

**UNITED REPUBLIC OF TANZANIA**



**MINISTRY OF INDUSTRY AND TRADE  
NATIONAL DEVELOPMENT CORPORATION**



**CLIENT SERVICE CHARTER**

**OCTOBER 2022**

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## **BACKGROUND**

The history of the National Development Corporation (NDC) as a government entity can be traced back to the colonial era. The National Development Corporation is a leading industrial development and promotion organization established in 1962 as Tanganyika Development Corporations (TDC) by an Act of Parliament to fill the gap of financing critical development projects and take over the Colonial Development Corporation (CDC) formed in 1948. In 1965, NDC was re-established by the Government to catalysed economic development in all sectors of the economy. After the Arusha Declaration, another role was added to NDC that of a holding Corporation under the Public Corporation Act 1969 that came to an end in 1992 under the Public Corporation Act, 1992 as amended. The NDC was given a broad mandate as a development and promotion institution to stimulate industrialization in partnership with the private sector under the cabin memorandum No. 6/1996 of 1996.

The focus has been the transformation of the livelihood of Tanzanians through investments in strategic industries, infrastructure, and human resources development. Subsequent policy changes impacted many parastatal organizations; NDC was not an exception in this regard. The major economic transformation that triggered the need to redefine NDC was that of the 1990's enshrined in the liberalization policies that led to privatization of most of public owned enterprises including NDC subsidiaries.

With this background, for NDC to create and sustain a reputation in the community will highly need to have a specific tool that will be used not only for attracting the investors but also receiving insights from its clients (Client perception and satisfaction). This can help develop and nurture strategic relationships that is good for services and products that we deliver for the community.

While hard to predict how clients are going to react basing on what we do as a corporation it is highly recommended that for whatever services delivered there should be a tool that monitors and reviews how the organisation is working basing on the insights from the clients, hence thus why the Client Service Charter was attained.

## STATEMENT BY THE MANAGING DIRECTOR

As a Government Entity, NDC heavily considers its existing and potential clients needs for the development of Industries and economy of the country as a whole. Each key step towards implementing the roles and duties of every staff member that aligns with company's Corporate Strategic Plan 2021/22 -2025/26 goes hand in hand with making sure that Projects bring sustainable development to the people.

The National Development Corporation (NDC) is striving to be the leading Industrial development company in Tanzania through Implementing basic and strategic Industrial development ventures. To achieve that, it is very crucial for us to receive insights and make transparency commitment to our clients. Indeed, NDC is always committed to clients by providing the highest quality of service and. In doing this, we do believe that the scope and diversity of our mandates allow us to contribute significantly to the growth of national economy.

Additionally, this Client Service Charter will strategically be used as the appropriate outreach tool to our clients for instilling confidence between us, demonstrating a competitive edge and promoting commitment to healthy relationship. The Client Charter highlights expectations of NDC Clients and commitment to a timely, cost effective and efficiently service delivery while eagerly to receive feedback from the Clients on how best our service is and mode of delivery so that we may improve our services and end products to our clients.

We the NDC family, will endeavour and devote serious efforts in identifying channels of communications and proper handling all the client's rights, responsibilities and customer service standards. Updates will be made if necessary, basing on the rules set by the Organization.



Dr. Nicolaus H. Shombe

**MANAGING DIRECTOR**

## **1.0 NDC ROLE AND FUNCTIONS**

According to the National Development Corporation (Establishment) Order G.N. No. 90 of 1969, the Corporation has the following roles and functions:

- (a) Spearheading the development of basic and strategic industries based on the country's rich endowments in natural resources, agro-feedstock, and geographical location;
- (b) Identifying and promoting development of required support infrastructure and services so as to spur the development of an international competitive economy driven by global market;
- (c) Promoting entrepreneurship and domestic private sector development, including mobilizing development resources for project development, equity financing, loan guaranteeing and managerial services;
- (d) Caretaking national economy and social interests on behalf of Tanzanians, holding shares in joint venture companies responsible for exploitation of strategic industrial resources with prior determined exit strategy to allow participation of the citizenry in the future; and
- (e) Advising the Government on general industrial development policies and strategies.

## **2.0 NDC Objectives**

NDC is striving to archive six strategic objectives which have been underlined in the revised Strategic Plan as shown below:

- A.** HIV/AIDS infections and Non-Communicable diseases reduced and supportive services provided;
- B.** National Anticorruption Strategy implemented;
- C.** Basic and high impact industries implemented;
- D.** Value addition industries developed and implemented;
- E.** Institutional Capacity Strengthened; and
- F.** Resource mobilization for strategy implementation enhanced

This Charter will serve as an important tool in enhancing and monitoring these strategic objectives.

## **2.1 NDC Vision, Mission and Core values**

### **2.2 Vision**

“To lead industrial development in Tanzania”.

### **2.2 Mission**

To implement basic and strategic industrial development ventures.

### **2.3 Core values**

NDC performs its duties and functions based on the following core values: - Innovation, Excellence, Integrity, Transparency and Accountability.

## **3.0 PURPOSE OF THE CLIENTS’ SERVICE CHARTER**

This Charter intends to imperatively underscore the accountability of NDC to comply with pre-determined standards of service delivery to its clients. Moreover, the Charter aims to strengthen relationships between the Authority and its clients by sharing information on NDC services in the following areas:

- (a) What it does;
- (b) Standards of service clients can expect;
- (c) Client’s rights and responsibilities;
- (d) How to communicate; and
- (e) How to submit complaints, comments, remarks and suggestions regarding service delivery.

## **4.0 BENEFITS OF THE CLIENT’S SERVICE CHARTER**

The benefits of this CSC to NDC and its clients are as follows:

#### **4.1 Benefits to Clients**

- I. To understand the types of services offered by NDC
- ii. To measure the level of satisfaction after service delivery by NDC
  
- lii. To evaluate the quality of services offered by NDC and provide feedback for the purpose of improving the services;
- iv. To realize customer contribution in provision of services offered by NDC
- v. To compare services offered by NDC with other government institutions and give suggestions on how to improve where necessary;
- vi. To realize value for money of the rendered services;
- vii. To determine the time it would take for NDC to offer services; and
- viii. To plan in advance and allocate appropriate resources depending on services to be delivered.

#### **4.2 Benefits to NDC**

- To realize its vision and mission;
- I. To improve transparency on service delivery to clients;
  - li To improve work discipline and responsibility to customers;
  - lii. To strengthen relationship and communication between NDC and its clients;
  - iv. To maintain good reputation and image of the corporate to clients and ~~the~~ stakeholders;

v. To evaluate the level of service delivery and make efforts for improve where necessary.

## **5.0 NDC SERVICE GUIDELINES AND COMMITMENTS**

- 5.1 NDC shall conduct itself professionally in performing its functions and maintain the cost-effective services;
- 5.2 NDC shall adhere to use modern technology for the purpose of providing affordable services to clients;  
NDC will endeavor to offer the required high quality of services as per international standard.
- 5.3 Adhere to ethical service provision and sustain appropriate confidentiality
- 5.4 Availability of customers, markets demand and customer satisfaction will be NDC guiding principle to adhere. All client should be equally respected and ensure no discrimination in accessing services offered and delivered.
- 5.5 To be responsible for projects development, and investment for industrial development
- 5.6 To provide expertise and support services in planning, budgeting, research, policy advisory on investment climate and regional integration. To provide advice and expertise on finance and accounting, human resource management and administration.
- 5.7 To provide expertise and support services in planning, budgeting, research, policy advisory on investment climate and regional integration.
- 5.8 To provide legal services and expertise for the Corporation
- 5.9 To provide independent assurance that Corporation's risk management, governance and internal controls processes are operating effectively.
- 5.10 To provide expertise on corporate communication and public relations
- 5.11 To provide expertise and services in procurement, storage, and supply of goods and services for the Corporation.
- 5.12 To provide expertise and services on statistics and application of ICT.
- 5.13 To ensure that the Organization is minimizing risks that may hinder development of the NDC.



## **6.0 NDC CLIENTS AND THEIR EXPECTATIONS**

NDC has many clients, among them, are the following: -

- (i) Government, Ministries, Departments and Agencies (MDAs)
- (ii) Investors and Partners in business
- (iii) Staff
- (iv) Service Providers
- (v) Financial Institutions
- (vi) Development Partners
- (vii) Research Institutions.
- (viii) Trade Union.
- (ix) Regional and International Institutions

### **6.1 Clients Expectations**

The Clients are expecting to get service which is of quality standard and affordable, timely paid to the service they render to. To have reliable communication with Clients, to respond promptly to all customers seeking services and be open in providing required information.

Should anything go wrong, ensure that you immediately put it right and communicate accordingly with clarity.

### **6.2 Complaint Resolution**

Within seven working days, NDC assures clients that it will respond in writing or providing a progress report of all complaints submitted.

## **7.0 CLIENT RESPONSIBILITIES AND RIGHTS**

In this charter, despite that we have promised that we will deliver a quality service to our clients, equally, our clients have also the rights and responsibilities in order to help us to provide them with the good services delivery.

### **7.1 Clients Rights**

The following are considered to be Clients rights:

- (i) To be treated with courtesy,
- (ii) Get adequate and affordable services
- (iii) For non-performed services ensure that money is refunded to the client.
- (iv) Privacy and confidentiality to clients.

### **7.2 Clients Responsibilities**

Clients are expected to adhere with the following: -

- i) To pay costs for services rendered,
- ii) To treat NDC Staff with courtesy,
- iii) To abide by any legal requirement.

### **7.3 COMMUNICATION STANDARDS**

Phone calls: We will answer all calls immediately Walk-ins: We will attend to all within 10 minutes.

#### **i) E-mail:**

We will acknowledge receipt of emails immediately

- Where no follow up is required, within 24 hours of receipt
- Where follow-up and feedback are required not later than five 5 business days from receiving the enquiry.

ii) **Website:**

We will acknowledge receipt of all website enquiries immediately. We will resolve to or respond to website enquiries within 5 business days from date of receipt of enquiry.

iii) **Letters**

We will respond to or resolve all written enquiries:

- where no follow up is required, within 2 business days
- where follow-up and feedback are required not later than five 5 business days from receiving the enquiry.

S. N	SERVICE	REQUIREMENT TO OBTAIN THE SERVICE	COST	TIME LINE
1	Advice on Industrial policy development	Identified policy area needs	NIL	Within 15 days
2	Providing private sector with investment information and liaison services	Request through <ul style="list-style-type: none"><li>• Written Letter</li><li>• Email</li><li>• Walk in</li></ul>	NIL	Within 5 days
3	Discussion with investors through trade mission and multilateral trade and investment agreements	Send Official invitation	NIL	30 Days
4	Coordinate negotiations on investment agreements	<ul style="list-style-type: none"><li>• Submit negotiation Document</li></ul>	NIL	Within 90 Days
5	Provision of project site visits	<ul style="list-style-type: none"><li>• Formal request</li></ul>	NIL	Maximum 10 Days
6	To support entrepreneurship skills on	<ul style="list-style-type: none"><li>• Submit Concept note</li></ul>	NIL	30 Days

S. N	SERVICE	REQUIREMENT TO OBTAIN THE SERVICE	COST	TIME LINE
	Industrial sector			
7	To provide access of library materials to the public	<ul style="list-style-type: none"> <li>National ID</li> </ul>	NIL	10 Minutes
8	Offer industrial attachment and internship	<ul style="list-style-type: none"> <li>ID Copy</li> <li>Letter from the Institution</li> </ul>	NIL	30 Days
9	Facilitate meetings with Government Institutions	Formal request	NIL	15 Days

## 8.0 PROMISES TO CLIENTS

The corporation promises the following to its clients in accordance with this Charter, existing quality policy statement and staff code of conduct:

### (i) Appropriateness

NDC will work to ensure that the quality-of-service delivery meet and exceed our customer needs and expectations in line with existing laws, regulations, guidelines and standard operating procedures (SOPs) while at the same time preserving t

NDC will be accessible physically at its Headquarter offices by phone, fax, mobile phone and email address between Mondays to Fridays, from 7.30:00.am to 10:00pm excluding public holidays. Furthermore, will be available during working hours to respond to customer enquiries.

Moreover, NDC services at ports of entry and online portal services will be accessible 24 hours for seven days a week (24/7). Additionally, all information about NDC corporate activities and guidelines will be directly accessible through website [www.ndc.go.tz](http://www.ndc.go.tz) at all time.

**(ii) Dissemination of information**

NDC will disseminate information clients through website, mass media, Information, Education and Communication (IEC) materials such as brochures, pamphlets, billboards, stickers and fliers. Other promotional materials namely caps, T-shirts and wheel covers will also be used. Furthermore, information about NDC and its functions will also be disseminated through public education programme to include radio, TV, print media and exhibitions.

## 9.0 Monitoring and evaluation

The team will be formed for monitoring and evaluation on how NDC is implementing Client Service Charter by making comparison between the actual against the planned in the Client service charter. The assigned staff who will daily ensure that the Client Service Charter is implemented accordingly are shown in the table below: -

S/No.	Description	Main activities
1.	Managing Director	Chief coordinator of the charter ensuring the Service Client Charter is implemented accordingly.
2.	Monitoring and Evaluation committee	Prepare report on quarterly basis for implementation of the charter and submit to the Board.
3.	Finance and Administration	Coordinating issues related to finance and actual performance as well as matters related to integrity and disciplinary for those who violated the charter.

## 9.1 FEEDBACK AND COMPLAINTS

Among others, the following are the methods used to collect data for monitoring the implementation of the Charter: -

- (i) face to face interview
- (ii) Official letters
- (iii) complain desk
- (iv) suggestion boxes
- (v) data forms filling
- (vi) Call Centre
- (vii) Office Email

## **10 BUSINESS HOURS**

We will serve our clients and stakeholders from 08:00am - 04:00pm, Monday to Friday except weekends and public holidays.

## **11. CLIENT'S FEEDBACK AND COMPLAINTS HANDLING**

### **1. NDC offices will be open for**

NDC is committed to improve the standards of service delivery from time to time. Feedback including complaints from our clients will foster and forge relationships and ensure that services offered are of good quality, efficient, effective and up-to date.

We welcome feedback on this Charter including complaints, compliments and suggestions related to the services we offer. These can be given through postal addresses, emails, verbal conversations, letters, social media, telephones or faxes. Filling of the special complaint/compliment forms that are available on the website and Customer Care Desk will also be accepted and attended to. All complaints and suggestions will be taken seriously and dealt with as quickly as possible.

### **2. HOW TO CONTACT NDC**

All NDC customers are entitled to the services that we offer. Clients are urged to submit their comments, opinions, suggestions, complaints, concerns or advice on the services we offer. By doing so, we as a government institution will be informed, take necessary actions needed and contribute towards protection of public health which is fundamentally the responsibility of both of us.

**NDC Address**

Managing Director,  
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**DAR ES SALAAM.**

Attention: Managing Director

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