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PREFACE

We are happy to announce our customer service agreement, which is part of our commitment to you and the public at large. Preparation of this agreement is a very important event in achieving our goals in line with the vision, mission and our values. This customer service agreement is designed specifically to ensure the client that these services will be provided effectively and in time.

Moreover, this agreement aims to make you understand our responsibility, your rights as well as your responsibility as a client. In this agreement, we have explained our services and applicable standards, quality and ways to reach a consensus at the event our services were grown below the standard arranged.

This agreement does not explain all the activity/services provided by the TFS but we explained some of the key and important areas for you. This agreement will be amended accordingly following the changes that will rise within TFS and changes that will rise from you. The key areas of our relationship are as follows:

- o Issuing of License on time
- o Provision of accurate and reliable information
- o Handling of complaints and comment on time
- o Provision of conservation knowledge and protection

Implementation of this agreement shall be permanent and regularly evaluated for the improvement of customer service. The evaluation report will be published to raise awareness and improve the efficiency of our services.

This Agreement shall be permanent and a tool to create better relations between you and us. It is my hope that through this agreement you can tell us where you were not pleased by our service levels and we promise to improve our services to the best of our ability.

Chief Executive

TANZANIA FOREST SERVICES (TFS)

TFS CLIENT SERVICE CHARTER

1.0 Introduction

This Charter

- Shows roles and responsibilities of Tanzania Forest Services (TFS)
- Sets the standards of service members of the public should expect when dealing with TFS.
- Reflects our commitments to deliver services and products to all customers at a reasonable but realistic standard.
- Sets responsibilities of our clients to TFS
- Explains the kinds of services and products TFS is able to provide and how to deliver such services.
- To promote change of mindset among our staff by fostering customer focused approaches.
- To put our selves accountable to our customers
- Explains how to contact us when you are not satisfied with our service.

2.0 Roles and Responsibilities

The core functions of the TFS are to:

- i. establish and manage central government natural forests and bee reserves;
- ii. establish and manage central government plantations and apiaries;
- iii. manage forest and bee resources in general land;
- iv. enforcing forest and Beekeeping legislation in areas of TFS jurisdiction;
- v. provide forest and beekeeping extension services in areas of TFS jurisdiction;
- vi. develop TFS Human resources;
- vii. collecting Forestry and Beekeeping revenue;
- viii. safeguarding TFS Assets; and
- ix. marketing forest and bee products and services.

3.0 THE DIRECTION OF TFS

VISION

“To be a leading centre of excellence in sustainable management of forest and bee resources.”

MISSION

“To sustainably manage the national forest and bee resources through conservation, development and utilization in order to contribute to the social, economic, ecological and cultural needs of present and future generations”

OUR CORE VALUES

In pursuit of the mission and vision, TFS is guided by the following core values:

Integrity: Strive to operate to the highest standard of competence, truthfulness and openness.

Confidentiality: Determined to treat customers and each other with trust, secrecy and honesty. As a public institution staff will not seek or accept gifts, favours or inducements in terms of financial or otherwise in the course of discharging duties;

Customer Focus: To provide goods and services and treat customers and colleagues as the centre of emphasis;

Efficiency and Effectiveness: To ensure timely implementation of plans and programmes so as to achieve the desired objectives stipulated in the SP; To value and use public resources entrusted in an economic, efficient and effective manner;

Professionalism: To provide high quality services based on best practices and experience; maintain the highest degree of expertise and ethical standards, building value added relationships with customers and stakeholders to deliver quality goods and services;

Transparency and Accountability: To undertake duties equitably, carefully, openly and responsible to stakeholders/customers;

Teamwork: Benefiting from collective obligations by putting together diverse expertise and experiences to achieve success;

Creativity and innovation: Encourage inventiveness and modernism leading to improve performance.

4.0 OUR CLIENTS

The following is the list of our clients

OUR CLIENTS	
Investors	Development partners
Forest and bee dealers	NGOs
Beekeepers	Local Government Authorities
Local communities	Politicians
Religious institutions	Environmentalists
Government agencies	Other users of forest products
Researcher and research	Training institutions

5.0 OUR SERVICES

TFS offer the following services

- a) we offer timely technical advice and guidance on the management of forest and bee resources.
- b) We issue licence to fell and collect forest produce in a forest reserve
- c) We issue licence to operate a recreational facility in a forest.
- d) Issue licence for Timber Dealing
- e) Licence to erect or operate a sawmill or both.
- f) We issue permit for mineral prospecting or Exploring in a Forest Reserve
- g) We issue Permit for Collecting or Removing wild plants, parts of plants and seeds from Forest Reserve
- h) We issue Permit to use Forest Road.
- i) We issue export permit of Forest Products.

6.0 OUR COMMITMENT TO CLIENTS

We will:

- o Grant all bee and forest product concessions by following rules and regulations.

- o Timely issuance of permits and sanitary certificates regarding trade of forest and bee products and services.
- o Issue valid receipts for all the permit fees paid.
- o Summarily withdraw permits that found to have been awarded based on false information or wrong implementation by applicant.
- o Have modern and advanced instruments for assessing trees.
- o Modern working tools such as motor vehicles and other forest gears.
- o Respond quickly to the needs and demands of our clients.

7.0 OUR EXPECTATION FROM CLIENTS

This is what TFS expect from its clients:

- o Familiarise yourselves with forestry and bee legislation and policies.
- o Contribute towards the development of policy document for forestry.
- o Keep contact with our offices either by phone, letter, fax, email or through visits.
- o Submit all complaints in writing, and provide all your particulars.
- o Suggest how we can improve our service
- o Compliance with forest and bee rules and regulations.

8.0 OUR SERVICE STANDARDS

8.1 CHIEF EXECUTIVE OFFICE

Interaction with our offices

Personally:

- o You are welcome to visit our offices with or without appointment. Those with appointment will be attended within 10 minutes of the appointed time.
- o Those with no appointments will be attended within 20 minutes after their arrival.

In writing:

We will:

- o Respond to your correspondence within five working days.
- o Treat your emails and faxes as working documents

By telephone:

Our staff members will:

- o Pick up the phone within five rings.
- o Talk to you in a polite manner.
- o Identify themselves by name.
- o Inform you when you can expect a full reply, if we cannot provide sufficient information on your query immediately.

8.1.1 INTERNAL AUDIT UNIT

Standards applicable to Internal Auditing

We will:

- o Conduct daily audit of financial transaction within TFS
- o Inform client whom we are expecting to undergo auditing within 5 days
- o Audit payment vouchers for paid transaction within 5 days
- o Prepare audit report for internal auditing within 7 days.
- o Conduct audit feedback within 1 day after auditing.

8.1.2 FINANCE & ACCOUNTS UNIT

Standards applicable to Finance and Accounts

We will

- o Make payment for claim with all attachments within 2 days
- o Issue ERV and payment slip for all payment on sport.
- o Prepare monthly and quarterly financial reports within 14 days
- o Respond to audit query from internal auditor within 14 days
- o Respond to audit query from external auditors within 21 days
- o Prepare bank reconciliation within 30 days
- o Prepare final accounts within 90 days
- o Revenue collection every day
- o Update record keeping every day
- o Entering budget into the system once per annum
- o Entering revenue into the system once per annum

8.1.3 PROCUREMENT & SUPPLIES UNIT

Standards applicable to procurement & supplies

We will

- o Prepare and advertise tenders within 5 days after receiving request from user department and approval from respective authorities.
- o Request and receive quotations from suppliers for offering goods or service within 4 days.
- o Conduct national tendering for 30 days
- o Conduct international tendering for 40 days
- o Issue offer letter within two days from the day awarding contract by the TFS tender board.

8.1.4 LEGAL SERVICES UNIT

Standards applicable to Legal services

We will

- o File necessary documents before court of laws within 4 days from the date of receiving relevant documents
- o Provide legal opinion within 3 days from the date of assignment
- o Prepare MoUs, agreements and contracts for TFS within 3 days.
- o Institute criminal cases before court of law within 24 hours after preliminary collection of evidence regarding particular criminal matter.
- o Make follow up of legal matters with other Government Institutions regarding any legal matters within 3 days.

8.2 DIRECTORATE OF RESOURCES MANAGEMENT (DRM)

8.2.1 Standards applicable to Natural forests and plantations

We will:

- o Provide advice on preparation of Technical and Administrative Orders on Management of Natural Forests – 30 days.
- o Issue permit to conduct research in Natural Forests – 2 days
- o Issue permit for mineral exploration in Natural Forests – 20 days
- o Provide strategic Advice on crosscutting issues in Management of Natural Forests – 5 days.

- o Provide strategic advice on multilateral and bilateral agreements on Management of Natural Forests – 5 days.
- o Provide technical advice on Investments in Natural Forests – 20 days
- o Advice on Management and Development of Forest Plantations 5 days.
- o Consolidate Plantation Performance Reports (quarterly, midyear and annual) – 4 days.

8.2.2 Standards applicable to Bee reserves and Apiaries

We will:

- o Locate area for bee keeping after comprehensive application within 2 weeks.
- o Provide technical assistance on bee keeping within 2 weeks, after receiving such a request.
- o Provide training to anybody interested in handling bees, 2 weeks after receiving such a request.
- o Issue registration certificate for bee products local dealer within 7 days after receiving comprehensive application.
- o Issue registration certificate for bee product exporters within 3 days
- o Issue export permits for bee products within 4 days
- o Issue sanitary/health certificates for bee products within 3 days
- o Issue permit to import bee products or new bee keeping appliances within 2 days
- o Issue license/permit to operate recreational facility in bee reserves within 20 days
- o Issue permit/license for prospecting or exploring of mining in bee reserves within 20 days after comprehensive application.
- o Issue permit for collecting or removing bee apiary products or wild plants from bee reserves within 20 days.
- o Conduct inspection of bee products consignments within 4 days after notification.
- o Issue sanitary /health certificates 2 days after inspection.

8.3 DIRECTORATE OF PLANNING AND RESOURCES UTILIZATION

8.3.1 Standards applicable to Licencing & permits of forest products

We will:

- o Respond in writing to written request for timber concessions within two (2) working days, if all requirements are met.
- o Register exporters of timbers or forest products after comprehensive application within 2 working days.
- o Conduct inspection of forest products in storage cargo within 4 days after comprehensive application.
- o Issues inspection & grade certificate within one day after inspection.
- o Issue sanitary certificate within one day after inspection.
- o Issue export permit within two day after comprehensive application.

8.3.2 Standards applicable to Licencing & permits of bee products

We will:

- o Issue registration certificates for bee products exporters within 3 days
- o Issue registration certificates for bee products local dealers within 1 day after receiving comprehensive application.
- o Issue export permit for bee products within 3 days
- o Issue sanitary/health certificate for bee products within 2 days
- o Issue export permit to import bee products or new bee keeping appliances within 2 days
- o Conduct inspection of bee products consignment within 2 days after notification.

8.3.3 Standards applicable to access trees & operations in forests

We will

- o Permits for prospecting or exploring of mining in forest reserve will be issued within 20 days after comprehensive application.
- o Permit to use forest road will be issued on sport after comprehensive application.
- o Permit for collecting & removing wild plants, parts of plants & seeds from forest reserve will issued within 3 days after comprehensive application.

8.3.4 Standards applicable to Planning & Coordination

We will

- o Coordinate preparation of Agency budget for 30 days
- o Prepare Agency action plan for 30 days

- o Prepare Agency quarterly, semi-annual and annual reports for 14 days
- o Offer training on public awareness in respect to forest issues 12 times per year.
- o Collect data and information for bee keeping within 60 days
- o Prepare forest documentary to be aired by media 4 times per year.

8.4 DIRECTORATE OF BUSINESS SUPPORT SERVICES

8.4.1 Standards applicable to Human resources & Administration services

We will

- o Conduct staff audit twice per annual
- o Promote entitled staff within 40 days after approval of PE
- o Register and update staff NHIF information & send to NHIF within 5 days
- o Audit staff salaries every month before payment
- o Receive and discuss complain from staff and external clients; and communicate to respective department within 10 days
- o Approve application for annual and sick leave with their entitlements within 2 days.
- o Receive and discuss application for training as per training programme within 20 days after comprehensive application.
- o Handle retirees/pensioners issues and submit to respective pension fund within 15 days

8.4.2 Standards applicable to communication and information services

We will

- o Respond issues raised from the public and media within 10 days
- o Inform the public of any event with public attention within 1 day
- o Prepare and disseminate brochures, leaflets and magazine containing forest and bee keeping issues within a quarter.

8.5 TFS ZONAL OFFICES

8.5.1 Standards applicable to Finance & accounts

We will

- o Make payment for claim with all attachments within 2 days

- o Issue ERV and payment slip for all payment in 1 day.
- o Prepare monthly and quarterly financial reports within 5 days
- o Respond to audit query from internal auditor within 5 days

8.5.2 Standards applicable to Human resources & administration

We will

- o Handle disciplinary issues within 10 days after receiving information
- o Recommend and forward request for training to head office within 5 days after application.
- o Approve or reject annual leave requested within 2 days
- o Handle NHIF issues within 5 days

8.5.3 Standards applicable to Planning & Resources utilization

We will

- o Application January –April 30th of respective year
- o Process application of harvesting trees permit in government plantations within 60 days (from May to June) after deadline.
- o Notification of successful applicants by 30th June of respective year.
- o Process permit and release names for harvesting trees within 30 days from the deadline of application
- o Registration for allocation of plots will be dealt within 14 days after comprehensive application .
- o Issue bill of payment within 3 days after comprehensive application.
- o Issue licence to fell & collect trees within 3 days after comprehensive application.
- o Permit to use forest road will be issued within 2 days after comprehensive application.
- o Permit for collecting & removing wild plants, parts of plants & seeds from forest reserve will issued within 3 days after comprehensive application.

8.5.4 Standards applicable to forests plantation management

We will

- o Create fire awareness through posters and other media during fire season (July to November) annually.

Comprehensive application is the application that meets all procedural and legal requirements.

- o Train any interested party on fire suppression, controlled burning and fire fighting within two weeks after receiving such a request.
- o Provide technical support on tree planting within 5 working days after receiving such a request.
- o Provide technical support on gardening within 5 working days after receiving such a request.
- o Issue licence to cultivate in a forest plantation within 10 days after comprehensive application.
- o Issue licence to operate a recreational facility in a forest plantation within 15 days after comprehensive application.
- o Issue of roads permit within 5 days after comprehensive application

8.5.5 Standards applicable to fire protection

We will:

- o Promote the establishment of firebreaks among various stakeholders every year.

8.5.6 Standards applicable to charcoal issues

We will:

- o Training on charcoal will be offered within 10 days after comprehensive application
- o Impose fine for any illegal dealing of charcoal within 12 hours after been arrested with supporting evidence.
- o Take to court of law all who failed to pay fines within 24 hours from the time of arrest.

9.0 CLIENT RIGHTS AND RESPONSIBILITIES

You have the rights to receive quality service and information with regard to TFS operations. In our endeavour to fulfil these rights and responsibilities, you will be guided by the agreed rules and regulations.

9.1 CLIENTS RIGHTS

Clients have:

- o Access services in a manner that meets your expectations
- o The right to review and appeal;
- o The right to lodge a complaint;

- o The right to privacy and confidentiality;
- o The right to access information (i.e. Freedom of public Information obligation);
- o The right to access services, and information in a manner, which meets their needs.
- o Right to get feedback

9.2 CLIENT RESPONSIBILITIES

Clients are obliged:

- o To treat agency staff with courtesy;
- o To attend scheduled meetings punctually;
- o To respond to requests for information by the agency accurately, thoroughly and in a timely manner;
- o To abide by any legal requirements and other obligations that clients are to meet in order to be eligible for payments or services sought.

10.0 CLIENT FEEDBACK AND COMPLAINTS

10.1 FEEDBACK

In order to serve you better, TFS welcomes feedback from clients in term of compliments, suggestions and complaints. The feedback can be channelled to the Chief Executive Officer, TFS, through letters, emails, and telephones or by physically visiting our office using the following contacts:

The Chief Executive,
 Tanzania Forest Service (TFS),
 P.O. Box 40832,
 Dar es Salaam - Tanzania.
 Physical Address: Mpingo House, Ivory Room, Nyerere Road,
 Fax: (+255) (022) 2864255
 Tel: (+255) (022) 2864249
 E-mail: mpingo@tfs.go.tz

10.2 HOW TO MAKE COMPLAINTS.

If you are not happy with service you have received from Tanzania Forest Services (TFS), you should phone, visit or write to:

The Chief Executive,

Tanzania Forest Service (TFS),

P.O. Box 40832,

Dar es Salaam - Tanzania.

Physical Address: Mpingo House, Ivory Room, Nyerere Road,

Fax: (+255) (022) 2864255

Tel: (+255) (022) 2864249

E-mail: mpingo@tfs.go.tz

Website: www.tfs.go.tz

11.0 REVIEWING TFS CLIENT SERVICE CHARTER

TFS intends to make this charter a living document that responds to the changes that occur in the forest sector. As such the implementation of this charter shall be continuously monitored and reviewed from time to time by involving clients and other stakeholders. The intended review shall help to determine if the service commitments and standards are still aligned to your needs and expectations and whether the format, design and contents remain relevant.

12.0 REPORT PERFORMANCE AGAINST STANDARDS

The progress of implementation of promises and commitment made under this charter shall be reported through relevant channels of communications to inform clients, the public and any other oversight institutions on performance of our charter against set standards. We will use the feedback to improve our standards and approaches to service delivery.

11.0 MAPITIO YA MKATABA WA HUDUMA KWA MTEJA

TFS inatarajia kufanya mkataba huu kuwa waraka unaoendana na mabadiliko ambayo hutokea katika sekta ya misitu na nyuki. Kwa hiyo utekelezaji wa mikataba kama hii itakuwa ikiendelea kufuatiliwa na kupitiwa upya mara kwa mara kwa kuwashirikisha wateja na wadau wengine. Lengo la mapitio litakuwa ni kusaidia kuamua kama huduma na viwango bado vinakidhi mahitaji ya wateja na matarajio na kama mfumo na ubunifu uliopo ubaki kama ulivyo au ufanyiwe marekebisho.

12.0 TAARIFA YA UTENDAJI DHIDI YA VIWANGO

Maendeleo ya utekelezaji wa ahadi na majukumu yaliyotolewa chini ya mkataba huu yatatangazwa kama taarifa kwa njia za machapisho ya mara kwa mara kuwajulisha wateja, umma na taasisi nyingine yoyote juu ya usimamizi na utendaji wa mkataba wetu dhidi ya viwango vilivyowekwa. Tutatumia maoni kuboresha viwango vyetu na njia za utoaji wa huduma.

10.0 MAONI YA MTEJA NA MALALAMIKO

10.1 MAONI

Ili kuwapa Huduma bora, wakala inakaribisha maoni kutoka kwa wateja ikiwa ni pamoja na pongezi, mapendekezo na malalamiko. Maoni yanaweza kuelekezwa kwa Mtendaji Mkuu, TFS, kwa njia ya barua, barua pepe, na simu au kutembelea ofisi yetu kwa kutumia mawasiliano yafuatayo;

Wakala wa Mtendaji Mkuu,
Huduma za Mimitu Tanzania (TFS),
S.L.P 40832,
Dar es Salaam - Tanzania.
Anuali ya mtaa: Mpingo House, Ivory Room, Nyerere Road,
Nukushi: (+255) (022) 2,864,255
Simu: (+255) (022) 2864249
Barua pepe: mpingo@tfs.go.tz
Website: www.tfs.go.tz

10.2 JINSI YA KUTOA MALALAMIKO.

Kama hujaridhishwa na Huduma zetu, tafadhali piga simu, tembelea Ofisi zetu au andika kwa:

Mtendaji Mkuu,
Wakala wa Huduma za Mimitu Tanzania
S.L.P 40832,
Dar es Salaam - Tanzania.
Mahali: Mpingo House, Ivory Room, Nyerere Road,
Nukushi: (+255) (022) 2,864,255
Simu: (+255) (022) 2864249
Barua pepe: mpingo@tfs.go.tz
Wavuti: www.tfs.go.tz

8.5.6 **Viwango husika kwa masuala ya mkaa**

- o Mafunzo juu ya uchomaji mkaa yatatolewa ndani ya siku 10 baada ya maombi.
- o Kutoza faini kwa shughuli yoyote kinyume cha sheria kwa mazao ya misitu ndani ya masaa 12 baada ya kukamatwa kwa wahusika wakiwa na vidhibiti.
- o Kuwapeleka mahakamani wote walioshindwa kulipa faini ndani ya masaa 24 kuanzia muda wa kukamatwa.

9.0 **HAKI ZA MTEJA NA MAJUKUMU YAKE**

Una haki ya kupata huduma bora na habari kuhusiana na shughuli za TFS. Katika jitihada zetu kutimiza haki na majukumu haya, utakuwa ukiongozwa na haki na wajibu wako chini ya kanuni na taratibu zilizokubaliwa.

9.1 **MTEJA NA HAKI ZAKE**

Mteja ana haki zifuatazo:

- o Kupata huduma katika namna ambayo inakidhi matarajio yako
- o Haki ya mapitio na kukata rufaa;
- o Haki ya kuwasilisha malalamiko;
- o Haki ya faragha na usiri;
- o Haki ya kupata habari (Yaani wajibu wa Uhuru wa Habari);
- o Haki ya kupata huduma, vifaa na habari katika namna ambayo mahitaji ya mteja yatafikiwa.
- o Haki ya kupata majibu

9.2 **MTEJA NA WAJIBU WAKE**

Wateja ni wajibu wao:

- o Kuwaheshimu na kuwathamini wafanyakazi wa wakala;
- o Kuhudhuria mikutano iliyopangwa kufanyika bila kuchelewa;
- o Kujibu maombi ya taarifa kwa wakala kiusahihi kabisa na kwa wakati;
- o Kutekeleza wajibu wa kisheria na taratibu zingine zinazopaswa kufatwa ili mteja ahudumiwe.

8.5.3 **Viwango husika vya Mipango na matumizi ya rasilimali**

- o Kupokea maombi ya uvunaji kuanzia Januari mosi hadi Aprili 30 kila mwaka
- o Mchakato wa kuruhusu maombi ya kuvuna miti katika mashamba ya serikali ndani ya siku 60 (kuanzia Mei hadi Juni).
- o Taarifa kwa waliopata itatolewa kufikia tarehe 30 June kwa mwaka husika
- o Mchakato wa kibali na kutolewa majina ya kuvuna miti ndani ya siku 30 kuanzia tarehe ya mwisho ya maombi
- o Usajili kwa ajili ya ugawaji wa vitalu vya misitu litashughulikiwa ndani ya siku 14 baada ya maombi.
- o Kutoa hati ya gharama ya kulipia ndani ya siku 3 baada ya maombi ya kina.
- o Kutoa leseni ya kuvuna miti na kuikusanya ndani ya siku 3 baada ya maombi ya kina.
- o Kibali cha kutumia barabara msituni kitakuwa kimetolewa ndani ya siku 2 baada ya maombi ya kina.
- o Kibali cha kukusanya na kuondoa mimea pori, sehemu za mimea na mbegu kutoka katika msitu wa hifadhi kutolewa ndani ya siku 3 baada ya maombi ya kina.

8.5.4 **Viwango husika vya usimamizi wa mashamba ya miti**

- o Kutoa tahadhari ya moto kupitia mabango na vyombo vingine vya habari wakati wa msimu wa moto (Julai hadi Novemba) kila mwaka.
- o Kuendesha mafunzo kwa anayetaka juu ya udhibiti na upambanaji na moto ndani ya wiki 2 baada ya kupokea ombi.
- o Kutoa ushauri wa kitaalamu juu ya upandaji wa mti ndani ya siku 5 za kazi baada ya kupokea ombi.
- o Kutoa ushauri wa kitaalamu kuhusu bustani ndani ya siku 5 za kazi baada ya kupokea ombi.
- o Kutoa leseni kwa ajili ya kulima katika hifadhi ya msitu ndani ya siku 10 baada ya maombi ya kina.
- o Kutoa leseni ya kuendesha kituo cha burudani katika hifadhi ya msitu ndani ya siku 15 baada ya maombi ya kina.
- o Kutoa leseni ya kuendesha kiwanda kidogo cha mbao katika hifadhi ya msitu ndani ya siku 15 baada ya maombi ya kina.

8.5.5 **Viwango husika kuhusu kinga ya moto**

- o Tutahamasisha kuhusu uzuiaji wa moto kwa wadau mbalimbali kila mwaka

8.4 KURUGENZI YA UENDESHAJI NA HUDUMA

8.4.1 **Viwango husika kwa rasilimali watu na huduma**

- o Kufanya ukaguzi kwa wafanyakazi mara mbili kwa mwaka
- o Kupandisha cheo wafanyakazi wanaostahili ndani ya siku 40 baada ya IKAMA na bajeti ya mishahara kupitishwa.
- o Mfanyakazi kuandikishwa na habari zake kutumwa NHIF ndani ya siku 5
- o Mishahara ya wafanyakazi kakaguliwa kila mwezi kabla ya malipo
- o Kupokea na kujadili malalamiko kutoka kwa wafanyakazi na wateja wa nje; na kuwasiliana na idara husika ndani ya siku 10
- o Kupitisha au kukataa maombi kwa ajili ya likizo ya mwaka na wagonjwa kulingana na stahili zao ndani ya siku 2.
- o Kupokea na kujadili maombi kwa ajili ya mafunzo na mpango wa mafunzo ndani ya siku 20.
- o Kushughulikia masuala ya wastaafu / na kuwasilisha kwa mfuko husika wa pensheni ndani ya siku 15.

8.4.2 **Viwango husika kwa huduma za mawasiliano na habari**

- o Kujibu masuala yaliyotolewa kutoka kwa umma na vyombo vya habari ndani ya siku 10.
- o Kuutaarifu umma juu ya tukio lolote lenye maslahi kwa umma ndani ya siku 1
- o Kuandaa vipeperushi, na machapisho yanayohusu Misitu na Nyuki ambayo yatatolewa kila robo mwaka.

8.5 TFS OFISI YA KANDA

8.5.1 **Viwango vinavyohusika na Uhasibu na Fedha**

- o Kufanya malipo kwa ajili ya madai yenye viambatanisho vyote ndani ya siku 2
- o Kutoa ERV na hati za malipo kwa malipo yote ndani ya siku 1.
- o Kuandaa taarifa ya fedha ya kila mwezi na robo mwaka ndani ya siku 5
- o Kujibu hoja za ukaguzi kutoka kwa mkaguzi wa ndani, ndani ya siku 5

8.5.2 **Viwango husika kwa rasilimali watu na utawala**

- o Kushughulikia masuala ya nidhamu ndani ya siku 10 baada ya kupokea taarifa
- o Kupendekeza na kuwasilisha maombi kwa ajili ya mafunzo Makao Makuu ndani ya siku 5 baada ya maombi.
- o Kupitisha au kukataa ombi la likizo ya mwaka ndani ya siku 2
- o Kushughulikia masuala ya NHIF ndani ya siku 5

8.3.2 **Viwango husika kwa Leseni na vibali vya mazao ya nyuki**

- o Kutoa cheti cha usajili wa kusafirisha nje ya nchi mazao ya nyuki ndani ya siku 3
- o Kutoa cheti cha usajili wa wauzaji wa ndani wa mazao ya nyuki ndani ya siku 1 baada ya kupokea maombi kamili.
- o Kutoa kibali cha kusafirisha mazao ya nyuki nje ya nchi ndani ya siku 3
- o Kutoa cheti cha usafi ndani ya siku 2 baada ya ukaguzi wa mazao ya nyuki
- o Kutoa kibali cha kuingiza mazao ya nyuki au vifaa vya kufuga nyuki kutoka nje ya nchi ndani ya siku 2
- o Kufanya ukaguzi wa shehena ya mazao ya nyuki inayosafirishwa nje ya nchi ndani ya siku 2 baada ya kupokea taarifa.

8.3.3 **Viwango husika vya matumizi na shughuli katika misitu**

- o Kibali cha utafutaji wa madini au uchunguzaji wa madini katika hifadhi ya misitu kitatolewa ndani ya siku 20 baada ya maombi ya kina.
- o Kibali cha kutumia barabara msituni kitakuwa kimetolewa wakati huohuo baada ya maombi ya kina.
- o Kibali cha kukusanya na kuondoa mimea pori, sehemu za mimea na mbegu kutoka katika hifadhi ya misitu kitakuwa kimetolewa ndani ya siku 3 baada ya maombi ya kina.

8.3.4 **Viwango husika vya Mipango na uratibu**

- o Kuratibu maandalizi ya bajeti ndani ya siku 30
- o Kuandaa mpango kazi wa wakala ndani ya siku 30
- o Kuandaa taarifa ya kila robo mwaka, kati na mwaka ndani ya siku 14
- o Kutoa mafunzo ya uelewa na uhamasishaji kuhusu masuala ya Misitu na nyuki kwa umma mara 12 kwa mwaka.
- o Kukusanya data na taarifa kwa ajili ya ufugaji nyuki ndani ya siku 60
- o Kuandaa makala kuhusu misitu na kurushwa hewani na vyombo vya habari mara 4 kwa mwaka..

8.2.2 **Viwango husika kwa hifadhi ya Nyuki na mazalia yake**

Tutahusika katika:

- o Tutatoa eneo la ufugaji nyuki baada ya maombi ya kina ndani ya wiki 2.
- o Kutoa msaada wa kiufundi juu ya ufugaji nyuki ndani ya wiki 2, baada ya kupokea ombi hilo.
- o Kutoa mafunzo kwa mtu yeyote mwenye nia ya utunzaji nyuki wiki 2 baada ya kupokea ombi hilo.
- o Kutoa cheti cha usajili wa mazao ya nyuki kwa muuzaji wa ndani ya nchi ndani ya siku 7 baada ya kupokea maombi.
- o Kutoa cheti cha usajili kwa wauzaji wa nje ya nchi wa bidhaa za nyuki ndani ya siku 3
- o Kutoa vibali vya usafirishaji nje ya nchi mazao ya nyuki ndani ya siku 4
- o Kutoa vyeti vya usafi / afya kwa mazao ya nyuki ndani ya siku 3
- o Kutoa kibali cha kuagiza mazao ya nyuki au vifaa vipya vya ufugaji nyuki ndani ya siku 2
- o Kutoa leseni / kibali cha kuendesha kituo cha burudani katika hifadhi ya nyuki ndani ya siku 20
- o Kutoa kibali / leseni kwa utafutaji wa madini au kuchunguza uwepo wa madini katika hifadhi za nyuki ndani ya siku 20 baada ya maombi ya kina.
- o Kutoa kibali kwa ajili ya kukusanya au kuondoa nyuki au bidhaa au mimea pori kutoka katika hifadhi za nyuki ndani ya siku 20.
- o Kufanya ukaguzi wa mazao ya nyuki kwa mizigo inayosafirishwa ndani ya siku 4 baada ya taarifa.
- o Kutoa vyeti vya usafi / afya ndani ya siku 2 baada ya ukaguzi.

8.3 **IDARA MIPANGO NA MATUMIZI YA RASILIMALI ZA MISITU NA NYUKI**

8.3.1 **Viwango husika kwa Leseni na vibali vya mazao ya misitu**

- o Kujibu kwa maandishi ombi la kusafirisha mzigo wa mbao nje ya nchi ndani ya siku mbili (2) za kazi baada ya kupokea ombi.
- o Kusajili wauzaji wa mbao na mazao ya misitu nje ya nchi baada ya maombi ya kina ndani ya siku 2.
- o Kufanya ukaguzi wa mazao ya misitu katika hifadhi za mizigo kabla ya kusafirishwa ndani ya siku 4 baada ya maombi.
- o Kutoa hati vya ukaguzi na cheti cha ubora ndani ya siku 1 baada ya ukaguzi.
- o Kutoa cheti cha usafi ndani ya siku 1 baada ya ukaguzi.
- o Kutoa kibali cha mauzo ya ndani na nje ya nchi ndani ya siku mbili baada ya maombi ya kina.

8.1.3 IDARA YA UNUNUZI WA VIFAA

Viwango husika vya manunuzi ya vifaa

- o Kuandaa na kutangaza zabuni ndani ya siku 5 baada ya kupokea ombi kutoka idara husika.
- o Kuomba na kupokea vidadisi bei kutoka kwa wauzaji wa bidhaa au huduma ndani ya siku 4.
- o Kuendesha zabuni ya kitaifa kwa siku 30
- o Kuendesha zabuni ya kimataifa kwa siku 40
- o Kutoa barua ya kukubaliwa kwa zabuni ndani ya siku mbili tangu ku tolewa kwa mkataba kutoka bodi ya zabuni ya TFS.

8.1.4 KITENGO CHA HUDUMA ZA KISHERIA

Viwango husika vya huduma za kisheria

- o Kufungua mashtaka mahakamani yaliyokamilika ndani ya siku 4
- o Kutoa ushauri wa kisheria ndani ya siku 3 tangu ombi litolewe
- o Kuandaa hati za makubaliano na mkataba ndani ya siku 3
- o Kufungua na kufuatilia kesi mahakamani ndani ya masaa 24
- o Kufuatilia masuala ya kisheria kwenye taasisi zingine za umma yahasuyo TFS ndani ya siku 3.

8.2 IDARA YA USIMAMIZI WA RASILIMALI ZA MISITU NA NYUKI (DRM)

8.2.1 **Viwango husika kwa misitu ya asili na mashamba ya miti**

- o Kuandaa miongozo kwa ajili ya maandalizi ya mipango ya Usimamizi wa Maliasili Misitu ndani ya siku 14.
- o Kutoa kibali cha kufanya utafiti katika Maliasili Misitu ndani ya siku 2
- o Kutoa kibali kwa ajili ya utafutaji wa madini katika Maliasili Misitu ndani ya siku 20
- o Kutoa ushauri wa kimkakati katika masuala mtambauka katika Usimamizi wa Maliasili Misitu ndani ya siku 5.
- o Kutoa ushauri wa kimkakati katika mikataba mbalimbali juu ya Usimamizi wa Maliasili Misitu ndani ya siku 5.
- o Kutoa ushauri wa kiufundi juu ya Uwekezaji katika Maliasili Misitu ndani ya siku 20
- o Ushauri juu ya Usimamizi na Maendeleo ya mashamba ya Misitu ndani ya siku 5.
- o Kuandaa ripoti ya ufanisi wa mashamba ya Misitu (robo mwaka, katikati ya mwaka na mwaka) ndani ya siku 4.

Kwa simu:

Wafanyakazi wetu:

- o Watapokea simu yako ndani ya miito mitano.
- o Watazungumza kwa heshima na uadilifu.
- o Watajitambulisha kwa majina yao.
- o Watakujulisha muda na wakati unaoweza kutarajia jibu kamili, kama hatuwezi kutoa taarifa za kutosha juu ya swala lako kwa wakati huo.

8.1.1 Ukaguzi wa Ndani

Viwango husika kwa Ukaguzi wa ndani:

Sisi tuta:

- o Endesha ukaguzi wa nyaraka kabla ya malipo kila siku
- o Mhabarisha mteja ambaye tunatarajia kupitia ukaguzi ndani ya siku 5
- o Kagua hati ya malipo yaliyofanyika ndani ya siku 5
- o Andaa ripoti ya ukaguzi wa ndani uliofanyika ndani ya siku 7.
- o Toa mrejesho wa maoni ya ukaguzi ndani ya siku 1 baada ya ukaguzi kufanyika.

8.1.2 IDARA YA FEDHA NA UHASIBU

Viwango husika vya Fedha na Uhasibu

Tunahusika katika:

- o Kufanya malipo kwa ajili ya madai na viambatanisho vyote ndani ya siku 2
- o Kutoa risiti ya ERV na hati ya malipo kwa malipo yote mda huohuo.
- o Kuandaa taarifa ya mwezi na taarifa robo mwaka ya fedha ndani ya siku 14
- o Kujibu hoja za mkaguzi wa ndani ndani ya siku 14
- o Kujibu hoja za mkaguzi wa nje ndani ya siku 21
- o Kuandaa kila mwezi usuluhishi wa mahesabu ya benki ndani ya siku 30
- o Kuandaa hesabu za mwisho wa mwaka ndani ya siku 90
- o Mapato yatakusanywa kila siku
- o Utunzaji na uboreshaji wa taarifa utafanyika kila siku
- o Bajeti itaingizwa kwenye mfumo mara moja kwa mwaka
- o Mapato yataingizwa kwenye mfumo mara moja kwa mwaka

6.0 Ahadi zetu kwa wateja

- o Tutatoa vibali vya mazao ya Misitu na nyuki kwa kufuata sheria na taratibu
- o Tutatoa kwa wakati vyeti vya ukaguzi wa ubora wa mazao ya Misitu na nyuki kwa wafanyabiashara.
- o Kutoa risiti halali kwa vibali vilivyolipiwa ada zote.
- o Kunyang'anya vibali vilivyotolewa katika misingi ya taarifa za uongo kutoka kwa mwombaji au utekelezaji mbaya wa kibali husika.
- o Kuwa na nyenzo za kisasa na za hali ya juu kwa ajili ya kutathmini miti
- o Vitendea kazi vya kisasa kama vile magari na vitendea kazi vingine.
- o Kuitikia wito mapema ili kukidhi haja na mahitaji ya wateja wetu.

7.0 Matarajio yetu kutoka kwa wateja

Hiki ndicho TFS inatarajia kutoka kwa wateja wake:

- o Kuzifahamu na kuzishika vyema sheria na sera za misitu na nyuki.
- o Kuchangia kuboresha sera ya Misitu na nyuki.
- o Kuendelea kuwasiliana na ofisi zetu ama kwa njia ya simu, barua pepe au kwa njia ya ziara.
- o Kuwasilisha malalamiko yote kwa maandishi na kutoa maelezo yote.
- o Kupendekeza jinsi gani tunaweza kuboresha huduma zetu

8.0 VIWANGO VYA HUDUMA ZETU

8.1 OFISI YA MTENDAJI MKUU

Mwingiliano na ofisi zetu

Binafsi:

- o Unakaribishwa kutembelea ofisi zetu kwa taarifa au bila ya taarifa maalum. Wale waliotoa taarifa watahudumiwa ndani ya dakika 10 ya wakati maalumu.
- o Wale wasio na taarifa, watapewa maelekezo ndani ya dakika 20 baada ya kuwasili.

Kwa maandishi:

Sisi:

- o Tutakujibu mahitaji yako ndani ya siku tano za kazi.
- o Tutaichukulia barua yako na nukushi kama barua ya kiofisi.

Ushirikiano: Mtu mmoja mmoja ni chanzo muhimu cha mawazo na ubunifu, hata hivyo ushirikiano utakuwa nguzo kuu ya wakala katika kuyafanyia kazi mawazo mapya kwa lengo la kutoa huduma bora kwa wateja wote. Ubunifu na uvumbuzi: kuhamasisha ubunifu, uvumbuzi na utumiaji wa njia za kisasa katika kuboresha utendaji kazi.

4.0 Wateja wetu

Ifuatayo ni orodha ya wateja wetu

Wateja wetu	
Wawekezaji	Washirika wa maendeleo
Wauzaji mazao Misitu na nyuki	Mashirika yasiyo ya Kiserikali (NGOs)
Wafuga nyuki	Serikali za Mitaa
Watafiti na Taasis za utafiti	Wanasiasa
Taasisi za kidini	Wanamazingira
Jamii inayozunguka misitu	Taasisi za mafunzo
Mashirika/wakala za serikali	Watumiaji wengine wa mazao ya misitu

5.0 Huduma zetu

TFS hutoa huduma zifuatazo

- a) Tutatoa huduma za kitaalam na ushauri katika usimamizi wa misitu na nyuki.
- b) Tunatoa leseni ya kukusanya mazao ya misitu katika hifadhi ya misitu
- c) Tunatoa leseni ya kuendesha mapumziko (recreation) katika msitu.
- d) Tunatoa leseni kwa ajili ya kuvuna Mbao
- e) Tunatoa Leseni kwa ajili kuchana mbao.
- f) Tunatoa kibali cha kuchunguza uwepo wa madini katika hifadhi ya misitu
- g) Tunatoa kibali cha kukusanya au kuondoa mimea pori, sehemu za mimea na mbegu kutoka hifadhi ya misitu.
- h) Tunatoa kibali cha kupitisha barabara msituni.
- i) Tunatoa kibali cha kuuza nje ya nchi mazao ya misitu.

3.0 Mwelekeo wa TFS

DIRA

“ Kuwa kituo bora kinachoongoza katika usimamizi endelevu wa maliasili za Misitu na nyuki”

DHIMA

“Kuwa na usimamizi endelevu wa rasilimali za misitu na nyuki katika kuhifadhi, kuziendeleza na utumiaji wake, ili zichangie maendeleo ya kijamii, kiuchumi, kimazingira, na kiutamaduni kwa faida ya kizazi cha sasa na kizazi kijavyo”

MAADILI YETU MAKUU

Katika kutekeleza dira na dhima, TFS itaongozwa na maadili yafuatayo ya msingi;

Uadilifu na usiri: Wafanyakazi wa TFS hawatatafuta, kukubali au kutoa zawadi, bakishishi au kushawishi katika mwenendo wa kutekeleza majukumu yao. Wataonyesha uadilifu, maadili ya kitaaluma na maadili binafsi katika utoaji wa huduma.

Mwelekeo kwa wateja: TFS inawahakikishia wateja kupata huduma yenye kuridhisha na kuaminika.

Ufanisi na tija: TFS itatoa Huduma kwa ufanisi wa hali ya juu na wenye kuleta tija. Aidha, itatumia rasilimali za umma inazozisimamia kwa lengo lilokusudiwa kwa manufaa ya umma.

Utaalamu: TFS itahakikisha viwango vya maadili na utaalamu unafuatwa katika kutoa huduma zake ili kujenga mahusiano mazuri kwa wadau na wateja watu kwa ujumla.

Uwazi na uwajibikaji: wafanyakazi TFS watatekeleza majukumu yao kwa uwazi na watakuwa wakihudumia wateja wote kwa usawa bila kubagua; na watawajibika kwa wadau na wateja kwa ujumla.

Mkataba wa Huduma kwa Mteja

1.0 Utangulizi

Mkataba huu

- Unaonyesha wajibu na majukumu ya wakala wa Huduma za Misitu Tanzania (TFS)
- Utaonyesha viwango vya huduma ambavyo wananchi wanapaswa kutarajia wakati wa kushughulika na TFS.
- Utaonyesha ahadi yetu ya kutoa huduma na bidhaa kwa wateja wote kwa uhakika na kwa viwango.
- Utaweka vigezo vya uwajibikaji wa wateja wetu kwa TFS
- Unaelezea aina ya huduma na bidhaa zitolewazo na TFS na jinsi ya kutoa huduma hizo.
- Kuleta mabadiliko ya mawazo kati ya wafanyakazi wetu na utoaji huduma bora kwa wateja wetu.
- Kuonyesha uwajibikaji wetu kwa wateja
- Unaelezea jinsi ya kuwasiliana na sisi wakati mteja hajaridhishwa na huduma zetu.

2.0 Wajibu na Majukumu

Kazi za msingi za TFS ni:

- i. kuanzisha na kusimamia misitu ya asili na hifadhi za nyuki;
- ii. kuanzisha na kusimamia mashamba ya misitu ya serikali kuu
- iii. kusimamia misitu na rasilimali nyuki katika nchi kwa ujumla;
- iv. kusimamia utekelezaji wa sheria za misitu na nyuki katika maeneo yaliyo chini ya TFS
- v. kutoa huduma za misitu na ufugaji nyuki katika maeneo yaliyo chini ya TFS
- vi. kuendeleza rasilimali watu
- vii. kukusanya mapato yanayotokana na misitu na nyuki;
- viii. kulinda mali za TFS
- ix. Kutafuta soko la mazao ya msitu na nyuki.

DIBAJI

Tunayofuraha kutangaza mkataba wetu wa huduma kwa mteja, ambao ni sehemu ya ahadi yetu kwako na umma kwa ujumla. Kuandaliwa kwa mkataba huu ni tukio muhimu linalolenga katika kufikia malengo yetu kama yalivyoainishwa katika dira, dhima na maadili yetu.

Mkataba huu wa huduma kwa mteja umetengenezwa mahususi kuhakikisha huduma hizo zinatolewa ipasavyo na kwa wakati muafaka.

Aidha mkataba unalenga kukufahamisha wajibu wetu, haki zako na vilevile wajibu wako kama mteja. Ndani ya mkataba huu tumelezea huduma zetu na viwango vitakavyozingatiwa, ubora na njia za kufikia muafaka pale inapotokea huduma zetu zikawa chini ya viwango tulivyojiwekea. Mkataba huu haelezei shughuli na huduma zote zinazotolewa na TFS bali umeangalia baadhi ya maeneo muhimu ambayo tunadhani ni muhimu kwako. Mkataba huu utakua unabadilika kutokana na mabadiliko yatakayoji-tokeza ndani ya TFS pamoja na mabadiliko ya mahitaji yako. Kwa hiyo, maeneo muhimu ya mahusiano yetu ni pamoja na:

- o Utoaji vibali kwa wakati
- o Utoaji wa taarifa sahihi na zenye uhakika
- o Ushughulikiaji wa malalamiko pamoja na maoni yako kwa wakati
- o Kuhamasisha uhifadhi na utunzaji wa mazingira.

Utekelezaji wa mkataba huu utakua ukifanyiwa tathmini mara kwa mara ili kuona matokeo yake katika kuboresha huduma kwa mteja. Mkataba huu utakua ni wakudumu na chombo cha kujenga mahusiano mazuri baina yetu na wewe. Ni matumaini yangu kuwa kwa kupitia mkataba huu unaweza kutujulisha pale ambapo viwango vya huduma zetu havikufikiwa na tunaahidi kuboresha huduma zetu kwa kadri ya uwezo wetu.

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