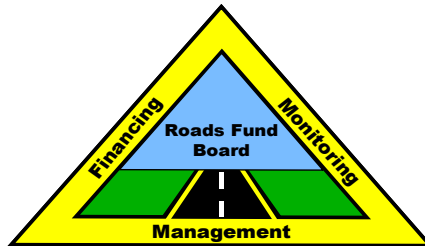


**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS**



THE UNITED REPUBLIC OF TANZANIA

ROADS FUND BOARD CLIENTS' SERVICE CHARTER

1.0. INTRODUCTION

The Roads Fund (RF) and Roads Fund Board (RFB) were established by Statutory Instrument No.11 of 1998 under the Roads Tolls (Amendment) (No.2) Act of 1998. The Board is charged with the responsibility of managing the Roads Funds in terms of collection, disbursing and monitoring. The purpose of the fund is to provide adequate and stable flow of funds for maintenance of the entire classified road network in mainland Tanzania through road user charges. Pursuant to sub-section (4) of section 5 of Part III of the Roads Tolls (Amendment) Act No. 2 of 1998 as revised in 2002, the Main Functions of the Roads Fund Board among others, include:

- To advise the roads Minister on new sources of roads tolls, adjustment of rates of existing roads tolls and on regulations for collection of road tolls for the purpose of ensuring adequate and stable flow of funds to road operations;
- To apply the money deposited into the Fund for the purposes approved by the Parliament;
- To set out procedures for agents with respect to the collection of roads tolls for the purpose of the Fund;
- To ensure full collection and transfer of collected roads tolls to the Fund's account;
- To develop and review periodically the formula for allocation and disbursement from the Fund to TANROADS, local authorities and other agencies and advise the roads Minister accordingly;
- To recommend to the roads Minister the allocation of funds for TANROADS, local government authorities and other road agencies to undertake road management at a level that is suitable and affordable;
- To disburse funds from the Fund to TANROADS, local authorities and other agencies;
- To ensure that the operations of TANROADS, local authorities, other road agencies and the Fund are technically and financially sound;
- To monitor the use of the funds disbursed to TANROADS, local government authorities or other agencies for the purposes and objectives of the fund;
- To appoint the Roads Fund Manager and the Road Fund Accountant;
- To appoint, subject to approval by the Controller and Auditor General, an auditor or auditors to carry out the audit of the Fund; and
- To make any recommendations to the roads minister as it consider necessary to enable the board to achieve its objectives.

1.1 VISION

To be a role model institution in Road Financing in Tanzania.

1.2 MISSION

To provide adequate and stable flow of funds for road works and monitor its utilisation by implementing agencies.

1.3 CORE VALUES

1.3.1. Integrity

The Roads Fund Board will always observe and maintain high standards of ethical behaviour refrain from impartiality in service delivery and uphold the rule of law.

1.3.2. Transparency

The Roads Fund Board will observe openness, accountability and responsibility to our stakeholders to ensure there is high performance.

1.3.3. Teamwork

The Roads Fund Board value putting together diverse expertise to achieve our set goals and objectives.

1.3.4. Competence

The Roads Fund Board will undertake its activities objectively, based on its proven skills, knowledge, professionalism and experience, in all fields of our operations to maintain the highest degree of professionalism in pursuit of excellence in service delivery.

2.0. OBJECTIVES OF THE ROADS FUND BOARD CLIENT SERVICE CHARTER

This Client Service Charter describes how the Roads Fund Board will constantly provide services to its clients to their expectations. The charter also aims at enhancing the level of awareness and accountability of Roads Fund Board on its critical role in improving the road sector performance. It includes elaborations on the core activities, norms and values as well as adopted standards of service including the clients' expectations, responsibilities and methods of relaying their feedbacks to Roads Fund Board.

This charter is prepared in line with good governance and best practices requirement.

3.0. THE ROADS FUND BOARD MAIN CLIENTS

The Roads Fund Board clients and stakeholders include any person or an Organisation we provide a service to or who has an interest in what we do. The main clients of the Roads Fund Board comprises but not limited to the following:

- Controller and Auditor General (CAG)
- Ministry of Finance
- Ministry of Works
- Prime Minister's Office – Regional Administration and Local Government
- Tanzania Revenue Authority (TRA)
- Tanzania National Roads Agency (TANROADS)
- Local Government Authorities
- Development Partners
- Higher Learning Institutions
- Service Providers
- Contractors
- Consultants
- Transport operators and user groups
- The General Public

4.0. PRINCIPLES OF SERVICE DELIVERY AND STANDARDS

The Roads Fund Board Service Standards

The service standards outlined below provide the benchmark against which the Roads Fund Board performance will be measured. They apply to the Board as well as the Secretariat:

- The Roads Fund Board shall be results oriented, and will provide prompt, accurate and relevant response(s) to enquiries from the clients; and enable the clients to contact the person best placed to assist them.
- The Roads Fund Board shall be honest, professional and accountable, and will observe ethics, accept responsibility for its actions, and learn from its mistakes; will inform its clients about obligations, and about decisions that affect them; including information on government policies related to Road Fund.
- The Roads Fund Board shall be client and stakeholder focused, and will work with clients and stakeholders to deliver outputs as expected by the Government, to meet the general public needs and expectations.

- The Roads Fund Board shall consult widely to gain the views of their clients and stakeholders about future policy directions and service delivery strategies; including the use of clients' feedback to monitor and improve Roads Fund Board performance.
- The Roads Fund Board shall strive to ensure that value for money is observed in the roads maintenance activities.

5.0. ROADS FUND BOARD RESPONSIBILITY TO THE CLIENTS

The Roads Fund Board shall always be committed to Quality Service Delivery in order to effectively fulfill its obligations; as such, the service standards outlined below shall provide the benchmark against which the Roads Fund Board performance will be measured:

5.1 Service Standards Pertaining to Communications

- Letters received will be responded to within 5 working days; with exception to those requiring a longer time in the process of decision making or collection of information required.
- E-mail communications received will be responded to within 3 working days; except for those requiring a lengthy process and decision making by relevant top executives, which may take up to 5 working days depending on the demands involved.
- Telephone calls will be responded instantly as the conditions will allow, including timely relay of the information communicated to respective officials for action.
- To ensure that there is clarity in communications (e.g. of letters, forms and publications, processes and other product oriented information) for the clients best comprehension.

5.2 To the Controller and Auditor General (CAG)

- To Accord the office of the CAG deserving cooperation in the process of Audits undertakings.
- To submit financial statements within 90 days after the closure of the financial year.
- To ensure that there is compliance with the public procurement act in all transactions

5.3 To Ministry of Finance

- To ensure that Disbursement Reports (to the implementing Agencies) are submitted to the ministry within 10 days after the disbursement.
- To ensure full collection and transfer of collected roads tolls to the Fund's account;
- To send proposals to widen the road fund sources of revenue before the end of the financial year

5.4 To Ministry of Works

- To ensure that the Annual Reports are submitted 180 days after the closure of the financial Year in question.
- To advise the roads Minister on new sources of roads tolls, adjustment of rates of existing roads tolls and on regulations for collection of road tolls for the purpose of ensuring adequate and stable flow of funds to road operations;
- To attend consultative meetings according to the schedules and timetables.
- To develop and review periodically the formula for allocation and disbursement from the Fund to TANROADS, local government authorities and other agencies and advise the roads Minister accordingly;
- To recommend to the roads Minister the allocation of funds for TANROADS, local government authorities and other road agencies to undertake road management at a level that is suitable and affordable;
- To respond to mails and other communications with deadlines, within the set deadlines; and for those without deadlines; within 5 working days. For communications concerning issues requiring a longer time in the process of decision making or collecting the information required, they will be treated according to the emerging demands.
- To disburse 10% of the funds to the Ministry for roads development purposes.

5.5 To the Implementing Agencies: Tanzania National Roads Agency (TANROADS) and Prime-Ministers' Office - Regional Administration and Local Government and Local Government Authorities

- To ensure that Funds to facilitate their activities are disbursed within 3 days after the funds have been received in Bank account of the Fund
- To ensure that the draft Performance Agreements are prepared before the beginning of the new financial year (normally in June) for review and comments.
- To set out procedures for agents with respect to the collection of roads tolls for the purpose of the Fund;
- To ensure that feedbacks on conducted Technical Audits are availed to TANROADS within one month after the receipt of such reports.
- To monitor the TANROADS' and local government authorities' operations through undertaking monitoring visits.
- To monitor the use of the funds disbursed to TANROADS, local government authorities or other agencies for the purpose and objectives of the Fund;
- To ensure that letters and other communications are responded within 5 working days; with exception to those requiring a longer time in the process of decision making or collection of information required.

- To ensure that there is clarity in communications (e.g. of letters, forms and publications, processes and other product oriented information) aimed at assisting the Implementing Agencies to attain their goals and objectives effectively;

5.6 To Tanzania Revenue Authority (TRA)

- To share information on how to broaden the revenue base for the Road Fund.
- To share information related to fuel levy and transit charges with a view to improving efficiency and effectiveness of the exercise.

5.7 To the Development Partners

- To ensure good management of road funds
- To devise strategies to ensure the sustainability of financing of the roads maintenance.

5.8 To the Higher Learning Institutions

- To share information pertaining to road maintenance.
- To exchange experiences in the best practices in the road maintenance sector.

5.9 To different Service Providers

- Cheque payments will be prepared within 5 working days after the submission of the relevant invoice.

5.10. To Contractors

- To ensure that contractors are better informed on the matters relating to road maintenance and financing.
- To share with them information on best ways of road maintenance undertaking.

5.11 To Transport Operators and User Groups

- To share with them Reports on performance of the RFB.
- To share with them Reports on the performance of the Road Implementing Agencies.
- To furnish them with any other information deemed necessary about the Road Maintenance sector.

5.12 To Consultants with the Roads Fund Board

- To ensure that there is compliance with the public procurement act in all transactions.
- To ensure that payments are made timely according to the stipulation of the contract.
- To ensure that payments in cheques are made within 5 days after the submission of the invoice for the consultancy undertaken.

5.13 To the General Public

- To publicize the status of Roads Fund Board disbursements biannually using different most used media including the Roads Fund Board Newsletter.
- To publicize programs for road maintenance works being financed by Roads Fund Board.

6.0. THE CLIENTS' OBLIGATIONS TO THE ROADS FUND BOARD

6.1. The Controller and Auditor General (CAG)

- Timely auditing and reporting of the Roads Fund Board financial statements.
- Advising on the proper ways of managing the road fund

6.2. Ministry of Finance

- Ensuring timely transfer of funds collected and submitted to them by TRA, to the Roads Fund Board for disbursement to roads maintenance agencies.
- Consider and support proposals to improve the roads fund

6.3. Ministry of Works

- To continue performing support and regulatory role to the RFB.
- To consider proposals submitted by Roads Fund Board on various issues related to better fund management.

6.4. Prime Minister's Office – Regional Administration and Local Government

- Monitoring of the councils' roads maintenance.
- To strive and ensure the availability of technically competent staff, as well as building the financial and technical capacity of these people.
- To effect recommendations from the Roads Fund Board on issues related to fund utilization in local government

6.5. ROADS AGENCIES: TANROADS AND LOCAL GOVERNMENT AUTHORITIES

- To ensure that they are better informed on the underlying principles in the road maintenance activities, before a Performance Agreement is formerly signed with the Roads Fund Board, to ensure efficiency and effectiveness in works implementation;
- To ensure that the Agencies' implementing budgets reach the RFB on the stipulated submission time without delays;
- To ensure that there is always value for money for the works they execute through good planning and design; appropriate procurement procedures, proper contract administration; effective quality control and cost effectiveness;

- To ensure that the Roads Fund Board set performance indicators and performance targets are adhered to in assessing the performance;
- To clearly and honestly give adequate information on the kind of activities to be done - on which road, when and how the work is going to be done;
- To ensure that the Agencies' capacity to absorb and utilize Roads Fund Board's funds is improved and done appropriately;
- To ensure that there is adequate and constant capacity building to improve the agencies' roads planning, procurement, supervision and reporting, to get the best results of the work;
- To ensure that strict regulations and proper fines are instituted and effected to discourage vehicle overloading (axle load control) to Prevent unnecessary roads damages;
- To devise effective ways of building capacity of contractors to avoid sub-standard works on roads maintenance; and
- To strive to ensure that there is no irregularities in management of roads funds, including diversion of funds in activities not related to roads maintenance.
- To ensure that comprehensive quarterly reports are submitted as stipulated in the performance agreement.
- To utilize roads funds as per performance agreement.
- To sign the performance agreement before embarking on road maintenance.

6.6. Tanzania Revenue Authority

- To share monthly statistics on collection of fuel levy and transit charges.
- Participating in deliberations for broadening the revenue base for the roads fund.

6.7. Development Partners

- Continuing financial support to the road maintenance activities.
- To support institutional Capacity building for institutions engaged in road maintenance.

6.8. Higher Learning Institutions

- To share information pertaining to road maintenance.
- To exchange experiences in the best practices in the road maintenance sector.

6.9. Transport operators and user groups

- Refrain from the tendency of vehicle overloading which damage roads in order to extend roads life span and spare unnecessary repeated roads maintenance.
- Sharing of information on management of Roads Fund.
- Refrain from practices which cause leakages of the Roads Fund collections.

6.10. Contractors

- To ensure that they abide to professional standards, specifications, and ethics in undertaking their assignments, so that they do not produce **sub-standard products** against Roads Fund Board specifications.

6.11. Consultants

- To ensure that they abide to professional standards and ethics in undertaking their assignments so that they do not produce sub-standard products against Roads Fund Board specifications;
- To undertake their assignments according to the stipulation of the contracts.
- Sharing information on the Road Fund utilization.

6.12. The General Public

- To understand that roads are public property and that they are maintained through the taxes and tolls they pay to the government, so they should take part in protecting them, to avoid unnecessary and expensive frequent repairs.
- To be whistle blowers on roads abuse such as road signs and bridges vandalism, existence of road damages and potholes and any other unacceptable deals in relation to roads maintenance.

7.0. CLIENT FEEDBACK AND MAKING COMPLAINTS

The RFB value and appreciate Clients' feedback on the quality, timeliness and responsiveness of the Boards services; and would be pleased to know if:

- Clients are happy with the Roads Fund Board services;
- They feel that the Roads Fund Board are not meeting their service commitments to clients, and/or
- Clients have ideas on how the Roads Fund Board can improve their service to them;
- Any client not happy with how the Roads Fund Board have handled their cases or complaint, should first contact the department they have been dealing with to resolve the problem before proceeding to the next step.

8.0. OUR CONTACTS:

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