

UNITED REPUBLIC OF TANZANIA
MINISTRY OF HOME AFFAIRS

IMMIGRATION SERVICES DEPARTMENT



Client Service Charter

2017

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Statement by the Commissioner General of Immigration Services

I wish to inform our esteemed Clients and the general public that in recognition of the right for our customers to be served in a professional, transparent and deserving manner, the Tanzania Immigration Services Department has prepared a Client Service Charter, presenting its service delivery standards.

This Client Service Charter is intended to ensure that our clients, from their first contact with the Immigration Officer at whatever location until such time the service sought is obtained, they will be treated in a professional manner, with respect and in compliance with our published service standards. Therefore, this Client Service Charter is my personal promise, which I make on behalf of the functionaries of the Tanzania Immigration Services Department to delivering quality services to all our clients.

The Immigration Services Department is committed to delivering quality services and will in this regard, endeavour to continually improve its services to meet client's expectations.

Your feedback in form of suggestions, complaints and compliments, if any, will be highly appreciated as they will indeed help us to gauge our performance in service delivery and keep us focused to our clients' needs and expectations.

COMMISSIONER GENERAL OF IMMIGRATION SERVICES

1. Objective of the Charter

To create awareness amongst our esteemed clients on what we commit ourselves to do, what to expect from us by way of service standards and provide mechanism for clients to claim their rights and give feedback on the service delivery.

2. Vision

To become an efficient and effective Institution, which provides high quality Immigration and Citizenship services that meet both National and International standards.

Mission

To control and facilitate Movement of Persons through implementation of relevant Laws and Regulations in order to safeguard National Security and promote Economic Development.

3. Core values

- Respect for Human Rights;
- Transparency, Accountability and Responsiveness;
- Quality and prompt service delivery;
- Equity, Equality and Gender sensitive services;
- Adherence to Laws and Regulations;
- Confidentiality ;
- Loyalty and;
- Teamwork.

4. Our Clients

- Tanzania Nationals;
- Foreign visitors and Residents;
- Local and Foreign investors;
- Tourists and Tour operators;
- Foreign Embassies and High Commissions;
- Religious organizations;
- Government Ministries, Departments and Agencies;
- International Organizations;
- Non Governmental Organizations;
- Charity Based Organizations;
- Academic Institutions, among others.

5. Our Services

- Issuance of Passports and other travel documents;
- Issuance of Residence Permits to foreign nationals ;
- Issuance of Visa and various Passes to foreign nationals;
- Processing applications for Tanzania Citizenship;
- Facilitation and control of movement of persons at entry points;
- Investigation and prosecution of immigration related cases.

6. Our services and standards

In conformity existing Policies, Laws and our Core Values, we commit ourselves to delivering immigration and citizenship services according to the following standards:

Service	Delivery Standards
Passport	Passports will be issued within: <ul style="list-style-type: none"> • Five (5) working days for applications submitted at the immigration Head Quarters, Dar es Salaam and at the Head Office-Zanzibar. • Ten (10) working days for applications submitted at the Regional Immigration offices. • Fourteen (14) working days for applications submitted at the Head Quarters from the Tanzania Embassies and High Commissions abroad.
Emergency Travel Documents and Certificate of Identity	<ul style="list-style-type: none"> • Will be issued within a day
Geneva Convention Travel Document	<ul style="list-style-type: none"> • Will be issued within Five (5) working days
Residence Permit	Class 'A' <ul style="list-style-type: none"> • Will be issued within fourteen (14) working days.
	Class 'B' <ul style="list-style-type: none"> • Will be issued within Seven (7) working days.
	Class 'C' <ul style="list-style-type: none"> • Will be issued within Seven (7) working days.
Endorsement of Residence Permit	<ul style="list-style-type: none"> • Will be done within a day
Exemption Certificate	<ul style="list-style-type: none"> • Will be issued within five (5) working days.
Dependant Pass	<ul style="list-style-type: none"> • Will be issued within five (5) working days.

Entry Visa	<p>At Entry Points</p> <ul style="list-style-type: none"> • Will be issued within fifteen (15) minutes. <p>At Embassies and High Commissions abroad</p> <ul style="list-style-type: none"> • Will be issued within two (2) days.
Referral Visa	<p>At Headquarters</p> <ul style="list-style-type: none"> • Will be issued within fourteen (14) working days.
Business Visa	<p>At Immigration HQs</p> <ul style="list-style-type: none"> • within a day
	<p>At Zanzibar Head Office</p> <ul style="list-style-type: none"> • Within a day.
	<p>At Embassies and High Commissions abroad</p> <ul style="list-style-type: none"> • Will be issued within two (2) days.
	<p>At Entry Points</p> <ul style="list-style-type: none"> • Within fifteen (15) minutes per person.
Business Pass	<p>At Immigration HQs</p> <ul style="list-style-type: none"> • Within a day.
	<p>At Zanzibar Head Office</p> <ul style="list-style-type: none"> • Within a day.
	<p>At Entry Points</p> <ul style="list-style-type: none"> • Within fifteen (15) minutes per person
Tanzania Citizenship	<p>Processing of citizenship applications;</p> <ul style="list-style-type: none"> • Applications for citizenship will be processed within twelve (12) months. • Applications submitted by alien married women to Tanzanians will be processed within three (3) months. • Applications for minor child will be processed within three (3) months.
Renunciation of Tanzania Citizenship	<ul style="list-style-type: none"> • Within five (5) working days.
Re-entry pass for minors with dual citizenship	<ul style="list-style-type: none"> • Within a day.
Clearing of Arriving and Departing Passengers at Entry Points	<ul style="list-style-type: none"> • Three (3) minutes per person.
Response to comments/Complaints	<p>On-line comments/complaints:</p> <ul style="list-style-type: none"> • Within a day. <p>Postal mail, e-mail and fax received comments/complaints:</p> <ul style="list-style-type: none"> • Within three (3) working days.

7. Our Responsibilities/Obligations to Clients

- To use polite and simple language;
- To treat clients with courtesy and respect;
- To listen and serve clients as required by the Charter;
- To inform clients of our services and standards;
- To handle client's information with confidentiality;
- To provide clients' with correct information on our services;
- To serve all clients without discrimination based on colour, sex, age, gender nationality or any other reason.

8. Client's Rights

- To be heard;
- To be provided with services they deserve;
- To be provided with correct information;
- To comment or compliment on the quality of services;
- To Lodge complaints and appeals if dissatisfied with the services rendered and;
- To be given feedback.

9. Client's Responsibilities.

- To treat our staff with courtesy and respect;
- Not to offer gifts, favours or anything to our staff amounting to corruption;
- To abide by Laws, Regulations and Orders related to services required;
- To provide correct information.

10. Feedback

We would like to know how our services have been delivered to our clients. We welcome feedback through whatever means convenient to our Clients. This information could be about;

- A complaint if you are not satisfied with our services;
- A comment or suggestion on how we can improve our services;
- A positive experience from the client.

Feedback can be sent through the following ways;

- Written Letters;
- Emails;
- Social media forums;
- Face –to-face or Telephone calls;
- Fax;
- Suggestion boxes;

- Community Immigration sensitization workshops & Exhibitions;
- Customer care desks;
- Media Events;
- Any nearest Tanzania Embassy/High Commission abroad.

11. Complaints Handling

Complaints, suggestions and compliments received will be recorded and used to make necessary improvement with a view to meet Clients needs and expectations.

12. External Dispute Handling and Appeal Mechanisms

Our internal complaints handling system does not prevent clients from using any other external complaints or dispute handling mechanisms as established by law or in any way prevent their right of appeal to any other appropriate bodies.

The bodies may include the following:-

- The Courts of Law;
- The Minister responsible for Immigration and Citizenship matters;
- Complaints Department, Ministry of Home Affairs;
- The Prevention and Combating of Corruption Bureau (PCCB);
- The Ethics Commission;
- Human Rights Commission.

13. Maintaining and Reviewing the Charter

This charter is intended to be a dynamic document that should continue to be relevant to our clients and stakeholders. To this end, we will review the Charter periodically, taking cognizance of the following:

- Feedback from, and consultations with, our clients and stakeholders;
- Changes in the organization structure of the Immigration Services Department;
- Changes in clients' profiles, needs and priorities;
- Changes in our service delivery mechanisms and systems;
- Performance monitoring and evaluation against our set standards; and Changes in Policies, Laws and Regulations governing Immigration and Citizenship matters.

14. Contacts

Suggestions, Complaints or Compliments, may be forwarded to the Commissioner General of Immigration Services through our Physical Address, Loliondo Street Plot No. 11, Kurasini behind the *Centre for Foreign Relations* or any other Immigration Offices listed below:-

Contact Office	Postal Address	Telephones, Fax and Email
Immigration Headquarters Commissioner General of Immigration Services	P. O. Box 512, Dar es Salaam.	General Line:+255 22 850607/ 2850575/2850576/2850569 Fax:+255 22 2850584 cqi@immigration.go.tz
Commissioner of Immigration Services (Admin & Finance)	P. O. Box 512, Dar es Salaam.	Tele Office: +255 22 2850600 Fax:+255 22 2850584 admin@immigration.go.tz
Commissioner of Immigration Services (Legal Affairs)	P. O. Box 512, Dar es Salaam.	Tel Office:+255 22 2850590 Fax:+255 22 2850584 Cisl@immigration.go.tz
Commissioner of Immigration Services (Citizenship & Passports)	P. O. Box 512, Dar es Salaam.	Tel Office: +255 22 2850604 Fax:+255 22 2850584 ciscnp@immigration.go.tz
Commissioner of Immigration Services (Permit, Passes & Visa)	P. O. Box 512, Dar es Salaam.	Tel Office:+255 22 2850608 Fax:+255 22 2850584 cisrnp@immigration.go.tz
Commissioner of Immigration Services (Border Management& Control)	P. O. Box 512, Dar es Salaam.	Tel. Office: +255 22 2850591 Fax:+255 22 2850584 cisbmc@immigration.go.tz
Chief Spokes Person	P. O. Box 512, Dar es Salaam.	Tel. Office: +255 2850582 Fax: +255 22 2850584 info@immigration.go.tz

Zanzibar Head Office	Postal Address	Telephones, Fax and Email
Commissioner of Immigration Services, (Zanzibar)	P. O. Box 1354, Zanzibar.	Tel: Office +255 24 2239149 Fax: +255 24 2239149 cisznz@immigration.go.tz
Administration & Finance, Zanzibar	P. O. Box 1354, Zanzibar.	Tel: Office: +255 24 2233676 Fax: +255 24 2233676 adminznz@immigration.go.tz
Legal Services	P. O. Box 1354, Zanzibar.	Tel. Office: +255 24 2233677 Fax: +255 24 2234973
Border Management & Control	P. O. Box 1354, Zanzibar.	Tel: Office +255 24 2233677 Fax: +255 24 2234973
Permit & Passes	P. O. Box 1354, Zanzibar.	Tel: Office +255 24 2233677 Fax: +255 24 2234973
Passport & Citizenship	P. O. Box 1354 Zanzibar	Tel: Office +255 24 2239148 Fax: +255 24 2234973
Commandant, Tanzania Regional Immigration Training Academy (TRITA).	P. O. Box 6697, Moshi.	Tel: Office +255 27 2752287 Fax +255 27 2751060 trita@immigration.go.tz

Regional Immigration Offices	Postal Address	Telephones, Fax and Email
Arusha	P. O. Box 236, Arusha.	Tel Office: +255 27 2545249 Fax: +255 27 2545243 rioarusha@immigration.go.tz
Dar es Salaam	P. O. Box 3315, Dar es Salaam.	Tel Office: +255 22 2110703 Fax: +255 riodsm@immigration.go.tz
Dodoma	P. O. Box 558, Dodoma.	Tel Office: +255 26 2322294 Fax: +255 26 2321424 riododoma@immigration.go.tz
Geita	P. O. Box 342, Geita.	Tel Office: +255 28 2520325 riogeita@immigration.go.tz
Iringa	Box 404, Iringa.	Tel Office: +255 26 2702918 Fax: +255 26 2700090 rioringa@immigration.go.tz
Katavi	P. O. Box 68, Katavi.	Tel Office: +255 28 20672/2820019 riokatavi@immigration.go.tz
Kagera	P. O. Box 593, Bukoba.	Tel Office: +255 28 2820628 Fax: +255 28 2820628 riokagera@immigration.go.tz
Kaskazini Unguja	P.O.Box 1354, Zanzibar.	Tel Office: +255 24 2240425 riokasunguja@immigration.go.tz
Kaskazini Pemba	P.O.Box 250, Wete, Pemba.	Tel Office: +255 24 2454179 Fax: +255 24 2454179 riokaspemba@immigration.go.tz
Kigoma	P. O. Box 190, Kigoma.	Tel Office: +255 28 2802239 Fax: +255 28 2804703 riokigoma@immigration.go.tz
Kusini Pemba	P.O.Box 195, Chakechake Zanzibar.	Tel Office: +255 24 2234670 riokusunguja@immigration.go.tz
Kusini Unguja	P.O.Box 1354, Zanzibar.	Tel Office: +255 24 2452275 Fax: +255 242452183 riokuspemba@immigration.go.tz
Kilimanjaro	P. O. Box 1049, Moshi,	Tel Office: +255 27 2751551 Fax: +255 27 2753382 riokilimanjaro@immigration.go.tz
Lindi	P. O. Box 367, Lindi.	Tel Office: +255 23 2202326 Fax: +255 23 2202326 riolindi@immigration.go.tz

Mara	P. O. Box 369, Musoma.	Tel Office: +255 28 2622337 Fax: +255 25 2622368 riomara@immigration.go.tz
Manyara	P. O. Box 398, Manyara.	Tel Office: +255 27 2530325 Fax: +255 27 2530325 riomanyara@immigration.go.tz
Mbeya	P. O. Box 791, Mbeya.	Tel Office: +255 25 2502869 Fax: +255 25 2502809 riombeya@immigration.go.tz
Mjini Magharibi	P.O.Box 1354, Mjini Magharibi,	Tel Office: +255 24 2231112 riomjinimagharib@immigration.go.tz
Kusini Unguja	P.O.Box 1354, Zanzibar.	Tel Office: +255 24 2452275 Fax: +255 242452183 riokusunguja@immigration.go.tz
Morogoro	P. O. Box 994, Morogoro.	Tel Office: +255 23 2603773 Fax: +255 23 2603773 riomorogoro@immigration.go.tz
Mtwara	P. O. Box 649, Mtwara.	Tel Office: +255 23 2202326 riomtwara@immigration.go.tz
Mwanza	P. O. Box 1711, Mwanza.	Tel Office: +255 28 2500585 riomwanza@immigration.go.tz
Njombe	P. O. Box 473, Mwanza.	Tel Office: +255 262782342 2500585 rionjombe@immigration.go.tz
Pwani	P. O. Box 30109, Kibaha.	Tel Office: +255 23 2402057 Fax: +255 23 2402057 riopwani@immigration.go.tz
Ruvuma	P. O. Box 170, Songea.	Tel Office: +255 25 2602286 Fax: +255 25 2600095 rioruvuma@immigration.go.tz
Singida	P. O. Box 360, Singida.	Tel Office: +255 26 2502314 riosingida@immigration.go.tz
Songwe	P. O. Box 23, Songwe.	riosongwe@immigration.go.tz
Shinyanga	P. O. Box 426, Shinyanga.	Tel Office: +255 28 2762486 Fax: +255 28 2762486 rioshinyanga@immigration.go.tz
Rukwa	P. O. Box 100, Sumbawanga.	Tel Office: +255 25 2802322 Fax: +255 25 2801095 riosumbawanga@immigration.go.tz

Tabora	P.O. Box 292, Tabora.	Tel Office: +255 26 2604053 riotabora@immigration.go.tz
Tanga	P. O. Box 371, Tanga.	Tel Office: +255 27 2642219 Fax: +255 27 2647778 riotanga@immigration.go.tz
Simiyu	P. O. Box 1, Bariadi.	Tel Office: +255 282700329 riosimiyu@immigration.go.tz

For more information visit our website **www.immigration.go.tz**