After every 10 years	Instantly (available on NBS website)
			iii.	Tanzania Health Service Provision Assessment Survey (TSPA) reports	After every five (5) years	Instantly (available on NBS website)
			iv.	Tanzania Demographic and Health Survey and Malaria Indicator Survey (TDHS-MIS) Reports	After every five (5) years	Instantly (available on NBS website)
			v.	Tanzania HIV Impact Survey (THIS) reports	Episodic	Instantly (available on NBS website)
			vi.	STEPs Survey Reports	Episodic	Instantly (available on NBS website)
			vii.	Human Settlement Statistics Report	Annually	Instantly (available on NBS website)
			viii.	Environmental Statistics Report	After every two (2) years	Instantly (available on NBS website)
			ix.	National Climate Change statistics publication	episodic	Instantly (available on NBS website)
				x.	E-Waste Statistics Report	After every two (2) years
	Sampling Frame	1	National Master Sample	After every 10 years	Within seven (7) working days upon receipt of complete request	

S/N	Service Category	Service subcategory	S/N	The Service	Periodicity	Service Delivery Time
2.	Economic Statistics	Reports	i.	Regional and District Social Economic Profiles	On demand	Within three (3) months given the availability of required resources
			ii.	Gross Domestic Product (GDP) Estimates	Annually	Instantly (available on NBS website)
			iii.	Gross Domestic Product (GDP) Estimates	Quarterly	Instantly (available on NBS website)
			iv.	Capital Formation Statistics	Annually	Instantly (available on NBS website)
			v.	International Visitors' Exist Survey Report	Annually	Instantly (available on NBS website)
			vi.	Producer Price Index (PPI).	Quarterly	Instantly (available on NBS website)
			vii.	Survey of Industrial Production Statistics	Annually	Instantly (available on NBS website)
			viii.	Index of Industrial Production (IIP)	Quarterly	Instantly (available on NBS website)
			ix.	Agricultural Sample Census Report	After every five (5) years	Instantly (available on NBS website)
			x.	Integrated Agriculture Sample Survey	Annually	Instantly (available on NBS website)
			xi.	Foreign Private Investment Report	Annually	Instantly (available on NBS website)
			xii.	Exports and Imports trade data	On request	Within three (3) working days upon receipt of request
			xiii.	Trade Price indices	Quarterly	Instantly (available on NBS website)
			xiv.	National Accounts Publications	Annually	Instantly (available on NBS website)
			xv.	Industrial Census Report	After every ten (10) years	Instantly (available on NBS website)

S/N	Service Category	Service subcategory	S/N	The Service	Periodicity	Service Delivery Time	
			xvi.	Tax Statistics Report	Annually	Instantly (available on NBS website)	
			xvii.	Large-Scale Farm Production Survey Report	Annually	Instantly (available on NBS website)	
			xviii.	Construction Materials Price Index	Annually	Instantly (available on NBS website)	
			xix.	National Consumer Price Index.	Monthly	Instantly (available on NBS website)	
			xx.	Informal Sector Survey Report	Episodic	Instantly (available on NBS website)	
			xxi.	Employment and Earnings Statistics Report	Annually	Instantly (available on NBS website)	
			xxii.	Integrated Business Survey	Episodic	Instantly (available on NBS website)	
			xxiii.	Integrated Labour Force Survey Report	Annually	Instantly (available on NBS website)	
			Release	i.	Hotels Statistics release	Monthly	Instantly (available on NBS website)
				ii.	Inflation rates Release	Monthly	Instantly (available on NBS website)
		Economic accounting	1	Economic Accounting Matrices	After every five (5) years	Instantly (available on NBS website)	
		Tables	1	Economic Survey Tables	Annually	Within three (3) working days upon request	
		3.	Coordination, Standards and Methods	Report	i.	Social Economic Indicators	Annually
ii.	Tanzania in Figures Report				Annually	Instantly (available on NBS website)	

S/N	Service Category	Service subcategory	S/N	The Service	Periodicity	Service Delivery Time		
			iii.	Tanzania Statistical Abstract	Annually	Instantly (available on NBS website)		
			iv.	Geographic Census Maps	On demand	Within three (3) working days upon payment of fee		
			v.	EAC Facts and Figures Report	Annually	Instantly (available on NBS website)		
			vi.	Statistical Business Register	After every three (3) years	Instantly (available on NBS website)		
		Guidelines	i.	Concepts and Definitions for Official Statistics in Tanzania	After every three (3) years	Instantly (available on NBS website)		
			ii.	Data Quality Assessment Framework	After every five (5) years	Instantly (available on NBS website)		
			iii.	Statistical Methods, Standards & Guidelines Publications	After every five (5) years	Instantly (available on NBS website)		
		Release	1	Advance Statistical Release Calendar	After every five (5) years	Instantly (available on NBS website)		
		4.	Statistical Consultancy	Sampling design	i.	Sampling designing	On demand	Within five (5) working days depending on the nature and scope of the study
		Questionnaire design		ii.	Questionnaire designing	On demand	Within five (5) working days	
Survey	iii.	Survey undertaking		On demand	Depending on nature and scope of the survey			

S/N	Service Category	Service subcategory	S/N	The Service	Periodicity	Service Delivery Time
		Data Collection	iv.	Data collection	On demand	Depending on nature and scope of the survey/census
		Census	v.	Census undertaking	On demand	Depending on nature and scope of the survey/census
5.	Research Permits	Permits	1	Provision of research permit	On demand	Within five (5) working days
6.	Other services	Library service	i.	Library service	On demand	Available on working hours
		Conference facilities	ii.	Provision of conference facilities	On demand	Instantly, if not occupied

4 OBLIGATIONS

In the process of meeting our clients' needs, the following are our obligations;

- i. Provide products and services in accordance to agreed standards stipulated herein;
- ii. Confidentiality of clients' information;
- iii. Provide services on the basis of transparency and equity;
- iv. Respect the ideas and opinions of the clients;
- v. Provide service that meets clients' needs;
- vi. Use simple language when providing services to clients;
- vii. Respond to letters within seven (7) working days upon receipt;
- viii. Respond to e-mails within five (5) working days upon receipt;
- ix. Respond to incoming calls within five (5) ringtones;
- x. Respond to clients' inquires within five (5) working days of receiving them;
- xi. Disseminating findings and results of censuses and surveys; and
- xii. Explain and describe to clients the services provided by NBS.

5 RIGHTS AND OBLIGATIONS OF THE CLIENT

5.1 Rights of the Client:

- i. Be provided with quality statistical products and services in a timely manner;
- ii. Receive unbiased information;
- iii. Request and receive information in accordance with established procedures;
- iv. Given an opportunity to lodge complaints and give comments and suggestions about the services received;
- v. Being acknowledged of received complaints within five working days; and
- vi. Get answers to written complaints within 30 days based on the nature of the complaint.

5.2 Client Obligations:

In order to effectively help us to perform our functions expeditiously, we expect the following from our clients:

- i. Treat our staff with courtesy and respect;
- ii. Comply with existing Rules, Regulations, Guidelines and Procedures;
- iii. Attend scheduled meetings or appointments timely;
- iv. Provide accurate and timely information to facilitate proper provision of services.
- v. Reply to queries and enquiries promptly;
- vi. Provide feedback and opinions about NBS products and services;
- vii. Pay for specified services provided by NBS, as per laid down procedures;
and
- viii. Honestly provide required information asked during data collection.

6 CLIENTS' FEEDBACK AND COMPLAINTS HANDLING

The National Bureau of Statistics value and appreciate your feedback and opinions on Statistical and non-statistical products and services provided. Your opinion and feedback will be treated with the utmost confidentiality and used for the intended purposes only. Please share your opinion and feedback via telephone, email, suggestion box, website or by physically visiting NBS Headquarters and our Regional Statistical Offices found in every regional headquarters.

Review of the Charter

This charter will be reviewed as the need arises.

7 NBS OFFICE HOURS AND CONTACTS

7.1 Office Hours

Our services to clients are available from 0730 hours to 1530 hours, Monday to Friday except on Public Holidays

7.2 Our Contacts

You may contact us on the following addresses;

Statistician General,

National Bureau of Statistics,

TAKWIMU HOUSE,

64 Lusinde Road,

P.O. Box 2683,

41101 Tambukareli- **DODOMA. Tanzania**

Telephones +255 26 2963822; Fax: +255 26 2963828

Email: sg@nbs.go.tz; Website: www.nbs.go.tz;

NBS- Regional Statistical Offices in Tanzania Mainland

No	Region	Address	Office Telephone	Email Address	RSM Phone Number
1	Arusha	P.O Box 7108	+255 27 2502009	rsmarusha@nbs.go.tz	0676 919 355
2	Dodoma	P.O Box 891	+255 26 2963133	rsmddodoma@nbs.go.tz	0754 697 765/ 0784 697 765
3	Morogoro	P.O Box 581	+255 23 2604974	rsmmorogoro@nbs.go.tz	0657 343 054
4	Pwani	P.O. Box 30080	+255 23 2402275	rsmpwani@nbs.go.tz	0762 022 870
5	Tanga	P.O Box 566	+255 27 2646332	rsmtanga@nbs.go.tz	0713 755 965
6	Mara	P. O Box 769	+255 28 2622447	rsmmara@nbs.go.tz	0785 380 083
7	Ruvuma	P.O Box 397	+255 26 2602449	rsmruvuma@nbs.go.tz	0759 603 045/ 0655 586 516
8	Mtwara	P.O Box 56	Not Available	rsmmtwara@nbs.go.tz	0713 547 488
9	Rukwa	P.O Box 797	+255 25 2802771	rsmrukwa@nbs.go.tz	0754 605 810
10	Lindi	P.O Box 506	+255 23 2202680	rsmilindi@nbs.go.tz	0719 398 467
11	Manyara	P.O Box 89	+255 27 25110097	rsmmanyara@nbs.go.tz	0767 078 971
12	Iringa	P.O Box 739	+255 26 2702771	rsmiringa@nbs.go.tz	0752 202 726/ 0655 202 726
13	Shinyanga	P. O Box 2134	+255 28 2762901	rsmshinyanga@nbs.go.tz	0755799252
14	Mwanza	P.O Box 1932	+255 28 2502500	rsmmwanza@nbs.go.tz	0713356969
15	Kagera	P. O Box 1299	+255 28 2220836	rsmkagera@nbs.go.tz	0656 555 931/ 0713 495 669
16	Njombe	P. O Box 739	+255 26 2702771	rsmnjombe@nbs.go.tz	0712 199 007
17	Singida	P.O Box 807	+255 26 25028120	rsmssingida@nbs.go.tz	0713 481 044/ 0787 207 470
18	Kigoma	P.O Box 953	+255 28 2803360	rsmkigoma@nbs.go.tz	0756 627 828
19	Mbeya	P.O Box 841	+255 252502612	rsmmbeya@nbs.go.tz	0719 280 135
20	Simiyu	P.O Box 2134	+255 28 2762901	rsmssimiyu@nbs.go.tz	0656 883 424/ 0783 954 990
21	Tabora	P.O Box 703	+255 26 2605202	rsmtabora@nbs.go.tz	0784 242 020
22	Geita	P.O Box 1932	+255 28 2502005	rsmgeita@nbs.go.tz	0784 585 083/ 0752 145 263
23	Katavi	P.O Box 797	+255 25 2820626	rsmkatavi@nbs.go.tz	0753 651 927
24	Dar es Salaam	P.O Box 796	Not Available	rsmdsm@nbs.go.tz	0768 202 040
25	Kilimanjaro	P.O Box 1	+255 27 2751662	rsmkilimanjaro@nbs.go.tz	0719 491 949/ 0764 530 537
26	Songwe	P.O Box 7108	Not Available	rsmssongwe@nbs.go.tz	0717 062 916