



THE UNITED REPUBLIC  
OF TANZANIA  
MINISTRY OF WORKS



# ROADS FUND BOARD



[www.roadsfund.go.tz](http://www.roadsfund.go.tz)

## CLIENT'S SERVICE CHARTER

AUGUST, 2024



# TABLE OF CONTENTS

FOREWORD.....	2
1. ROADS FUND BOARD's VISION, MISSION AND CORE VALUE.....	3
1.1 Vision.....	3
1.2 Mission.....	3
1.3 Core Values.....	3
2. OBJECTIVES OF THE CHARTER .....	3
3. ROADS FUND BOARD CLIENTS .....	4
4. ROADS FUND BOARD SERVICES .....	5
4.1 Time of Feedback for Service Delivery.....	5
5. OUR RESPONSIBILITY TO CLIENTS.....	6
6. CLIENTS RIGHT AND OBLIGATIONS.....	7
6.1 Rights.....	7
6.2 Obligations.....	7
7. CLIENT'S FEEDBACK AND COMPLAINT HANDLING .....	8
8. OUR CONTACTS .....	8

# Foreword

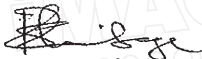
It is with great pleasure that I present the second Roads Fund Board (RFB) Client Service Charter.

The Client's Service Charter is a social pact between the Roads Fund Board and its customers. It specifies services and standards for service delivery, which the Roads Fund Board believes its service users and providers have a right to expect. The charter has been prepared as a brief and user-friendly document, focused on categories of clients and customers and their respective services. It sets out the Roads Fund Board's commitments of services and puts in place feedback and complaints handling mechanisms.

The charter has been developed through consultation with stakeholders. The Board wishes to acknowledge the contribution made by the staff of the Roads Fund Board and stakeholders who provided inputs and making this Charter into existence.

The Roads Fund Board commits itself to report annually to its stakeholders on its performance against this Charter. The Roads Fund Board has developed a communication strategy that will facilitate information flow to its clients and customers.

The Board, therefore hopes that its clients and customers will use the mechanism elaborated in this Charter to promote dialogue and improve service delivery. This will help us to achieve our vision and remain focused to our mission in relation to road maintenance in the country and achieve social and economic development.



**Eng. Rashid S. Kalimbaga**

ACTING CHIEF EXECUTIVE OFFICER

## **1.0 ROADS FUND BOARD, VISION, MISSION AND CORE VALUES**

**1.1 Vision:** “Excellence in road fund management for a well-maintained public road network”.

**1.2 Mission:** “To provide sustainable and sufficient funding for road maintenance to Road Agencies through collection, disbursement, monitoring and control its utilization for socio-economic wellbeing of the public”.

### **1.3 CORE VALUES**

**1.3.1. Integrity:** The Roads Fund Board will always observe and maintain high standards of ethical behavior 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.

**1.3.5. Professionalism:** We execute our duties with respect to professional skills, ethics, standards, and guidelines.

## **2.0 OBJECTIVES OF THE CHARTER**

The objective of this Client Service Charter is to inform our clients and stakeholders about the

services we offer, the standards of services and the way those services are provided. The Charter on one hand demonstrates our commitment to meet our clients' expectations and on the other hand it outlines obligations of our clients to enable us deliver quality services. The Client Service Charter also provides the framework for feedback mechanism.

### **3.0 ROADS FUND BOARD'S CLIENTS**

The Roads Fund Board's clients and stakeholders include any person or an Organization 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);
- Tanzania Rural and Urban Roads Agency (TARURA);
- Development Partners;
- Higher Learning Institutions;
- Service Providers;
- Contractors;
- Consultants;
- Transport operators and user groups; and
- The General Public.

## 4.0 ROADS FUND BOARD SERVICES

- (i) To disburse funds for construction and roads maintenance activities to road agencies;
- (ii) To provide status on budget and activity implementation in every quarter, semi - annual and annually;
- (iii) To pay tenderers and contractors who have given services to the Board;
- (iv) To give information on collections and disbursements made to the road agencies;
- (v) To monitor utilization of Roads Fund.

## 4.1 TIME OF FEEDBACK FOR SERVICE DELIVERY

SERVICE		TIME OF SERVICE
Fund disbursement	We will disburse funds for construction and road maintenance.	Within five (5) days since the day of receipt.
Fund disbursement	Report on funds collections.	Within twenty four (24) hours.
	Report on funds disbursement.	Within ten (10) days from the date of disbursement.
	Financial report from the CAG.	Within ninety (90) days from the end of the financial year.
	Annual reports	180 days after the end of the financial year.
	Performance report of the Board.	Within 120 days after closure of the financial year.

SERVICE		TIME OF SERVICE
Payments	We will make various payments to our service providers after receiving acceptable documentation.	Within five (5) days from day of receipt.
Others Services	Responding to telephone.	Within five (5) ring tones.
	To respond to various communications.	Within five (5) days from the day of receipts.
	To respond to official electronic communications and social media.	Within 24 hours (Working days).
	To respond to questions from Stakeholders.	Within five (5) days from the day of receipt.

## 5.0 OUR RESPONSIBILITY TO CLIENTS

The Board shall always strive to give quality services in order to fulfill its obligation; and in that way, service standards which have been mentioned hereunder will be used to determine the quality and efficiency of the services offered.

- To provide services in the standards agreed in this contract;
- To provide accurate information timely;
- To deal with all complaints received and provide feedback;
- To serve our clients with courtesy and respect;



- To treat our clients with fairness and impartiality;
- To adhere to legal requirements;
- To respect our client's opinion and comments: and
- To cooperate with our clients.

## **6.0 CLIENT'S RIGHTS AND OBLIGATIONS**

### **6.1 Rights**

*Our clients have right to:*

- Access services agreed in this contract;
- Be provided with adequate, timely and accurate information;
- Privacy and confidentiality of their information;
- Comment on quality of our services;
- Lodge complaints; and

### **6.2 Obligations**

*Our clients have the obligation to support us and provide the best available services by:*

- Abiding to legal requirements and eligibility to access the services sought;
- Treating our staff with respect and dignity;
- Providing complete, timely and accurate information and data in respect of services required from Roads Fund Board;
- Cooperating with RFB staff;
- Refraining from offering gift, bribes, favours or inducements to RFB staff;
- Providing timely feedback on RFB's services provided by the Roads Fund Board.

## **7.0 CLIENT'S FEEDBACK AND COMPLAINTS HANDLING**

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 has handled their cases or complaint, should first contact the department they have been dealing with to resolve the problem before proceeding to the Chief Executive Officer.
- In the event, our client is not satisfied with manner, with which the complaints were handled, the client has the right to appeal to an external appropriate body.

## **8.0. OUR CONTACTS:**

Chief Executive Officer

**Roads Fund Board**

11 AAMAR Road, P.O Box 993

41107 Dodoma Makulu, Dodoma

**Tel:** +255 26 2963277 - 8 | **Fax:** +255 26 2963279 - 80

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3rd & 4th Floor, Roads Fund Building along  
AMMAR Road, Dodoma, Tanzania.

**Working hours:** 07:30 - 15:30 Monday to Friday  
except public holidays.



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- Chief Executive Officer

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