



BANK OF TANZANIA

CLIENT SERVICE CHARTER



JULY, 2023

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FOREWORD



Dear Our Valued Clients,

I am delighted to present to you the Bank of Tanzania's Client Service Charter, which sets out the standards of service you should expect when dealing with us, and what we expect from you in return.

I would like to assure you that the Bank of Tanzania has well-trained and supportive staff to deliver a high standard level of service. We are determined to develop and maintain an open and accountable culture that is fair and reasonable in dealing with you as our clients. Therefore, we shall strive to serve you responsively at all times in all our offices.

The Bank of Tanzania advocates for open communication with clients, and therefore your feedback on our service standards is of paramount importance to improve our service delivery and meet your expectations.

I therefore urge you to collaborate with us in achieving our desired service delivery commitments.

A handwritten signature in blue ink, appearing to read 'Emmanuel M. Tutuba', written in a cursive style.

Emmanuel M. Tutuba

Governor

July, 2023

1.0. VISION, MISSION, AND CORE VALUES.

In carrying out its mandate, the Bank of Tanzania is guided by the following vision, mission, and core values:

1.1. Vision

“To be a central bank that effectively fosters macroeconomic stability and modernized financial system in the sustenance of the country’s middle-income status and beyond.”

1.2. Mission

“Maintain price stability and integrity of the financial system for inclusive economic growth.”

1.3. Core Values

In delivering our services, we are guided by the following core values:

| | |
|-----------------------|--|
| Integrity | We exhibit high ethical and moral standards reflected by honesty, sincerity, truthfulness, and confidentiality in executing our mandate. |
| Excellence | We execute our duties professionally with creativity and innovativeness to improve organizational performance. |
| Accountability | We are collectively and individually accountable for discharging our responsibilities. |
| Transparency | We clearly and openly execute our mandate and proactively communicate relevant information to stakeholders. |
| Inclusiveness | We value broad participation, teamwork, diversity, and harnessing multiple skills and experiences in discharging our duties. |

2.0. PURPOSE OF THE CHARTER

This Charter intends to inform our clients and stakeholders about the services we offer, the standards of services and the way such services are provided. The Charter demonstrates our commitment to meeting our clients' expectations and outlines the obligations of our clients to enable the Bank of Tanzania to deliver quality services. The Charter also provides a framework for feedback mechanisms.

3.0. OUR CLIENTS

Our clients include:

- i. Government;
- ii. Ministries, Independent Departments and Executive Agencies;
- iii. Central Banks;
- iv. Banks, Financial Institutions and Representative Offices;
- v. Government Securities Investors;
- vi. Parliament of Tanzania and House of Representatives, Zanzibar;
- vii. Development Partners;
- viii. Payment Service Providers;
- ix. Electronic Money Issuers;
- x. Microfinance Service Providers;
- xi. Audit Firms;
- xii. Credit Reference Bureaux;
- xiii. Social Security Schemes;
- xiv. Bureaux De Change;
- xv. Regional and International Industry Associations;
- xvi. Public and Private Companies;
- xvii. Research and Academic Institutions;
- xviii. Media; and
- xix. General Public.

4.0. OUR SERVICES

Our services include:

- i. Communication and data sharing services;
- ii. Banking services;

- iii. Financial market services;
- iv. Payments and settlements;
- v. Licensing services;
- vi. Custodianship services;
- vii. Access to the Bank of Tanzania systems;
- viii. Clearance and approval services;
- ix. Advisory services;
- x. Credit guarantee services; and
- xi. Financial consumers' complaints handling.

5.0. OUR SERVICE STANDARDS

5.1. Information and Data Communication

| SN | Service | Service Standards |
|--------|--|---|
| 5.1.1. | Receive service at the Bank of Tanzania reception | Within fifteen (15) minutes |
| 5.1.2. | Respond to phone calls | Within the first five (5) ringing tones during office hours |
| 5.1.3. | Acknowledge receipt of various correspondences | Within three (3) working days |
| 5.1.4. | Acknowledge official electronic mail and social media | Within one (1) working day |
| 5.1.5. | Respond to written inquiries, questions and correspondences from clients | Within five (5) working days after receipt of the request |
| 5.1.6 | Respond to enquiries from social media | Within one (1) working day |
| 5.1.7. | Disseminate data and information requested by clients | Within seven (7) working days upon receipt of the request |
| 5.1.8. | Provide awareness of the Bank's undertakings | Based on appointment |

5.2. Banking Services

| Sn | Service | Service Standards |
|--------|---|---|
| 5.2.1. | Deposit or withdraw cash by the Government at the counter | Within twenty (20) minutes upon presentation of the cheque or cash at the counter |
| 5.2.2. | Deposit or withdraw cash by the banks | Within two (2) working days upon receipt of the intent letter |
| 5.2.3. | Open bank accounts for the Government and banks | Within three (3) working days upon receipt of the complete request |
| 5.2.4. | Close bank accounts of the Government and banks | Within three (3) working days upon receipt of the complete request |
| 5.2.5. | Issue cheque books to the Government | Within seven (7) working days upon receipt of the request with relevant documents |
| 5.2.6. | Clear and settle payment instruments | Within one (1) working day and next business day for Cheque |
| 5.2.7. | Transfer Government funds to banks | Within one (1) working day upon receipt of payment instructions |
| 5.2.8. | Issue bank statements to Government | Within one (1) working day upon receipt of the request |
| 5.2.9. | Issue confirmation of account balance | Within one (1) working day upon receipt of the request |

5.3. Financial Market Services

| Sn | Service | Service Standards |
|--------|---|--|
| 5.3.1. | Conduct Government securities auctions | As per the issuance calendar |
| 5.3.2. | Issue statement of holding of Government securities | Within one (1) working day upon receipt of the request |
| 5.3.3. | Issue confirmation of statement of holding of Government securities | Within one (1) working day upon receipt of the request |

| Sn | Service | Service Standards |
|--------|---|---|
| 5.3.4. | Provide standby loan facilities to banks | Within one (1) hour upon receipt of the request |
| 5.3.5. | Provide short-term loan facilities to banks | Within three (3) working days upon receipt of the complete request |
| 5.3.6. | Register Central Depository Participants | Within three (3) working days upon receipt of the complete request |
| 5.3.7. | Open Central Depository System Account | Within one (1) working day upon receipt of the complete request at the Bank |

5.4. Payments and Settlements

| Sn | Service | Service Standards |
|--------|---|---|
| 5.4.1. | Facilitate settlement of government securities | Next working day after the auction |
| 5.4.2. | Facilitate settlement of repurchase agreement | Within twelve (12) hours on auction date |
| 5.4.3. | Facilitate payment of coupons and redemption of Government securities | Within twelve (12) hours on due date and; if not working day, the following working day |
| 5.4.4. | Facilitate settlement of foreign payments | Within two (2) working days after receipt of the complete request |
| 5.4.5. | Issue Letter of Credit for the Government | Within twenty one (21) days upon receipt of the complete request |

5.5. Licensing Services

| Sn | Service | Service Standards |
|--------|---|--|
| 5.5.1. | Issue licenses to banks, financial institutions, Credit Reference Bureaux, and Mobile Network Operators | Within ninety (90) days upon receipt of the complete application |

| Sn | Service | Service Standards |
|--------|--|--|
| 5.5.2. | Renew licence for Payment Service Providers | Within five (5) working days upon receipt of the application |
| 5.5.3. | Issue license to Financial Leasing Companies or Microfinance Service Providers | Within sixty (60) days upon receipt of the complete application |
| 5.5.4. | Issue license to Bureaux de Change | Within thirty (30) days upon receipt of the complete application |

5.6. Custodianship Services

| Sn | Service | Service Standards |
|--------|---|---|
| 5.6.1. | Receive and provide custodianship of minerals | Deposit on delivery and withdrawal one (1) day after notification |

5.7. Access to Bank of Tanzania's Systems

| Sn | Service | Service Standards |
|--------|---|---|
| 5.7.1. | Provide access to banks, financial and non-financial institutions to the Bank of Tanzania's systems | Within one day (1) upon receipt of the complete request |
| 5.7.2. | Register users from banks, financial and non-financial institutions to the Bank of Tanzania's systems | Within two (2) working days upon receipt of the complete request |
| 5.7.3. | Register private sector external loans | Within five (5) working days upon receipt of the complete request |

5.8. Clearance and Approval Services

| Sn | Service | Service Standards |
|--------|---|--|
| 5.8.1. | Approve the appointment of Senior Management and Board of Directors of institutions under the | Within thirty (30) days upon receipt of the relevant documents |

| Sn | Service | Service Standards |
|--------|---|--|
| | supervision of the Bank of Tanzania | |
| 5.8.2. | Provide clearance for the new investments in social security schemes | Within fourteen (14) working days upon receipt of the complete request |
| 5.8.3. | Approve external auditors to audit institutions under the supervision of the Bank of Tanzania | Within thirty (30) days upon receipt of the complete application |
| 5.8.4. | Approve the introduction or cessation of financial products of institutions under the supervision of the Bank of Tanzania | Within fifteen (15) working days upon receipt of the complete request |
| 5.8.5. | Approve the opening, expansion, relocation and closure of branches and cash centres of institutions under the supervision of the Bank of Tanzania | Within ten (10) working days of receipt of the complete request |
| 5.8.6. | Provide approval for institutions under the supervision of the Bank of Tanzania to commence operation at the new or relocated branches and cash centres | Within seven (7) days after a pre-commencement inspection |
| 5.8.7. | Provide approval for the representative office of foreign banks and financial institutions | Within thirty (30) days upon receipt of the complete application |
| 5.8.8. | Approve mergers and acquisitions of institutions under the supervision of the Bank of Tanzania | Within thirty (30) days upon receipt of the complete application |

| Sn | Service | Service Standards |
|---------|---|---|
| 5.8.9. | Provide approval for Mobile Network Operators to open trust accounts or trust entities | Within five (5) working days upon receipt of the complete request |
| 5.8.10. | Provide approval for Mobile Network Operators to distribute interest to the subscribers | Within seven (7) working days upon receipt of the complete request |
| 5.8.11. | Provide approval for banks and financial institutions to declare dividends, payment of bonuses, and annual provision of loan losses | Within five (5) working days upon receipt of the complete request |
| 5.8.12. | Provide approval for institutions under the supervision of the Bank of Tanzania to outsource services | Within ten (10) working days upon receipt of the complete request |
| 5.8.13. | Provide approval for Fintechs to test financial solutions in the regulatory sandbox | Within ten (10) working days upon receipt of the complete application |

5.9. Credit Guarantee Scheme Services

| Sn | Service | Service Standards |
|--------|---|---|
| 5.9.1. | Provide credit guarantees to the banks and financial institutions on behalf of the Government | Within ten (10) working days upon receipt of the complete guarantee application |

5.10. Advisory Services

| Sn | Service | Service Standards |
|---------|---|------------------------|
| 5.10.1. | Provide advice to the Government, public and other stakeholders on economic and financial matters | As per the agreed time |

5.11. Financial Consumer Complaints Handling

| Sn | Service | Service Standards |
|---------|---|------------------------------|
| 5.11.1. | Receive and handle complaints from financial services customers that do not involve mediation and determination process | Within ten (10) working days |
| 5.11.2. | Receive and resolve financial consumer complaints that involve mediation and determination processes | Within thirty (30) days |

6.0. OUR RESPONSIBILITIES

The following are the Bank of Tanzania responsibilities when delivering services to our clients:

- i. treat clients with fairness, respect and courtesy;
- ii. protect privacy and confidentiality of clients; and
- iii. provide response and feedback timely to requests for information, queries and lodged complaints as specified in this Charter.

7.0. CLIENT'S RIGHTS AND RESPONSIBILITIES

Our clients' rights and responsibilities are as follows:

7.1. Client's Rights

Our clients have the right to:

- i. be served with respect, fairness, professionally and timely;
- ii. privacy and confidentiality;
- iii. request and receive information related to services offered; and
- iv. lodge complaints, compliments, or suggestions on Bank of Tanzania services.

7.2. Client's Responsibilities

Our clients are responsible to:

- i. treat Bank of Tanzania staff with courtesy and respect;
- ii. provide timely, complete and accurate information related to the service required;

- iii. abide by relevant laws, regulations, guidelines, circulars and directives;
- iv. provide prompt responses to queries or additional information;
- v. attend scheduled meetings and appointments punctually; and
- vi. provide feedback on services offered, with relevant documents where necessary.

8.0. REVIEW OF THE CHARTER

8.1. Client Service Charter Review

This Charter will be reviewed after every three (3) years, or as the need arises.

8.2. Client Service Charter Performance Assessment

The Bank of Tanzania will conduct the client service delivery survey annually to determine performance of services provided in this Charter.

9.0. FEEDBACK AND COMPLAINTS HANDLING





The Bank of Tanzania welcomes opinions and feedback for improving our services. Your opinion and feedback will be treated with the utmost confidentiality and used for the intended purpose only. Please share your opinion and feedback through a letter, suggestion box, e-mail, telephone, website, physical visit or any other means of your convenience.

10.0. BOT OFFICE CONTACT, LOCATION AND OFFICE HOURS

10.1. The Bank's Office Location

The Bank's offices are located at the following addresses:

| | |
|---|---|
| <p>BANK HEADQUARTERS</p> <p>16 Jakaya Kikwete Road, P. O. Box 2303, 40184 Dodoma, Tanzania. Tel: +255 26 2963182 - 7 or +255 22 2232541 Email: info@bot.go.tz/ botcommunication@bot.go.tz Website: www.bot.go.tz</p> | <p>DAR ES SALAAM SUB-HEAD OFFICE</p> <p>2 Mirambo Street, P. O. Box 2939, 11884, Dar es Salaam. Tel: + 255 22 223 3000 + 255 22 223 2000 + 255 22 223 3215 Email: botdaressalaam@bot.go.tz</p> |
|---|---|

| | |
|--|---|
|     @bankoftanzania | |
| <p>ZANZIBAR SUB – HEAD OFFICE</p> <p>Gulioni Street, P. O. Box 568, Zanzibar. Tel: + 255 22 223 3060 + 255 24 223 4550 + 255 24 223 4551 Email: botzanzibar@bot.go.tz</p> | <p>DODOMA BRANCH</p> <p>Branch Director, BoT Dodoma, 16 Jakaya Kikwete Road 40184, P.O Box 2303, Dodoma. Tel: +255 222232506 Fax:+255242230415 Email: dodomabranch@bot.go.tz</p> |
| <p>ARUSHA BRANCH</p> <p>Branch Director, BoT Arusha, Makongoro Rd, Plot No. 9 P. O. Box 3043, Arusha. Tel: +255 22 223 2230 Email: botarusha@bot.go.tz</p> | <p>MWANZA BRANCH</p> <p>Branch Director, BoT Mwanza, Makongoro Rd, Plot No. 50 P. O. Box 1362, Mwanza. Tel: + 255 22 223 2007 + 255 22 223 2060 Email: botmwanza@bot.go.tz</p> |
| <p>MBEYA BRANCH</p> <p>Branch Director, BoT Mbeya, Mahakama Avenue, P. O. Box 1203, Mbeya. Tel: +255 22 223 2377 Email: botmbeya@bot.go.tz</p> | <p>MTWARA BRANCH</p> <p>Branch Director, BoT Mtwara, Makonde Rd/Uchumi St, P. O. Box 1446, Mtwara. Tel: +255 22 223 2664 Email: botmtwara@bot.go.tz</p> |

10.2. Bank of Tanzania's Client Service Time

Our services to clients are available from 8:30 a.m. - 12:30 p.m. and 2:30 p.m. – 4:30 p.m. (Monday – Friday), excluding public holidays.