



**UNITED REPUBLIC OF TANZANIA
ENGINEERS REGISTRATION BOARD**



CLIENT SERVICE CHARTER

AUGUST, 2020

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LIST OF ABBREVIATIONS

ACET	Association of Consulting Engineers of Tanzania
AQRB	Architect and Quantity Surveyors Registration Board
CRB	Contractors Registration Board
EBK	Engineers Board of Kenya
ESRF	Economic and Social Research Foundation
ERB	Engineers Registration Board
HIV/AIDS	Human Immuno Deficiency Virus/Acquired Immuno Deficiency Syndrome
IET	Institution of Engineers Tanzania
NCC	National Construction Council
NEMC	National Environmental Management Council
RFB	Road Fund Board
SEAP	Structured Engineering Apprenticeship Program
TANROADS	Tanzania National Roads Agency
TARURA	Tanzania Rural Roads Agency
TCRA	Tanzania Communication Regulatory Authority
TPA	Tanzania Ports Authority

STATEMENT OF THE REGISTRAR

The Engineers Registration Board (ERB) is a statutory body established by an Act of Parliament, No 15 of 1997 as amended by Engineers Registration (Amendment) Act No 24 of 2007. The Act has given the Board the mandate to regulate engineering activities and conduct of engineers and engineering consulting firms. Besides the Act, the Board being a public institution also operates within the framework of the other relevant laws, regulations and Government circulars.

In order to provide assurance that the Board will deliver the necessary services to its customers as expected, the Board has prepared a **Client Service Charter** which outlines the activities to be performed by the Board. The Client Service Charter is a "Social Pact" between the Engineers Registration Board as a service provider and its clients as service recipients. It sets out basic information on the services provided, the standards of service that customer can expect from ERB and how to make complaints or suggestions for improvement.

The Client Service Charter also specifies the rights and obligations of both parties and how customers can access the Board services.

The Board is committed to providing quality services using its well trained and supportive staff, and is continuously striving to develop and maintain a transparent and accountable culture by reporting annually to its clients and other key stakeholders as a way to continuously improve on service delivery.

In order for it to be effective, this charter has to be a living document, which is a product and the embodiment of a good working relationship that the Board will endeavor to maintain to its clients and staff.

It is our hope that Clients will make use of the mechanisms provided within the Charter to provide feedback which we will use to measure our performance against our service standards.

A handwritten signature in black ink, appearing to read 'Patrick K. Barozi', is written over a horizontal line. The signature is stylized and somewhat abstract.

Eng. Patrick K. Barozi

REGISTRAR

1.0 VISION, MISSION AND CORE VALUES OF THE BOARD

1.1 Vision

To achieve sound professionalism amongst practicing engineers and engineering consulting firms in the region and beyond.

1.2 Mission

To regulate and monitor engineering practice in Tanzania through excellence promotion of engineering amongst local engineers and engineering consulting firms with a view to enhance their competitiveness and professionalism.

1.3 Our Core Values

Our core values in our pursuit for excellence are:-

- i) **Excellence:** Exercise competency through professionalism and ethical conduct.
- ii) **Integrity:** Be honest and trustworthy. Show respect to others and exercise courage in our actions.
- iii) **Professionalism:** Acting with integrity, providing quality service, being reliable and responsible.
- iv) **Value for money:** Thrive to achieve compliance to standards and specifications with effectiveness and efficient supervision.
- v) **Transparency and Accountability:** Fulfilling our roles and responsibilities in an open and clear manner to the public with positive responses towards customers' needs.

- vi) **Innovativeness:** Apply new technologies, techniques and practices to enhance quality, effectiveness and efficiency in the Engineering Disciplines.
- vii) **Sustainability:** Maintaining our excellence and professionalism in services delivery to the customers.
- viii) **Customer care:** Be responsive to our customers' needs whilst observing Laws of the country.

2.0 PURPOSE OF THE CHARTER

The aim of this charter is to develop and improve service delivery between the Board and its clients. It provides an opportunity to our clients to understand what we commit ourselves to do, how to contact us, what to expect by way of service standards, and how to seek remedy if services delivery does not meet the expected results. In order to achieve the purpose of this charter the following should be accomplished:

- (i) Constant revisit of operations and service delivery procedures to ensure high-level standard of business compliance;
- (ii) Strengthen and maintain application of modern business practices to ensure quality service delivery;
- (iii) Expand customer base to ensure maximum access to the Board service and improve public quality service delivery;
- (iv) Strengthen and maintain proper management information system to ensure optimization of both

- human and material resource utilization;
- (v) Encourages ERB to measure and assess performance;
- (vi) Provide framework for consultations with service users; and
- (vii) Increase satisfaction of service users.

3.0 OUR STRATEGIC OBJECTIVES

- (i) HIV/AIDS infections reduced and supportive services improved;
- (ii) Effective implementation of National Anti-Corruption Strategy enhanced and sustained;
- (iii) Regulatory practice for Engineers and Engineering Professionals enhanced;
- (iv) Engineering Professionals and firms competence strengthened and enhanced;
- (v) Operational Capacity of the ERB improved;
- (vi) Planning and Systems to support service delivery at ERB improved; and
- (vii) Sustainability, Growth and Competiveness of the Engineers and Engineering Consulting Firms enhanced.

4.0 CLIENTS AND STAKEHOLDER'S EXPECTATIONS

This charter identifies and categorizes our main clients and stakeholders as follows;

STAKEHOLDER	SERVICE OFFERED	EXPECTATIONS
Ministry of Works, Transport and Communications (Works); and Treasury Registrar.	(i) Provision of Reports on:- a) Technical; b) Annual Plan and Budget; c) Human Resources and d) Financial Performance and Audits. (ii) Data on Registration and Information on Registration of Projects and Employee Records	<ul style="list-style-type: none"> • Policy Statements • Regulation of the profession • Accurate and timely submission of Reports, Data and Information. • Dividend • Policy input suggestions • Regulation of professional work
Registered Professionals and Firms	(i) Provision of Information and Guidelines on registration (ii) Registration of Professionals and Firms (iii) Registration of Projects (iv) Provision of Continuous Professionals Development Trainings	(i) Timely and accurate provision of information and guideline (ii) Timely registration of Professionals and Firms. (iii) Timely registration of Projects (iv) Timely delivery of stickers (v) Modern, Practical, and appropriate acquisition of technical skills.

STAKEHOLDER	SERVICE OFFERED	EXPECTATIONS
		(vi) Accurate computation of CPD hours (vii) Up to date Regulation of Engineering Standards (viii) Timely accreditation
Professional associations (Institution of Engineers Tanzania and ACET)	(i) Provision of Information on Board activities (ii) Professional Development and Technical support (iii) Accreditation of CPD courses	(i) Accurate and timely provision of information on Board activities (ii) Relevant Technical Support on their activities
Developers of Engineering Infrastructures and Facilities (Individuals, Companies, Public Institutions)	(i) Create awareness on Board's activities (ii) Provision of information of the Board's activities (iii) Provision of Boards Laws and Regulations (iv) Provision of information on registered professionals and firms.	(i) Well informed and knowledgeable on Laws and Regulations of the Board (ii) Competent registered professionals (iii) Value for money for the Project
Graduates Engineers and Technicians	(i) Provision of Information and Guidelines on Registration Procedures (ii) Registration at graduate and Technician level (iii) Provision of practical Professional	(i) Accurate and timely information on registration procedures (ii) Timely membership registration

STAKEHOLDER	SERVICE OFFERED	EXPECTATIONS
	experience for graduates (iv) Conduct professional examinations for graduates (v) Provision of Professional development	(iii) Linked to practicing firm (iv) Timely conduction of Professional examination based on the the approved syllabus (v) Professional Knowledge gained/technology transfer
Employees (ERB)	(i) Provision of good working environment (ii) Provision of information on decisions, progress and general direction of the Board (iii) Human resource management	(i) Conducive working environment (ii) Timely and reliable information (iii) Proper human resource management (iv) Job satisfaction
Regulatory Boards and Agencies such as TANROADS, RFB, TEMESA, TBA, AQRB, CRB, NCC and CSWS, TPA, TCRA, RUWASA, TARURA, NEMC etc	(i) Information and experience sharing (ii) Provision of expert advise	(i) Timely and accurate information (ii) Professional advice
General Public	(i) Provision of information and sensitization on the functions of ERB and professionals (ii) Provision of information on registered	(i) Timely and accurate information (ii) Qualitative Professional services

STAKEHOLDER	SERVICE OFFERED	EXPECTATIONS
	professionals and firms	
Universities and Training Institutions offering Engineering Course on Engineering related fields such as Ardhi University, University of Dar es Salaam, Sokoine University of Agriculture, University of Dodoma, Mbeya University of Science and Technology, Dar es Salaam Institute of Technology, Arusha Technical College, St Joseph College of Engineering and Technology and St. Augustine University of Tanzania. Other Engineering Higher Learning Institutions offering Engineering Technicians related courses.	<ul style="list-style-type: none"> (i) Provision of information about Board (ii) Feedback on performance of graduates (iii) Provision of award to the best students (iv) Provision of representation in the Board 	<ul style="list-style-type: none"> (i) Timely and accurate information (ii) Timely feedback on performance of graduates from the Board (iii) Continuation and improvement of awards (iv) Increase in number of registered professionals from their institutions (v) Timely accreditation
Universities and Training Institutions not offering Engineering Courses under	Provision of information and sensitization on the importance of Engineering Courses and Disciplines	<ul style="list-style-type: none"> (i) Guidance on establishing the disciplines (ii) Continuous relationship

STAKEHOLDER	SERVICE OFFERED	EXPECTATIONS
Construction Sector		with the Board
Mass Media	Provision of general information regarding the Board's function and activities	Timely and accurate information
Police Force	(i) Provision of Information on functions of the Board (ii) Provision of Education on enforcement activities	(i) Timely and accurate information (ii) Appropriate education on enforcement activities
Other Government Ministries, Independent Department and Agencies	(i) Provision of Information on functions of the Board (ii) Provision of professional advice	(i) Timely and accurate information (ii) Accurate and timely professional advice
Development Partners & Diplomatic Missions	Provision of Information on functions of the Board	Timely and accurate information
Members of Parliament	Provision of Information on functions of the Board	Timely and accurate information
Non State Actors e.g. ESRF	Provision of Information on functions of the Board	Timely information and Cooperation
Foreign Regulatory Boards, such as EBK, COREN, Egyptian Syndicate etc.	(i) Provision of Information on functions of the Board (ii) Provision of ideas and sharing of experiences	(i) Improved services (ii) Enhanced Cooperation (iii) Establishment of mutual recognition
Private employers of engineers	(i) Create awareness on Board's	(v) Well informed and

STAKEHOLDER	SERVICE OFFERED	EXPECTATIONS
	activities (ii) Provision of Boards Laws and Regulations (iv) Provision of information on registered professionals and firms.	knowledgeable on Laws and Regulations of the Board (vi) Competent registered professionals (iv) Guarantee on quality of services offered by Engineers

5.0 OUR CORE FUNCTIONS

The Board has been given the mandate to regulate engineers, engineering firms and their undertakings. In so doing the Board registers both engineers and engineering consulting firms. The following are the functions of the Board as provided Under Section 4 of the Engineers Registration Act, No. 15 of 1997:-

- (i) To maintain and keep a register of engineers, including consulting engineers or firms providing engineering services;
- (ii) To consider and decide on applications for registration;
- (iii) To promote and provide opportunities and facilities for the, study of and for professional training in engineering;
- (iv) To sponsor, arrange and provide for facilities for conferences, seminars, workshops and consultations on matters related to the field of engineering;
- (v) To promote and maintain professional conduct and integrity of the engineering profession;
- (vi) To monitor the conduct and activities of engineers, including consulting engineers or firms;
- (vii) To arrange for the publication and dissemination of materials produced in connection with the work and activities of the board;
- (viii) To certify academic awards given by training institutions for consideration in an application made under section 10;

- (ix) To plan, arrange, coordinate and oversee the professional training of local graduate engineers;
- (x) To collaborate with the Tanzania Commission for Universities and other relevant institutions on the accreditation of programs for training of engineers and facilitate for the same;
- (xi) To enter and inspect sites where construction, installation, erection, alteration, renovation, maintenance, processing, or manufacturing works are in progress for the purpose of verifying that engineering activities are undertaken by engineers registered in appropriate categories and engineering consulting firms; and Standards and professional ethics and relevant health and safety aspects are observed;
- (xii) To enter and inspect business offices for verification purposes or for monitoring works, services and goods rendered by engineers and engineering technicians;
- (xiii) To suspend or issue stop order to any works, projects, service, installation, process or other engineering activities, which are done without meeting engineering professional requirement;
- (xiv) To take legal action against persons or firms that practice engineering without being registered by the board;
- (xv) To take legal action against engineers and engineering consulting firms that practice engineering or offer engineering consultancy services in areas outside their competence for which they are not registered;

- (xvi) To conduct examinations for purpose of registration and grant certificate, diplomas and other awards of the board to successful candidates;
- (xvii) To impose penalties on engineers, persons, employers of engineers, firms and engineering consulting firms found guilty of professional misconduct for contravening any provisions of this act;
- (xviii) To collaborate with local engineering training institutions, professional association and other organizations in matters related to training, professional development of engineers, engineering technicians, and other relevant board activities;
- (xix) To provide a link between engineers seeking employment and prospective employers;
- (xx) To carry out such other functions as the minister may, from time to time direct after consultation with the Board; and
- (xxi) The Board may delegate some of its functions to local engineering professional association or institutions, but shall set standards and ensure their compliance.

6.0 TIMELINESS-STANDARDS FOR PROCESSING BOARD'S ACTIVITIES

These cover the speed and efficiency of the administration of our service delivery processes. We will pursue opportunities for continuous improvement in the following areas:

6.1 General Services

- (i) Respond to telephone calls immediately within three calls;
- (ii) Respond to customers/public emails, fax and letters within three days from the day of receipt; and
- (iii) Provide information requested by clients and which is in the capacity of the Board within seven (7) days from the date they submitted their request.

6.2 Processing Registration of Technicians, Engineers and Engineering Consulting Firm

We will process and registers all applications within two months of application for Technicians, local Engineers, and firms and two weeks for application of Temporary Engineers.

6.3 Monitoring Conducts and Activities of Technicians, Engineers and Consulting Firms

This is being a routine activity of the Board hence has to be conducted frequently and its report to be provided once in every two months interval.

6.4 Board Performance Report

Prepared and analyzed within 21 calendar days after the end of each quarter.

6.5 Training Programme for SEAP

Monitored and evaluated once two months and will be reported to Ordinary Board meetings.

6.6 Board's Annual Plan and Budgets

Prepared and submitted to the relevant authority within 30 days before the end of financial year.

6.7 Board's Creditors

Settlement of financial claims to creditors shall be processed within 0 to 30 days from the date of establishing them or delivery of the services.

6.8 Board Meetings

Will be held once in every two months and the special meeting will be held at any time when the need arise.

7.0 QUALITATIVE SERVICE STANDARDS

We are striving to continuously improve the quality of our services with regard to the following:

(i) Responsiveness

We will respond to the raised issue(s), letters, e-mails, Fax and phone call as promptly as possible, latest within three days.

(ii) Clarity

We will ensure that all letters, financial reports and publications, processes and other information are as clear as possible.

(iii) Accuracy

We will monitor the accuracy of advice, information and financial transactions for the functions that we undertake.

(iv) Appropriateness

We will strive to ensure that our services suit clients' needs and circumstances, particularly special needs of the disabled or other disadvantaged groups.

(v) Appointments

We will ensure that all appointments are promptly dealt with. The service will be delivered without prejudice and favoritism. We will do our best to avoid any inconvenience, and regret with apology.

8.0 RELATIONSHIP AND RESPONSIBILITIES TO OUR CLIENTS

We want to establish and maintain good working partnerships and excellent relationships with our clients through clear understanding of our mutual expectations, rights and responsibilities. We have set out below what we consider to be clients' rights and responsibilities. For our part we promise to maintain the highest standards possible in respect of the following:

(i) Advice

We will always endeavor to provide consistent, accurate and impartial advice on all matters related with our core functions of the Board.

(ii) Staff Matters

We will acquire, train and require our staff to be friendly, helpful, respectful, action oriented and sensitive to the clients' individual needs.

(iii) Information sharing

We will provide our stakeholders with necessary information on the operations of the Board.

9.0 CLIENTS RIGHTS AND OBLIGATIONS

We have promised in this Charter what we believe our customers have the right to expect in terms of standards. Similarly, we believe that clients have certain responsibilities to abide by to help us provide good services to them, and to ensure a successful and sustainable relationship.

9.1 Clients Rights

- (i) Appeal for review of any decisions made by the Board;
- (ii) Lodging of complaints where services provided are unsatisfactory ;
- (iii) Privacy and confidentiality;
- (iv) See information about the Board subject to prescribed procedures and regulations; and
- (v) Access services, facilities and information in a manner which meets their needs without favoritism.

9.2 Clients obligations

- (i) Treat our staff with courtesy;
- (ii) Not to offer gifts, favours or inducements to our staff, or to solicit the same;
- (iii) Attend scheduled meetings / interviews or exams punctually;

- (iv) Respond to requests for information precisely accurately, thoroughly and in time;
- (v) Abide to legal requirements and other obligations that in one way or another related to the conduct and performance of the Board functions; and
- (vi) Take note and abide to office working hours.

10.0 FEEDBACK AND COMPLAINT HANDLING MECHANISMS

We welcome constructive criticism and feedback about our services, as well suggestions on how to serve better. Furthermore, we promise that complaints and suggestions will be taken seriously and dealt with as quickly as possible.

10.1 How to Submit a Complaint

Complaints may be made by letter, telephone, fax or E-mail or in person to the following:-

The Registrar,
Engineers Registration Board,
1st Floor of Ex- PSPF Plaza,
P.O. Box 2768,
DODOMA, TANZANIA

OR

The Registrar,
Engineers Registration Board,
2nd Floor - Tetex House,
P.O. Box 14942,
DAR ES SALAAM, TANZANIA

OR

Telephone: +255 2122836
Fax: +255 22 2115373
E-Mail: registrar@erb.go.tz
complaint@erb.go.tz

OR comments may be made through the "Suggestion Box" available at the Engineers Registration Board Office during Business hours 8.00 am to 4.00 pm.

10.2 Record of Complaints

We will record all complaints, compliments and suggestions. We will use these for evaluation and monitoring processes and thus form the basis of annual self-assessment benchmarking by the management team. We guarantee that all information, including personal names and details will be treated with utmost confidentiality.

10.3 External Dispute Handling and Appeal Mechanism

Our internal complaints handling system does not prevent clients from using external dispute handling and appeal mechanisms where the need arise.

11.0 MAINTAINING AND REVIEWING THE CHARTER

11.1 The Purpose of Review

In order for this Charter to be a living document it shall be continuously reviewed to take on board any changes that occur in the business environment, in execution of the Board's Powers and Functions. We wish to ensure its ongoing relevance and effectiveness and will regularly revisit it for the purpose of ensuring that:-

- (i) The Charter continues to reflect our aspirations as a service provider to our clients and if there are any significant new initiatives;
- (ii) The commitment to service and standards are still aligned to the needs and priorities of our clients and other key stakeholders;
- (iii) The Charter continues to meet our service principles and core values;
- (iv) The current content is accurate and up to date;
- (v) The format, design and availability meet our client's needs;
- (vi) We are maintaining reliable and effective data collection on client feedback, service standards and complaints; and
- (vii) Changes should be made to our complaints handling processes for purposes of maintaining its efficacy and effectiveness.

11.2 Consultation in Review

In order to foster transparency and accountability, we may consult our clients and stakeholders during the review process. We will also consult other external

stakeholders such as our Parent Ministry, the President's Office Public Service Management and or Service Delivery Unit.

12.0 REPORTING PERFORMANCE AGAINST STANDARDS

We will continue to make ourselves accountable for our performance and operations by publishing our Client service Charter information on our level of compliance to promises, and commitments and guarantees we have made. In addition we will regularly monitor the level of client awareness of the Charter.