



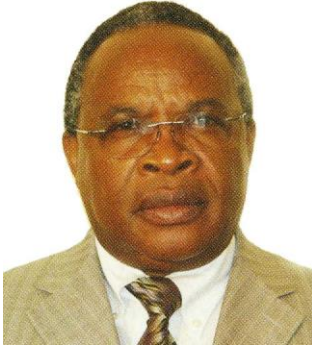
# **Ministry of Agriculture Food Security and Cooperatives**

## ***Client Service Charter***

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## 1.0 PREFACE



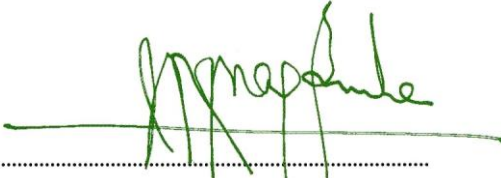
The Ministry of Agriculture Food Security and Cooperatives has the responsibility of spearheading Green Revolution whose aim is to enhance productivity, production and to expand market of internal and external crops of the country with the aim of assuring the Nation with food security and enhancing peasants' income.

In the recognition of its mandates and responsibilities, the Ministry has put emphasis on increasing productivity as per the National Agriculture Policy, Cooperatives Development Policy, National Irrigation Policy and the country's broad emphasis on KILIMO KWANZA. The ultimate goal of the Ministry's initiatives is to fulfil the goals of MKUKUTA and the National Development Vision (2025) which target to improve Tanzanian's welfare so as to reach the target of the income of a developing nation and of a middle income nation by 2025.

In order to attain these goals, the Ministry has prepared the client service charter whose aim is to improve Government service delivery, with openness and enhance accountability to the public. As part of the implementation of this client service charter, the Ministry of Agriculture Food Security and Co-operatives is launching a statement of accountability to its clients and customers.

This client service charter is a social pact for improving accountability between the Ministry of Agriculture Food Security and Co-operatives which deliver services on the one hand, and its clients on the other. This social pact set service delivery standards which are results of consultation between our customers and clients and it vividly set out rights of our clients and mechanisms for dealing with their complaints. This Charter will be reviewed every three (3) years or as need arises

Therefore, I request our customers and clients to follow mechanisms ascribed in this client service charter so as to reach goal of improving standards of services.

  
.....  
Prof. Jumanne A. Maghembe (MP)

27.07.11  
.....

**Minister for Agriculture Food Security and Co-operatives**

**Date**

## 2.0 VISION, MISSION AND OUR CORE VALUES

### 2.1 The Vision

The vision of the Ministry is to become: *“Nucleus for providing policy guidance and services to a modernized, commercialized, competitive and effective agriculture and cooperative system by 2025”*

### 2.2 Mission

The Ministry’s Mission is:

*To deliver quality agricultural and co-operative services, provide a conducive environment to stakeholders, provide technical backstopping to Local Government Authorities and facilitate the private sector to contribute effectively to sustainable agricultural production, productivity and cooperative development.*

### 2.3 Our Core Values

- i. Pursuit of excellence in service delivery;
- ii. Loyalty to the Government;
- iii. Diligence on duty;
- iv. Impartiality in service;
- v. Integrity; and
- vi. Accountability.

### 3.0 Purpose of this Client Service Charter

The purpose of this Charter is to create awareness of the availability of services offered by the Ministry of Agriculture Food Security and Co-operatives. Either, this Charter will give a chance to our clients to understand our services. Therefore, this charter presents a procedure that client must follow to communicate, to get services, complain, get feedback or comments on quality of services offered by the Ministry.

## 4.0 OUR CLIENTS

#### **4.1 Public Sector**

- i. Staff of the Ministry of Agriculture Food Security and Co-operatives;
- ii. Institutions that falls under the Ministry of Agriculture Food Security and Co-operatives;
- iii. Crop Bodies;
- iv. Local Government Authorities;
- v. Various public service Agents;
- vi. Various Ministries;
- vii. Public service media;
- viii. Government Institutions;
- ix. Public Financial Institutions; and
- x. Institutions of Higher Learning.

#### **4.2 Private Sector**

- i. Farmers/Pastrolists;
- ii. Groups of Farmers and Patrolists;
- iii. Buyers of Farmers' crops;
- iv. Faith Based Organisations/Civil Society Organisations;
- v. Crop processors;
- vi. Business people;
- vii. Transporters;
- viii. Private Media Houses;
- ix. Owners of agriculture industrial products;
- x. Investors;
- xi. Researchers outside MoAFC;
- xii. Private financial institutions;
- xiii. Private institutions of higher learning institutions;
- xiv. Various leaders and politicians; and
- xv. Consumers.

#### **4.3 Non State Actors-NSA**

- i. Development Partners;
- ii. International Institutions; and
- iii. Various service providers.

### **5.0 Our Services**

#### **5.1 To Our Customers**

- i. To prepare, issue and supervise policy, law and various circulars on agriculture;
- ii. To issue reports and statistics;
- iii. To undertake various researches; ;
- iv. To co-ordinate quality of extension services;
- v. To coordinate communications related to Ministry's activities;
- vi. To offer training;
- vii. To give treatment for crops and guarantee of plants and its crops;

- viii. To supervise and approve the quality of seeds and agricultural inputs;
- ix. To supervise the quality of irrigation schemes;
- x. To advise and co-ordinate availability of agricultural seeds and inputs;
- xi. To anticipate and control pests outbreak;
- xii. To prepare and distribute agricultural technologies;
- xiii. To produce seeds and transplants;
- xiv. To review agriculture plans, programmes and projects;
- xv. To plan proper use of agricultural land;
- xvi. To preserve Germplasm;
- xvii. To approve training curriculum;
- xviii. To advice on requirements for agriculture professionals; and
- xix. To issue copyright to the discovers of new agricultural seeds.

## ***5.2 To the Staff of the Ministry***

- i. To build capacity of the staff and their working environment;
- ii. To provide various remunerations (**timely**); and
- iii. To issue copyright to the discovers of new agricultural seeds.

## **6.0 Service Standards**

### **6.1 Information and Various Statistics**

- i. We will provide right information available-within five (**5 working days**);
- ii. We will issue information concerning internal implementation within ninety (**90 working days**) depending on the existing laws and regulations;
- iii. We will respond to queries by the Controller and Auditor General within twenty one (**21 days**) after receiving the inquiry;
- iv. We will issue report on the state of food crops production **once every half of the year**;
- v. We will issue report on the assessment of agriculture programmes and projects within **ninety days (90)** depending on the existing laws and regulations;
- vi. We will issue report on the assessment of the agricultural sector within **one hundred and eighty days (180)** depending on the existing laws and regulations;
- vii. We will educate our clients about agriculture plans, programmes and projects **within five days (5); and**
- viii. We will issue report on the use of agricultural land **within one hundred and eighty (180) days.**

### **6.2 Research and Various Investigations**

- i. We will undertake research and issue report of quality of seed types appropriate for food and trade between **3 - 10 years depending on the type of crop and weather of the concerned place.**

- ii.* We will undertake market research, social economy and acceptance of appropriate technology for agriculture ***within one (1) year.***
- iii.* We will undertake research on agronomy of agricultural crops ***within three (3) years;***
- iv.* We will undertake research on the processing and storage of crops ***within two (2) years;***
- v.* We will undertake research on the destructive crop pests ***within three (3) years;***
- vi.* We will undertake research on the agricultural inputs ***within three (3) years;***
- vii.* We will undertake research on the mixed cropping and natural resources ***within three (3) years;***
- viii.* We will make follow up and investigate acceptance of agricultural technology ***within one (1) year;***
- ix.* We will investigate problems that are preventing proper use of technology in agriculture ***regularly;***
- x.* We will investigate irrigation projects ***within ninety (90) days;***
- xi.* We will undertake soil analysis, quantity, quality of water for irrigation ***within thirty (30) days;***
- xii.* We will undertake assessment of environment in the irrigation projects ***within ninety (90) days;***
- xiii.* We will undertake impact assessment and gender in the agricultural activities within ***ninety (90) days***
- xiv.* We will design irrigation infrastructure ***within six (6) months; and***
- xv.* We will undertake survey of land and feasibility assessment in the irrigation projects ***within six (6) months.***

### 6.3 Professional Advice

- i.* We will offer professional advice to agents of companies responsible for selling of agriculture inputs ***within five (5) days after receiving the request;***
- i.* We will offer professional advice about sustainable use of agricultural inputs especially fertilizers and pesticides ***within seven (7) days;***
- ii.* We will offer advice about development and use of agriculture land (survey, soil sampling, assessment of natural vegetation) ***within one hundred and eighty (180) days;***
- iii.* We will offer advice on the proper use of agricultural inputs ***within one season*** (from the time of preparing farm until harvest);
- iv.* We will give advice on the irrigation agriculture ***within one season*** (from the time of preparing farm until harvest);
- v.* ***We will offer advice on the technology for reducing lose of crops, to increase value and correct use of food crops within three (3) months;***
- vi.* We will offer professional advice about sustainable farming that takes into consideration environmental conservantion when need arises;
- vii.* We will offer professional advice about farming of various crops when need arises;
- viii.* We will offer advice about preparation of proper irrigation project write ups ***within seven (7) days;***
- ix.* We will offer advice on the proper use of irrigation schemes when need arises.
- x.* We will offer advice to farmers about Intergrated Pest Management ***within one (1) month;***

- xi. We offer advice about technology for preserving soil, water and mixed agriculture ***within fourteen (14) days;***
- xii. We will offer advice about gender issues and HIV/AIDS in the agriculture sector ***regularly;***
- xiii. We offer advice about processing machine, to set standards for packaging ***regularly;*** and
- xiv. We will offer professional advice about laws and regulations for importing and transporting agriculture products, soil and pesticides ***regularly.***

#### 6.4 Normal Advice

- i. We will educate clients about policies, laws, regulations of the Ministry of Agriculture Food Security and Cooperatives ***depending on the their needs;***

#### 6.5 Communications

- i. We will acknowledge letters ***within two (2) days*** and reply to the issues raised in letters ***within five (5) days*** or as laws and regulations instructs;
- ii. We will reply to memo or issues raised in the file ***between two (2) to three (5) days;***
- iii. We will receive phone call ***before end of three (3) ring tones.***

#### 6.6 To build Capacity of the Staff and Improving their Working Environment

- i. We will enable staff to attend training each year ***depending on the agreed training plan;***
- ii. We will deal with staff applications for training loans ***within three (3) days*** after fulfilling the required conditions;
- iii. We will offer various remunerations to staff when s/he joins the Ministry, when s/he is in post and when s/he leave post ***depending on the existing rules and regulations;***
- iv. We will enable staff to get permission to join various national and international institutions subject to the ***existing rules and regulations.***

#### 6.7 Payment to Staff and Other Stakeholders

- i. We will deal with requests for pension and inheritance claims with proper documentation ***within (3) three days;***
- ii. We will deal with payment for Ministry's staff ***within five (5) days*** after receiving proper claims;
- iii. We will remit funds for running our Centres ***within fourteen (14) days, Crop Bodies and other institutions within seven (7) days*** after receiving monthly allocation;
- iv. We will pay service providers and other customers ***within twenty (20) days*** after receiving their claim invoices;
- v. We will receive requests for procurement and prepare the required documents ***within fourteen (14) days*** after receiving the requests;



- vi.* We will process tenders and inform the winning tenderers and enter into contract with as per the established period in the ***laws, regulations and rules; and***
- vii.* We will return bid securities for the winning bidders after entering into contract with the winning bidder ***within seven (7) days.***

## 6.8 Various Trainings after Receiving Requests

- i.* We will issue training on the use of quality agriculture inputs ***within fourteen (14) days;***
- ii.* We will conduct training on the Proper Feeding ***within five (5) days;***
- iii.* We will conduct training on the Crop Storage ***after harvesting within fourteen (14) days;***
- iv.* We will conduct basic training on quality farming (through brochures, radio programmes, publications, television and public awareness events) ***within seven (7) days;***
- v.* We will conduct diploma and advanced diploma courses ***within two (2) years after admission;***
- vi.* We will offer training to our extension officers, drivers of machineries and farmers on the proper use of agriculture inputs ***within fourteen (14) days;***
- vii.* We will conduct training on the development of curriculum ***within fourteen (14) days;***
- viii.* We will undertake review and certify curriculum ***within fourteen (14) days;***
- ix.* We will offer training on the farming of vegetables, fruits and flowers ***within seven (7) days;***
- x.* We will offer training on the conservation of soil and water in farms ***within (7) days;***
- xi.* We will offer training to farmers on the operationalisation of irrigation schemes, proper use of water in farms and initiation of irrigation groups ***within fourteen (14) days;***
- xii.* We will offer training on policy, strategy, laws and circulars on irrigation ***within fourteen (14) days;***
- xiii.* We will offer training on the safe use and preservation of pesticides ***within fourteen (14) days***
- xiv.* We will offer training on how to manage pests outbreak within fourteen (14) days
- xv.* We will offer training on the technology for processing and mixing of food crops ***within fourteen (14) days;***
- xvi.* We will offer training on the Integrated Pests Management for plant pests ***within fourteen (14) days***
- xvii.* We will offer training on how to destroy expired pesticides without affecting environment ***within fourteen (14) days;***

## 6.9 Various Permissions

- i.* We will issue permission for importing crops and its products ***within seven (7) days;***
- ii.* We will issue permission for importing and exporting food in the country ***within seven (7) days;***
- iii.* We will issue clean certificate of crops against pests ***within three (3) days;***

- iv. We will issue permission for importing pesticides and plants or crops ***within one (1) day;***
- v. We will issue permission for importing friendly insects and agents for biological control ***within three (3) days;***
- vi. We will issue certificate of competence for rehabilitation work of agriculture machinery ***within three (3) days;*** and
- vii. We will issue certificate of inspection of quality of processing machine (***Pre-Delivery Inspection-PDI***) ***within three (3) days.***

## 6.10 To Control Disasters

- i. We will issue warning on the possible outbreak of crop destructive pests/diseases ***depending on the behavior and the existing data;***
- ii. We will control outbreak of crop destructive pests/diseases ***with seven (7) days;***
- iii. We will issue report of food trend/situation in the country ***twice a year;***
- iv. We will issue detailed report on the food situation in the areas with food shortage ***Twice (2) a year;***
- v. We will put under guarantee places with crop disease outbreak ***within seven (7) days after report of the outbreak;***
- vi. We will issue warning on the misuse of lands which can lead to soil erosion ***regularly;*** and
- vii. We will initiate register with a list of events and indicators of dangerous disaster trends.

## 7.0 Ministry's Responsibilities to its Clients

It is our responsibility at all times to deliver services with the following considerations:

- i. To continue improving standards of services to our clients;
- ii. To be transparent and give correct information, in a clear and simple language to our clients;
- iii. To solve problems quickly when they occur;
- iv. To acknowledge, respond and take quick action to complaints that might arise during service delivery;
- v. To have clear standards of our services to meet clients expectations;
- vi. To communicate and involve our clients and stakeholders to give their opinions and inputs for the purpose of improving our services; and
- vii. To co-operate with other service providers so as to improve our services.

## 8.0 Client's Rights and Responsibilities

### 8.1 Client's Rights

- i. To assess our service standards and to appeal where s/he is not satisfied;
- ii. To provide privacy and confidentiality of our clients' issues;
- iii. To access services, facilities and information in a manner which meets their particular needs' subject to the prescribed procedures;
- iv. To be involved in resolving her/his problems and give feedback on standards of services; and
- v. To be attended with respect.

## 8.2 Client's Responsibilities:-

- i. To have good relations with service providers;
- ii. To avoid providing any kind of favour, bribe or inducement to Staff and other service providers;
- iii. To attend scheduled meetings punctually;
- iv. To provide correct information and in time when required;
- v. To observe and abide to the laws, regulations and other procedures applicable; and
- vi. To provide contribution according to the existing policies and regulations on the development of the agricultural and co-operatives sector.

## 9.0 Feedback

Dear client, your advice and opinion is very important in improving Ministry of Agriculture Food Security and Co-operatives' services. In that respect, we would like to receive your comments, advice or complaints about our services through the following channels; letters, electronic mails, Website, Questionnaire, phone, even on one to one with our leadership or the head of responsible Department.

All letters must be addressed to:

**Permanent Secretary,  
Ministry of Agriculture Food Security and Cooperatives,  
P.O Box 9192,  
Dar es Salaam  
Phone: +255 22 2862480, +255 22 2862064  
Fax: +255 22 2862077  
E-mail: [psk@kilimo.go.tz](mailto:psk@kilimo.go.tz)  
Website: <http://www.kilimo.go.tz>; <http://www.agriculture.go.tz>**

## 10.0 OTHER CONTACTS

The Offices of the Ministry of Agriculture Food Security and Co-operatives are located in Temeke District, Dar es Salaam. Our Offices are opened working days from 7.30 a.m. morning to 3.30 p.m. evening.

Either, the Ministry has various Offices that are located outside Dar es Salaam. These include; Zonal Research Centres, Agriculture Institutes, Plant Protection Centres, Zonal Irrigation Centres, Farmers Training Centres etc. Their Addresses are provided below:

### HEADQUARTERS:

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