

The United Republic of Tanzania



OFFICE OF THE SOLICITOR GENERAL

**CLIENT SERVICE
CHARTER**

December, 2021

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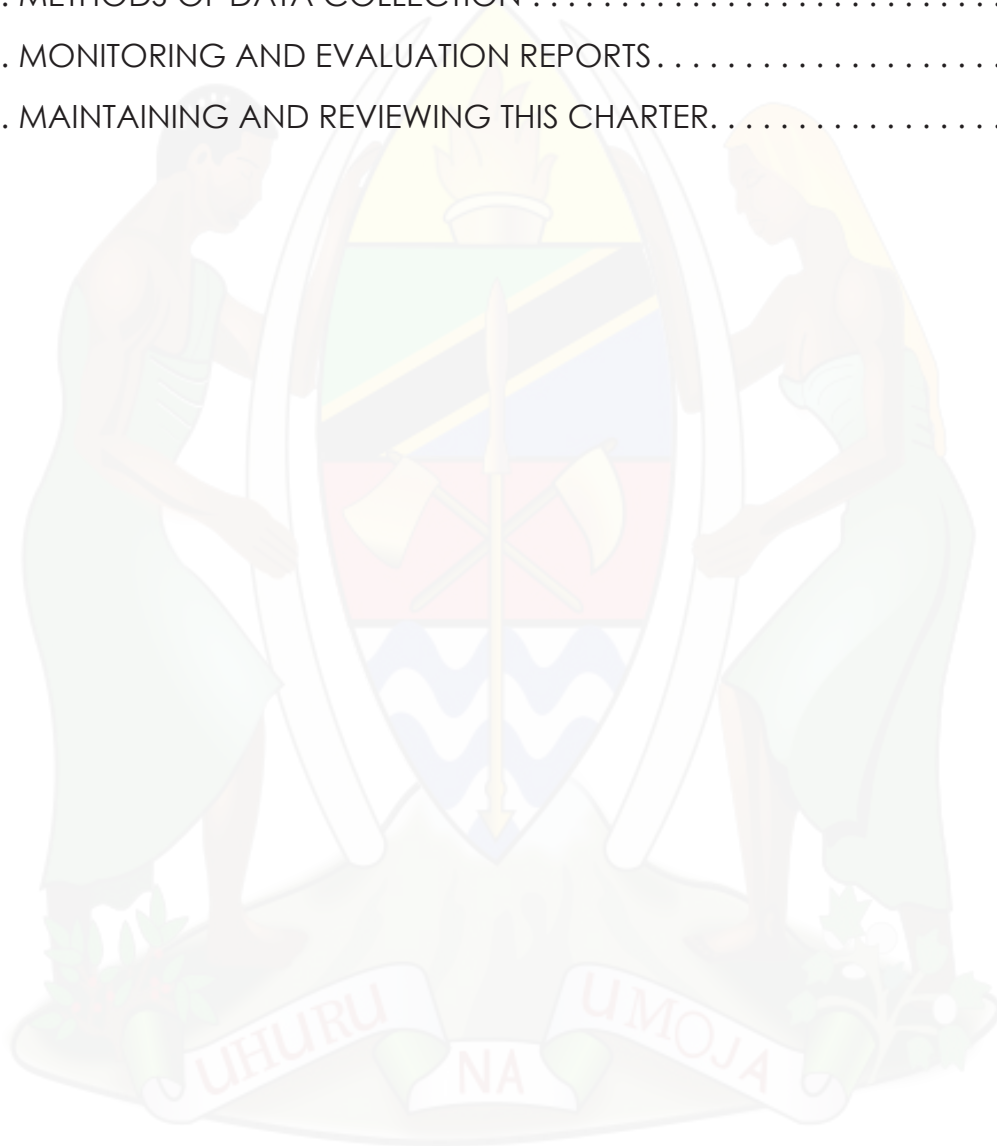
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STATEMENT BY THE SOLICITOR GENERAL



This Client Service Charter is a social contract between the Office of the Solicitor General (OSG) and our clients. It is a statement of intent of our commitment to provide the best possible service standard to our clients. The Charter sets out the standards for service delivery that clients can expect from OSG and it is evidence of our resolve to offer the best service standards in the legal sector. In that regard, the Charter is an expression of our commitment to align our services with the instruments establishing the OSG as well as our clients' expectations. We have developed this Charter, inter alia, to enlighten our stakeholders on the mandate of the OSG, our Vision, Mission, Core Values and the standards the OSG has committed to uphold in an effort to continuously be of service to our clients. We wish to enlist your support in ensuring that we offer excellent service through your feedback on how you view our services. This will enable us to serve you better.

The hallmark of our Clients' Service Charter, in line with our core values, is to ensure:

- a. Clients are treated with courtesy; consideration and our staff are always helpful;
- b. Clients enquiries and needs are attended promptly;
- c. OSG staff exercise utmost integrity in providing services and will be honest, ethical and professional at all times;
- d. OSG staff treat clients equally, fairly and with respect; and
- e. We provide consistent, accurate and clear information in a timely manner when requested by clients

We are also committed to report Bi-annually to the appropriate Ministry and the Office of Attorney General on our performance against this Charter. In so doing, we believe we shall continuously endeavor to improve service delivery to our clients and our stakeholders. In order to be effective and successful, this Charter has to be a living document, which is a product and the embodiment of the good working relationship that we strive to maintain with all of our clients.



Gabriel Pascal Malata
SOLICITOR-GENERAL

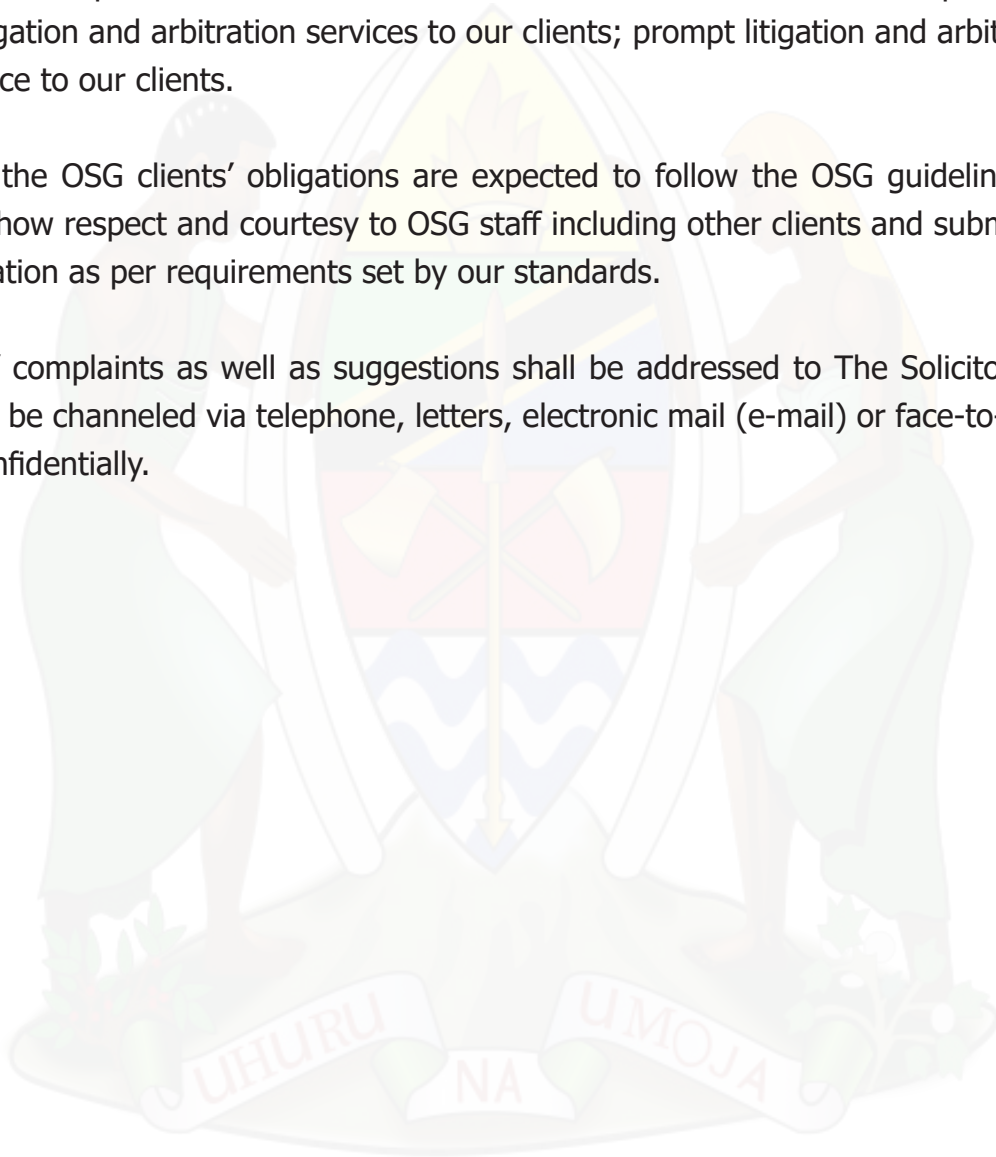
EXECUTIVE SUMMARY

This Client Service Charter is a commitment by the Office of Solicitor General (OSG) to constantly improve service delivery to its clients and set standards that shall be benchmarks of our service. The charter gives an insight on OSG core activities, norms and values as well as the OSG standards of service and clients' expectations. Also, this document shows OSG responsibilities to clients on issues related to civil litigation and arbitration as mandated by the OSG Establishment Order.

Our clients should expect efficient and effective services from OSG such as a transparency; provision of modern litigation and arbitration services to our clients; prompt litigation and arbitration process and legal advice to our clients.

Furthermore, the OSG clients' obligations are expected to follow the OSG guidelines, policy and procedures; show respect and courtesy to OSG staff including other clients and submit correct and timely information as per requirements set by our standards.

Lastly, clients' complaints as well as suggestions shall be addressed to The Solicitor General and feedback may be channeled via telephone, letters, electronic mail (e-mail) or face-to-face and shall be treated confidentially.



SECTION ONE

1.0. INTRODUCTION

The Office of the Solicitor General (OSG) was established by the President of the United Republic of Tanzania, under the powers vested in him by Article 36(1) of the Constitution of the United Republic of Tanzania, 1977. The Office of the Solicitor-General (Establishment) Order (GN. No. 50/2018) which established the OSG was gazetted in the Government Gazette No. 50 dated 13th February 2018.

1.1. The Vision, Mission, and Core values of OSG is as follows;

- a. Vision
Effective advocacy in Litigation and Arbitration.
- b. Mission
To provide timely and efficiently civil litigation and arbitration services to the Government.

Core Values

- a. Integrity
We will demonstrate ethical behavior by being honest and loyal in delivering service
- b. Impartiality
We shall treat all users of the legal service equitably and respectfully based on approved policies and regulations.
- c. Teamwork
We shall cooperate and collaborate with each other and with our stakeholders to create synergy and achieve a shared goal.
- d. Professionalism
We shall discharge our duties competently, efficiently, and effectively.

1.2. OBJECTIVES

Together with the objectives set out in Paragraph 3 of G.N. No. 50/2018, the OSG is guided by six key objectives, which are categorized into two groups namely national cross-cutting objectives and strategic objectives as follows:

- a. National crosscutting objectives (implemented by all MDAs):
 - i. Non-communicable diseases, HIV and AIDS infections reduced and Supportive

Services Improved; and

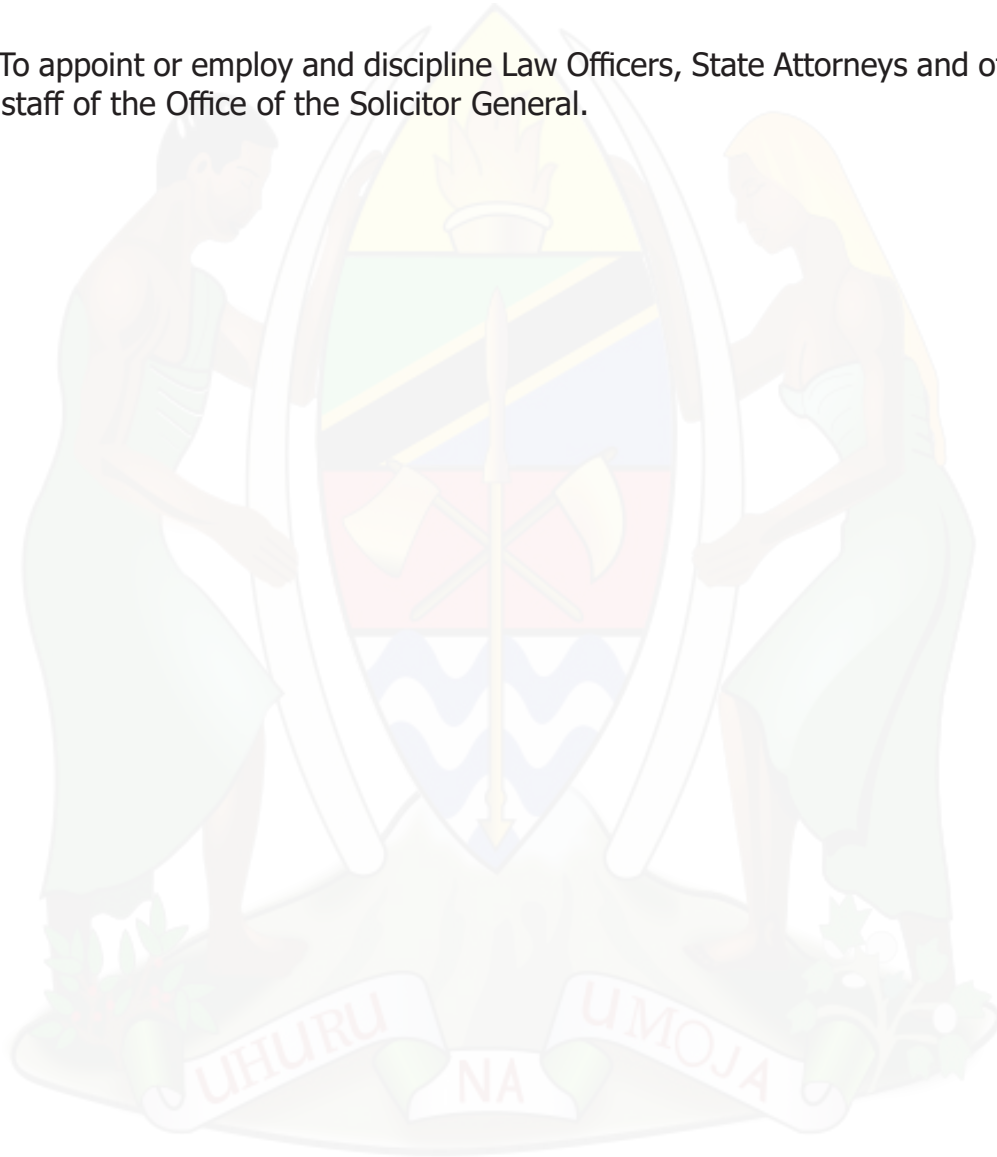
- ii. Implementation of National Anti-Corruption Strategy Enhanced and Corruption incidences reduced.
- b. Strategic objectives (implemented by all Divisions and Units) which reflect core functions of the Organization):
- i. Quality representation in civil litigation and Arbitration to the Government and its Institutions strengthened.
 - ii. Effective case Management and Quality assurance systems enhanced.
 - iii. Administrative support and Institutional Capacity Strengthened; and
 - iv. Financial Management and accountability improved.
 - v. Stakeholder Engagement and Modernization of OSG Infrastructure and Procedures Enhanced.

1.3. FUNCTIONS

The major undertaking of the OSG is litigation on behalf and for the Government of the United Republic of Tanzania and all its Institutions and any party in which the Government holds substantial interest. The Office deals mainly with arbitration and civil litigation (both local and international). Pursuant to Paragraph 4(1) of G.N. No. 50/2018, the main functions of the OSG are:

- a. To take and conduct civil litigation and arbitration on behalf of the Government and for that purpose, to direct Law Officers, State Attorneys and Legal Officers who conduct civil litigation or arbitration proceedings.
- b. To coordinate civil litigation in courts of law and arbitral tribunals on matters to which the Central Government, independent departments, executive agencies or local Government are parties or have interest.
- c. To prepare and institute suits, claims in subordinate courts, the High Court, the Court of Appeal and Arbitral Tribunals in that behalf.
- d. To carry out the general supervision of Law Officers, State Attorneys and other officers or staff appointed, employed or designated for the Office of the Solicitor-General.
- e. To administer legal functions performed by Law Officers, State Attorneys and other Officers or staff of the Office of the Solicitor-General.
- f. To summon any public officer to give explanation, or information regarding any matter which is or likely to be the subject of civil litigation or arbitration.

- g. To prepare and submit bi-annual report to the Minister and a copy to the Attorney-General on matters and duties discharged of functions performed by the Office of the Solicitor General.
- h. To intervene and take over at any stage civil proceedings, appeal, execution, or any incidental proceedings before any court of law or arbitral tribunal in which the Central Government, Independent Departments, Agencies or a Local Government Authorities have interest.
- i. To issue directives to any public officer performing functions relating to civil litigations in courts of law or arbitral tribunals; and
- j. To appoint or employ and discipline Law Officers, State Attorneys and other officers or staff of the Office of the Solicitor General.



SECTION TWO

2.0. OBJECTIVE, OSG CLIENTS AND STAKEHOLDERS

2.1. INTRODUCTION

This Section of the charter describes the objective of enacting OSG Clients Charter, Identifies OSG Clients and Stakeholders

2.2. OBJECTIVE OF THE CHARTER

The objective of this Charter is:

- a. To provide the public with information on services provided by the Office of the Solicitor-General;
- b. To afford the general public on the standard of services provided;
- c. To improve quality of services provided;
- d. To increase OSG staff accountability in handling clients' affairs in standards provided to staff;
- e. To set out the service standards that our clients and stakeholders expect from the OSG and how these services will be provided to them;
- f. To outlines the core values and service delivery commitments and what OSG expect from our clients and stakeholders.

2.3. OUR CLIENTS

- a. Government Ministries;
- b. Local Government Authorities;
- c. Government Institutions;
- d. Independent Government Agencies;
- e. Public Companies;
- f. Public Corporation;
- g. Parastatal Organization;
- h. OSG Staff.

2.4. OUR SERVICES

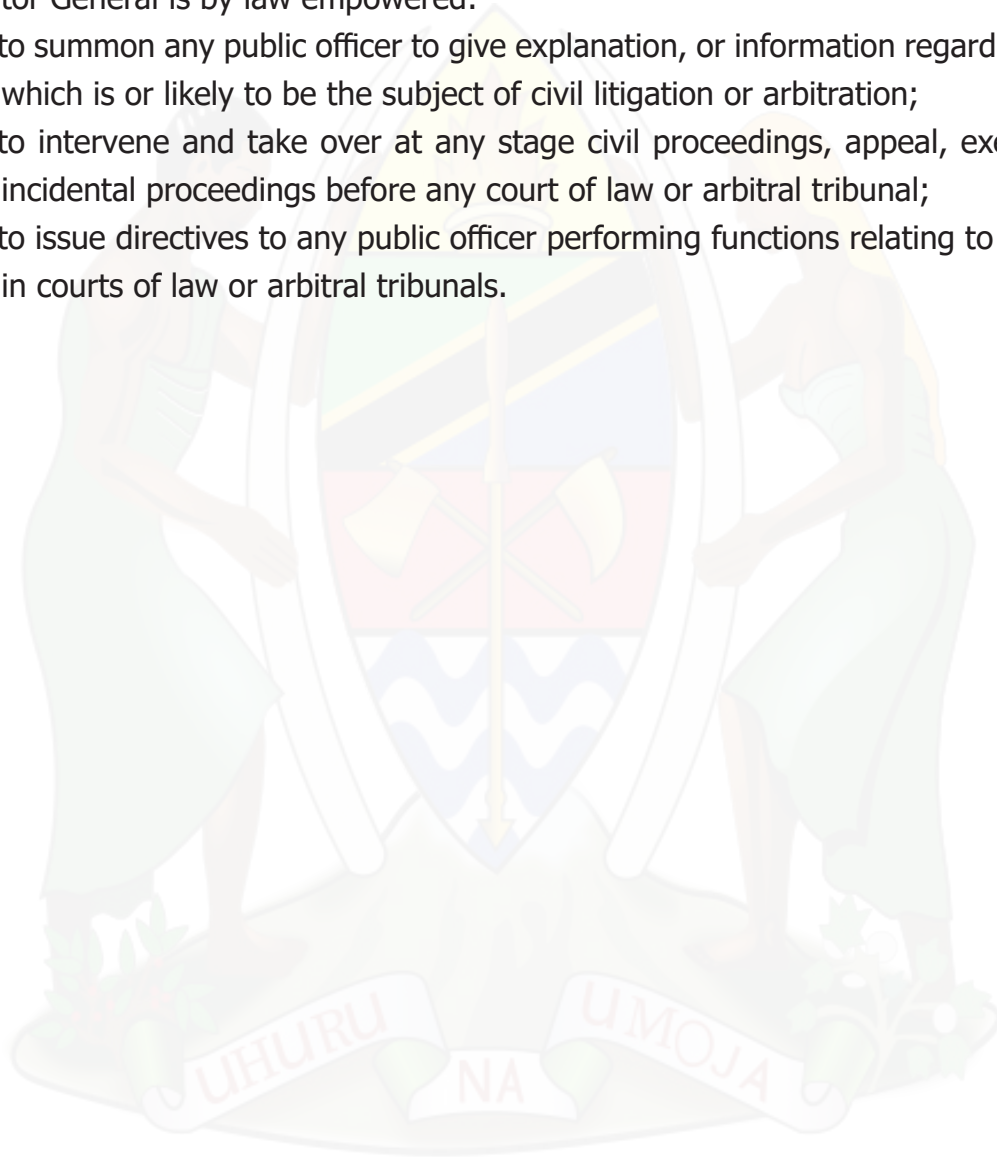
- a. To take and conduct civil litigation and arbitration on behalf of the Government and its Institutions;
- b. To coordinate civil litigation in the courts of law and arbitral tribunals;
- c. To prepare and institute suits, claims in subordinate courts, the High Court, the Court of Appeal and arbitral tribunals in that behalf;
- d. To carry out the general supervision of Law Officers, State Attorneys and other officers or staff appointed, employed or designated for the Office of the Solicitor-General;

- e. To administer legal functions performed by Law Officers, State Attorneys and other Officers or staff of the Office of the Solicitor-General;
- f. To prepare and submit bi-annual report to the Minister responsible for constitutional and legal affairs and a copy to the Attorney-General
- g. To appoint or employ and discipline Law Officers, State Attorneys and other officers or staff of the Office of the Solicitor-General.

2.5. POWERS OF THE SOLICITOR GENERAL

The Solicitor General is by law empowered:

- a. to summon any public officer to give explanation, or information regarding any matter which is or likely to be the subject of civil litigation or arbitration;
- b. to intervene and take over at any stage civil proceedings, appeal, execution or any incidental proceedings before any court of law or arbitral tribunal;
- c. to issue directives to any public officer performing functions relating to civil litigations in courts of law or arbitral tribunals.



SECTION THREE

3.0. PRINCIPLES OF SERVICE DELIVERY AND STANDARDS

3.1. INTRODUCTION

This chapter describes principles and standards of service delivery at the Office of Solicitor General, these principles are meant to guide and bind all staff and clients of OSG.

3.2. PRINCIPLES OF SERVICE DELIVERY

The following are Principles of OSG service delivery:

i. Integrity:

We ensure highest levels of honesty and impartiality while upholding ethical standards.

ii. Cultural diversity:

We assure conducive environment for people with different backgrounds, values, norms and thinking styles.

iii. Professionalism:

We deliver quality services with regards to legal expertise.

iv. Transparency and accountability:

We adhere to good governance practices by delivering our services openly and with high level of commitment.

v. Team work spirit:

We work as a family to accomplish the Office goals and ensure stakeholders' expectations.

vi. Novelty:

We aspire for creativity and innovation.

vii. Confidentiality

We sustain appropriate confidentiality.

viii. Natural Justice

We observe principles of natural justice.

3.3. STANDARDS OF OUR SERVICES DELIVERY

The general service standards outlined below provide the benchmark against which staff performance will be measured. They apply to the staff as well as Management:

i. Openness and provision of prompt information

We will be open and communicate clearly and effectively in plain language, to help clients using our services;

ii. Responsiveness

We will provide prompt, accurate and relevant response(s) to enquiries from our clients; and enable the clients to contact the person best placed to assist them.

iii. Response time for client contacts

We will deal with letters, e-mails and telephone messages promptly and reply always within 3 working days from the date of receipt.

iv. Clarity

We will ensure that all our letters and reports are written with clarity to avoid ambiguity.

v. Put things right when they go wrong

We will strive always to put things right quickly and effectively, learn from complaints and have clear, well publicized, and easy to use complaints procedures, with possibility of independent review wherever possible.

vi. Honest

We will always be honest, professional and accountable, and will observe ethics, accept responsibility for our actions, and learn from our mistakes; will inform our clients about obligations, and decisions that affect them.

vii. Put Customer/Client first

- a. We shall be client and stakeholders focused and work with clients and stakeholders to deliver outputs as expected by the Government, to meet the general public needs and expectations.
- b. The OSG Management shall consult widely to gain the views of clients and stakeholders about future policy directions and service delivery strategies; including the use of clients' feedback to monitor and improve the Office performance.

viii. Accuracy

We will ensure that whatever services we provide will be done in the highest degree of accuracy in conformity with the OSG Standard Operating Procedures.

3.4. STANDARDS ON CASE MANAGEMENT SERVICE DELIVERY

The Office of Solicitor General shall at all times observe the following standards;

- i. Responsiveness: when issuing opinion and receiving instructions from our clients we shall reply and acknowledge receipt of instruction;
- ii. Clarity and accuracy in drawing our pleadings and conducting litigation and arbitration;
- iii. Promptness in filing Pleadings and in court appearance
- iv. Appropriateness on issuing legal opinion and conduct of litigations;
- v. The use of Information technology in case management and other services.
- vi. We will respond to correspondence in a timely manner – generally 14 days of receipt.



SECTION FOUR

4.0. RIGHTS AND RESPONSIBILITIES OF CLIENTS AND THE OFFICE OF THE SOLICITOR GENERAL

4.1. INTRODUCTION

This section of the charter describes the Office of Solicitor General responsibilities to clients according to services provided by different departments in connection to needs of clients. It also provide the right and responsibility of our clients.

4.2. OFFICE OF SOLICITOR GENERAL RESPONSIBILITY;

- a. Deliver quality, cost-effective legal services to help achieve client's aims;
- b. Manage risks;
- c. Provide State Attorney training in law with leading experts in dispute resolution, Litigation, Arbitration, Human Rights, Election petition and constitutional law;
- d. Acknowledging and beginning work on instructions as soon as possible after they have been received;
- e. Agreeing on time-frames that meet clients' requirements; and
- f. Providing regular updates on the progress of clients' matters.

4.3. RIGHTS AND RESPONSIBILITIES OF A CLIENT

4.3.1. RIGHTS OF A CLIENT

- i. To give views and comments during the review of the Charter;
- ii. Right to be heard;
- iii. Lodge a complaint;
- iv. Privacy and confidentiality;
- v. to be provided with correct information;
- vi. to comment and complement on the quality of services; And
- vii. to access our services.

4.3.2. RESPONSIBILITIES OF A CLIENT:

- i. to treat our staff with courtesy and respect;
- ii. to refrain from offering gifts, favour or inducements to OSG staff, or to solicit the same;
- iii. to attend scheduled meetings punctually;
- iv. to provide necessary cooperation when required;
- v. to respond to requests for information precisely, accurately, thoroughly and timely;
- vi. to provide the requested witnesses and exhibits promptly and timely;
- vii. to abide by the Laws, Regulations and Orders elated to the services required.

4.4. THE OSG IS ALSO COMMITTED TO DELIVER QUALITY SERVICE IN THE FOLLOWING AREAS:-

4.4.1. DIVISION OF CASE MANAGEMENT AND QUALITY ASSURANCE

The Objective of this Division is to provide coordination and ensure effective management of cases and assurance of quality. Therefore, it will:

- i. keenly set and supervise civil litigation and arbitration standards in order to achieve the highest standard of performance and quality delivery of our services to our clients;
- ii. regularly undertake coordination, monitoring and evaluation of the performance of State Attorneys, officers and staff handling civil and arbitration proceedings
- iii. diligently and competently coordinate and supervise the standards of quality assurance
- iv. ensure effective maintenance of data base on civil cases and arbitral proceedings handled by its clients;
- v. be a focal point between the Office of the Solicitor General and our clients;
- vi. effectively and efficiently coordinate and manage civil case and arbitration proceedings involving our clients;
- vii. be proactive to liaise with our clients on anticipated civil or arbitral proceedings for risks mitigation before their occurrences;
- viii. be prompt in the preparation and publication of bi-annual and other reports on matters and functions performed by Office of the Solicitor General

4.4.2. CIVIL LITIGATION DIVISION

- i. Shall professionally provide expertise and quality services on matters relating to international and domestic civil litigation
- ii. Shall give honesty and competent advice to its clients on matters relating to civil litigation

- iii. Shall conduct civil litigation, constitutional matters, human rights cases, election petitions and related matters instituted within and outside Tanzania in a very professional manner;
- iv. Shall keenly review and draft documents concerning cases filed or to be filed in courts of law and tribunals in strict adherence to the prevailing laws, regulations, customs and procedures;
- v. Shall timely prepare and institute suits/claims/petitions in the High Court, Court of Appeal, or any other judicial body by taking regard the highest level of professionalism;
- vi. Shall provide quality legal expertise to its clients, on the preparation, formulation and litigation of civil cases;
- vii. shall quickly intervene in any court proceedings to protect and defend the interest of the Government on civil litigation; and
- viii. Shall conduct and intervene competently and diligently litigations of civil cases in judicial and non-judicial bodies within and outside Mainland Tanzania

4.4.3. ARBITRATION DIVISION

- i. Shall competently and diligently intervene and advice the Government and other public institution on matters relating to local and international arbitration on an effectively and efficient manner.
- ii. Shall provide quality advisory services to the Government on matters relating to arbitration with honesty and competency
- iii. Shall discharge with integrity conduct, handle and coordinate the conduct of arbitrations by or against the Government in arbitral bodies within and outside Tanzania;

4.4.4. LEGAL REGISTRY UNIT

- i. Will provide expertise and services in collecting, documenting and keep in safe custody of all legal documents
- ii. Will register and maintain the register of civil cases filed by or against the Government;

- iii. Will serve documents relating to civil or arbitration matters involving the Government within the shortest possible time;
- iv. Will maintain case files for cases involving the Government in a proper manner
- v. Will Prepare and maintain a register of all legal communications.

4.4.5. DIRECTORATE OF ADMINISTRATION AND HUMAN RESOURCE MANAGEMENT
The Directorate shall;

- i. ensure that all calls are answered within five (5) seconds
- ii. ensure good hospitality to all clients is maintained
- iii. ensure good customer care and relations to all clients
- iv. ensure security of all members of OSG community and guests and their properties at the OSG premises
- v. ensure security of the OSG properties
- vi. provide good customer care to all clients of OSG
- vii. ensure proper and friendly handling and instruction to all OSG clients.
- viii. ensure safety of all clients in the OSG Offices
- ix. create and maintain conducive working environment at OSG
- x. ensure cleanliness of OSG offices all the time
- xi. ensures 100% Hygiene and Sanitation in the OSG Offices.

4.4.6. DEPARTMENT OF PLANNING
The Directorate will;

- i. ensure the OSG strategic plans and annual operation plans are promptly prepared and implemented to its dictates
- ii. ensure the OSG strategic plan and operational plan are disseminated to all

stakeholders

- iii. conduct monitoring and evaluation on the implementation of strategic plans and annual operation plans
- iv. disseminate monitoring and evaluation reports to all required stakeholders for feedback
- v. ensure that all stakeholders participate in the OSG planning process.

4.4.7. FINANCE AND ACCOUNTS UNIT

- i. Shall observe National Financial Guidelines and the OSG`s Financial Regulations and Procedures;
- ii. Shall adhere to budgetary provisions and process approved payment within three (3) working days;
- iii. Shall observe Public Finance Act and Public Procurement Act together with their regulations in all OSG payments;

4.4.8. INTERNAL AUDIT UNIT

- i. Shall advice the OSG Accounting Officer in the proper management of resources.
- ii. Shall review and report timely on OSG conformity with financial and operational procedures in accordance to legislations, regulations and instructions for control over the expenditure;
- iii. Shall develop OSG`s audit procedures to facilitate compliance with international standards;

4.4.9. PROCUREMENT UNIT

- i. Procurement of goods and services shall be done in line with the OSG`s Annual Procurement Plan,
- ii. Shall adhere to procurement process and procedures as per Public Procurement Act;
- iii. Shall maintain and update OSG`s inventory of goods, supplies and materials;

- iv. Shall process procurement requests within three (3) working days from the day of receipt from Department and Units.

4.4.10. ICT UNIT

- i. Shall advise on areas of using ICT as an instrument to improve service delivery;
- ii. Shall implement ICT and e-Government strategy in the OSG;
- iii. Shall ensure all OSG ICT Infrastructure are working properly and the safety of OSG data is guaranteed;
- iv. Shall promptly provide ICT support to all staff at OSG for implementing service delivery to our clients.

4.4.11. GOVERNMENT COMMUNICATION UNIT

- i. To respond to Media enquiries within a working day
- ii. To issue press release, media brief and disseminate information to the public regularly through media, our website and OSG official social media handles.
- iii. To handle all protocol activities of the OSG promptly and ensure our visitors to our Offices are received with courtesy

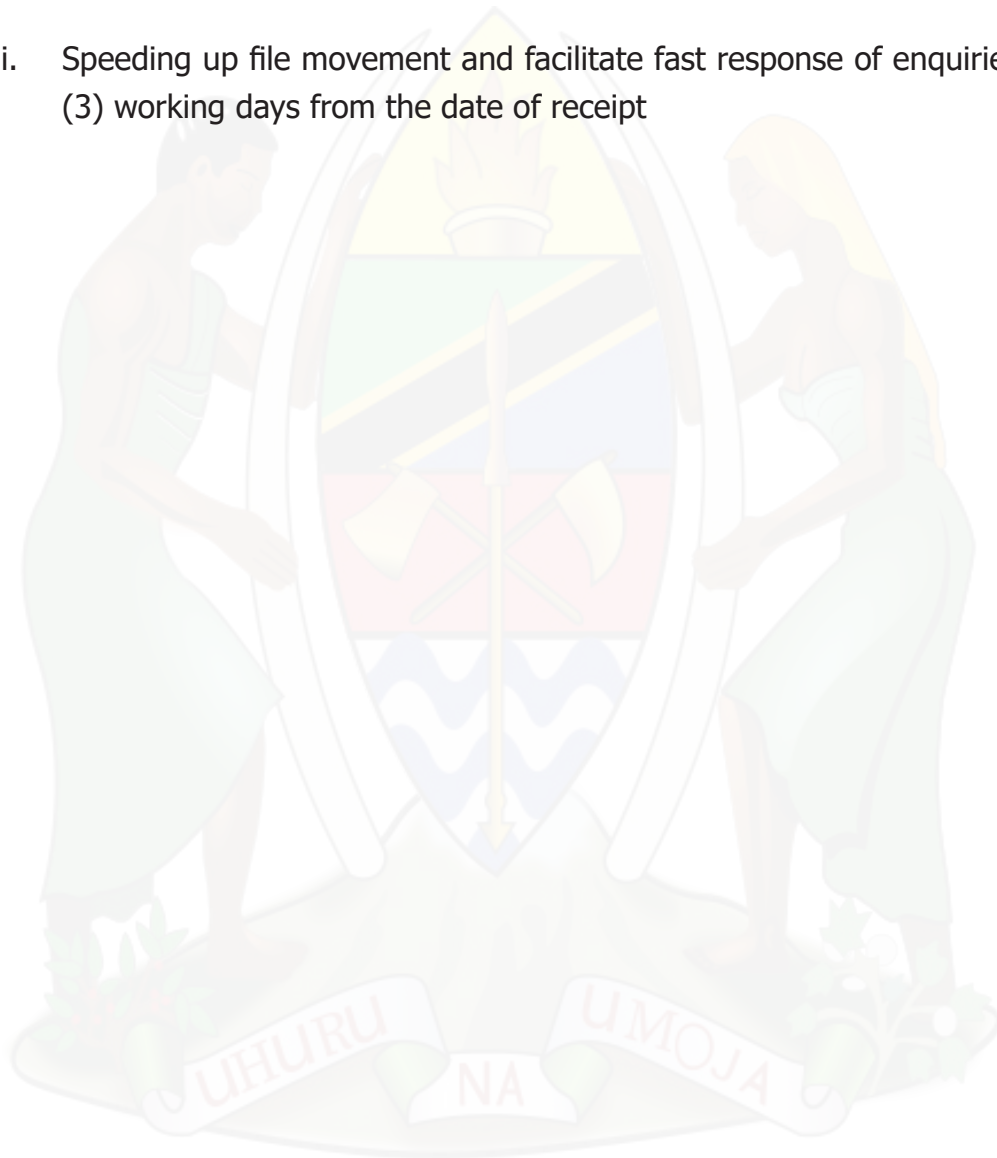
4.4.12. RESEARCH AND LIBRARY SERVICE UNIT

- i. The OSG libraries shall be open during official working hours, from Mondays to Fridays from 7:30 am to 15:30 pm, and at all the time needed on emergency work as requirement for State Attorneys request.
- ii. The OSG library shall ensure availability of the most up-to-date legal materials as well as access to relevant electronic resources.
- iii. Create and maintain friendly environment for all and assist State Attorneys and staff for research and publication activities.
- iv. Facilitate all research and publication activities in the Office of Solicitor General.
- v. Provide fair and equal treatment to all library users.

- vi. Provide dignified services to all library users.

4.4.13. REGISTRY UNIT

- i. Ensure that all legal documents are collected, documented and kept in safe custody at all time
- ii. Ensure proper mail and e-Office document handling
- iii. Speeding up file movement and facilitate fast response of enquiries within three (3) working days from the date of receipt



SECTION FIVE

5.0. FEEDBACK AND COMPLAINTS

5.1. INTRODUCTION

We welcome constructive criticisms and feedback about our services, as well as compliments and suggestions on how to serve you better. Furthermore, we promise that complaints and suggestions will be taken seriously and dealt with as quickly as possible by an Officer of appropriate seniority.

5.2. FEEDBACK

We welcome constructive criticism and feedback about services we deliver to our clients as well as appreciation and suggestions on how we might improve them.

5.3. HOW TO GIVE FEEDBACK ON THIS CHARTER

We welcome feedback about this Client Service Charter. We want it to be a living document. It should therefore, be about our services and the standards we aspire to provide, and also how our clients can contribute to setting them. Comments and suggestions should be sent through the OSG website or through the indicated contact to; -

**SOLICITOR GENERAL,
OFFICE OF THE SOLICITOR GENERAL
10 Kivukoni Road, P. O. Box 71554,
11405 Dar es Salaam, Tanzania.
Tel: +255 222118178, Fax: +255 22 2113236
Email: info@osg.go.tz
www.osg.go.tz**

5.4. RECORDS OF COMPLAINTS

We will record all complaints, compliments and suggestions of which will be used for our internal monitoring and evaluation process. The records will also help the process of annual self-assessment and benchmarking by the Management team of OSG and contribute to improve client services. Although we require that complainants must identify themselves, we guarantee that all the information received will be treated with the utmost confidentiality.

SECTION SIX

6.0. MONITORING AND EVALUATION

6.1. INTRODUCTION

This section cover monitoring and evaluation of the OSG charter, describes institutional framework, proposed methods and procedures for monitoring and evaluation.

6.2. MONITORING

Collection and analysis of information aimed at improving effectiveness of the OSG client charter will be monitoring the implementation of this Client Service Charter by OSG Monitoring and Evaluation Committee under the supervision of the Directorate of Case Management and Quality Assurance (DCMQA).

6.3. EVALUATION

Evaluation of the implementation of this charter will be done by involving all stakeholders so as to understand the feelings of the OSG stakeholders on service delivered by OSG and establish effectiveness of the charter. The OSG shall establish an evaluation committee for the purpose of evaluating the implementation of this charter.

6.4. METHODS OF DATA COLLECTION

The OSG shall put in place some mechanisms for continuous data collection for monitoring of the implementation of the OSG's Clients Service Charter, including but not limited to:-

- a. Anonymous Email
- b. Suggestion Information Box
- c. Data Collection forms
- d. Complain Desk.

6.5. MONITORING AND EVALUATION REPORTS

There shall be two main reports for monitoring and evaluation of the Charter;

- a. Quarterly Performance Report
- b. Annual Performance Report.

6.6. MAINTAINING AND REVIEWING THIS CHARTER

We intend to review this Charter every year. We will monitor and evaluate our own performance and the success or failure of this Charter with the assistance of our clients and stakeholders. We intend that this charter should be a living document that progresses in line with changes that occur generally in the society which affect our clients in particular.

We crave to ensure its ongoing relevance and effectiveness and we will regularly review it whether the charter continues to reflect our approach to client service and any new emerging trends, the service commitments and standards are still aligned to the needs and priorities of clients and key stakeholders or not and, whether the charter continues to meet the clients' service principles and core values, and whether the format, design and availability meet clients' needs, whether by changes and amendments of the Law, changes in Organizational Structure and changes in our services delivery mechanism as the case may be.





UNITED REPUBLIC OF TANZANIA
OFFICE OF THE SOLICITOR GENERAL

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Ministry of Legal and Constitutional Affairs -
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Email: dodoma@osg.go.tz

OFFICE OF THE SOLICITOR GENERAL
P. O. BOX 130
31101 **MUSOMA**
Regional Commissioner's Office Building
Email: mara@osg.go.tz

OFFICE OF THE SOLICITOR GENERAL
P. O. BOX 1280
63114 **MTWARA**
Former Mtwara District Council Building
Email: mtwara@osg.go.tz

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Email: rukwa@osg.go.tz

OFFICE OF THE SOLICITOR GENERAL
P. O. BOX 66
23101 **ARUSHA**
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OFFICE OF THE SOLICITOR GENERAL
P. O. BOX 710
53107 **MBEYA**
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P. O. BOX 172
47101 **KIGOMA**
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OFFICE OF THE SOLICITOR GENERAL
NSSF Commercial Complex, 2nd Floor
MOROGORO, Plot No. Zone II, Along Old DSM
Road within Morogoro Municipality
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