



**THE UNITED REPUBLIC OF TANZANIA
JUDICIARY OF TANZANIA**



SCORECARD FOR THE YEAR 2025 ON ISSUES RAISED IN THE COURT USER SATISFACTION SURVEY REPORT, 2023

In 2023 the Judiciary of Tanzania commissioned REPOA to undertake Court User Satisfaction Survey to test the public satisfaction following the initiatives engaged in response to issues raised in the 2019 Court User Satisfaction Survey. The finding indicated that the percentage of satisfaction increased from 78% in 2019 to 88% in the 2023 survey. Likewise, the 2023 survey also identified potential areas which judiciary need to focus for improvement. In response, Judiciary developed strategies for implementation and aligned them in its strategic plan. Below is the scorecard for the year 2025.

			IMPLEMENTATION PLAN					STATUS 2023-2024	STATUS 2025	OVERALL ACHIEVEMENT	
Issue	Satisfaction level		Result Indicator			strategies	SO OWNER (S)				Initiatives
	2019	2023	Unit measure	Baseline	Target in 2024						
1. Time taken from filing to determination of the case	47%	63%	Number of days per case	390	310	enhancing case management system	DCM	To identify and review complex and outdated laws and Rules of	Complex and outdated laws and rules were identified, out of which 18 new rules to be issued, 11 rules to be amended), and 7 laws to be amended); New 8 rules of procedure were issued; 7 Rules were amended; and Laws Proposed to be Amended	In 2025, the Chief Justice promulgated 14 procedural rules, specifically developed to bridge gaps in access to justice.	Overall average time taken decreased by 12 days from 78 in 2024 to 66 days in 2025

								procedures which hinder acceleration in disposition of cases.			
2. Contact by the courts before visits	51%	48%	-	-	-	enhancing case management system	DCM	To improve e-services including use of e-notifications and query	<ul style="list-style-type: none"> i. SMS notification is properly functioning. ii. Feedback and service of pleadings and court decisions are availed to parties electronically. iii. Cause list, case details and Case reference number can be accessed electronically through the judiciary portal. 	Public awareness on use of the system has been provided through video clip.	Users accessing court information before courts visits, fundamentally enhanced the affordability, accessibility, and transparency of the legal system
3. Time taken to execute court decrees	44%	52%	Number of days per case	365	230	Strengthen execution of court decree/orders	DCM & RHC	To take stock of backlog cases pending for execution at all court levels, prepare strategy and conduct programs for clearance.	<ul style="list-style-type: none"> i. Stocktaking was done ii. backlog cases which were halted by appeal by the CAT were identified and presented them to RCA for intervention. iii. As the result backlog cases has been declining from 180 for HCs, 24 for CRMs and 41 for DCs for period of April-June, 2024 to 45 for HC, 4 for CRM and 12 for DC for period of Sept-Dec, 2024 	a total of 62,372 cases were filed at all court levels, and 52,301 cases were heard, accounting for 84% of all cases filed during that time. The number of pending cases in the courts stands at 53,707, of which 1,259 cases are over two years old (backlog), representing 3.9% of all pending cases.	
							RHC	To conduct a study on factors causing delay of execution of court decision	Study was conducted	Study was conducted	

							DJSI FE	To strengthen supervision and inspection on execution of decree/orders	Supervision & Inspection of court decree has been strengthened by: i. Adding criteria of clearance, disposal and backlog of execution proceedings as one of the areas for inspection and supervision ii. Establishing mechanism for measuring performance of DRs and RMI/c basing on clearance and disposal of execution of court decree as one of the areas of measuring their performance	a total of 1,027 out of 1,036 subordinate courts were inspected which is equivalent to 99.1%. Meanwhile, a total of 125 out of 130 prisons were inspected equivalent to 96.2%, marking an increase of 21.1pp compared to previous year where 75.2% of prisons were inspected	
4. Time it takes to transfer court records from one court level to another	-	new	Number of days	-	21	Enhancing record management system	DCM	To improve JSDS 2.0 into comprehensive e-CMS.	e-CMS is in operation since 6 th November 2023.	Completed	Records transferred from one court level to another can easily be tracked by e-CMS
							DRM & DCM	To develop electronic tracking system for the management of movement of files	Records transferred from one court level to another can easily be tracked by e-CMS.	Completed	
							RHC	To provide mechanism for submitting court files from the Land and Housing Tribunals and the Commission	<ul style="list-style-type: none"> Integration of e-service system between JoT and its stakeholders including DLHT & CMA as mechanism for submitting files from DLHT & CMA to High Court on process. Five (5) out of 21 Registries of the High Court i.e. Geita, Sumbawanga, Mbeya, 	<ul style="list-style-type: none"> Integration of e-service system between JoT and its stakeholders including DLHT & CMA as mechanism for submitting files from DLHT & CMA to High Court on process. 	12 out of 21 Registries of the High Court i.e. Geita, Sumbawanga, Mbeya,

								on for Mediation and Arbitration and informing the public	Morogoro and Shinyanga are receiving and uploading digital files from DLHT and CMA.	Morogoro, Shinyanga Iringa, Musoma, Kigoma, Dodoma, Bukoba, Mwanza and Manyara are receiving and uploading digital files from DLHT and CMA.	
5. Court public awareness events	46	37	events conducted/participated	-	Yes/no	Enhance Public awareness and Advocacy function in the Judiciary	HIE C	To conduct Law Week	Law Week was conducted on 24 th - 30 th January, 2024 and Law Day summit was on 1 st February, 2024.	Law Week was conducted on 25 Jan -1 February, 2025 and Law Day summit was on 3 rd February, 2025. a total of 137 TV programs and 77 Redio programs aired by media houses and 55 news articles posted on the Judiciary Blog and other channel. A total of 578,174 commoners including Judiciary and Government leaders visited the judiciary's pavilion during Law Week exhibition 2025 from all place of the country.	Functions in the Judiciary were advocated
								To participate in various National Exhibitions	The judiciary of Tanzania participated in Dar es salaam International Trade Fair Exhibition commonly known as Sabasaba which took place from June 28 th to July 13 th ,2024 at Mwalimu Nyerere grounds in Dar es Salaam. A total of 1540 commoners including Judiciary and Government leaders visited the judiciary's pavilion during Sabasaba exhibition.	The preparation to participate in Dar es Salaam International Trade Fair Exhibition (Sabasaba) which expected to take place from June 28 th to July 13 th ,2025 at Mwalimu Nyerere grounds in Dar es Salaam on progress.	
								To enhance radio, TV	i. During law week ,2024 a total of 35 TV and Radio programs	A total of 8 TV programs were aired after Law Week of 2025 up to	

								and social networks program	<p>related to courts and legal Education were aired,</p> <p>ii. A total of 651 news and articles on court services were posted on the website, Blog and in the social media accounts of the court as well as other media including newspaper and Blogs,</p> <p>iii. A total of 12 radio and TV advertisements were aired regarding Law Week and Day,</p> <p>iv. A total of 16 radio and TV program were aired regarding the judiciary of Tanzania participating in Sabasaba,</p> <p>v. During Law Day, Week and Sabasaba judicial issues were uploaded on the judiciary's website (www.judiciary.go.tz), (tanzaniajudiciary.blogspot.com) and social media networks accounts i.e facebook,Instagram,YouTube, Twitter and other media outlets.</p>	<p>March, 2025 by ITV, TBC1, Star TV, and Channel 10 and EFM TV.</p> <p>a total of 226 news stories related to judicial issues were uploaded (tanzaniajudiciary.blogspot.com).</p> <p>Live programs aired by TBC1 and Channel 10. During this period of time above.</p> <p>30 video clips, social media networks accounts i.e Facebook, Instagram, YouTube, Twitter and other media outlets.</p>	
								To establish Judiciary TV	<p>Establishment of Judiciary TV on progress. Currently the JOT's YouTube account (Mahakama ya Tanzania) is operating whereby various informative and educative video clips are uploaded/shared frequently for public consumption.</p> <p>i.As of now a total of 8 video clips related to judiciary matters have been produced and uploaded on the judiciary's You Tube account.</p>	<p>Establishment of Judiciary TV on progress. Currently the JOT's YouTube account (Mahakama ya Tanzania) is operating whereby various informative and educative video clips are uploaded/shared frequently for public consumption.</p>	
6. Public	-	only 18%	Public	-	Yes/no	Enhance	HIE C	To conduct	<ul style="list-style-type: none"> It has been conducted through various platforms, including: news 		Number of feedback registered in 2025

awareness of call centre		of the clients were aware	awareness conducted			Public awareness and Advocacy function call centre		awareness and advocate functions of call centre through various platforms.	articles (Haki Bulletin), Law week and sabasaba exhibitions, TV and Radio.	In 2025 other initiatives were strengthened public awareness through Data (USSD) system through *152*00#; Official Website of the Judiciary www.judiciary.go.tz; the Centre accessible via WhatsApp No. +255 752 500 400 and a Toll-Free No. 0800 750247; and physical feedback desks available at all court stations nationwide. Also, Public awareness and advocate functions of call centre through bulk SMS was established	increased to 2,716 from 2,671 in the previous year
7. Spread of mobile court facilities	-	New	Number of beneficiaries	6,684	30,000	Enhance case management system	DCM	To procure more Mobile Court facilities at selected areas	Six mobile courts were procured, three were received and are operating in Dodoma, Dar es Salaam and Mbeya Regions. The remaining three will be delivered February, 2025.	Its services expanded to Tabora following a successful service in Dar es Salaam, Mwanza and Mbeya.	The initiative directly benefited 9,069 citizens, including 4,619 men and 4,450 women by reducing travel costs, shortening case resolution time, and expanding access to justice in underserved areas.
								To enhance e-CMS to level of mobile court	From October, 2024 e- CMS was updated to capture mobile court case details.		
8.corruption practice among lower court	33, 27 & 14 %	25, 20 & 12%	Number of disciplinary	24	20	To build a shared understanding of Judicial core values	DAH RM	Enhance competence and integrity of judicial Staff	a total of 3076 staff were trained in various courses including Ethics	a total of 86 (M 55 & F 31) staff were trained in preparation for retirement	A total of 2,230 (669 Male & 1561 Female) were trained in various capacity building programs

levels. (CRM, DC & PC)					Capacity building and training	through continuous professional development and education.			
						Enhance capacities of judicial ethics committees.	ToT Training was conducted from 29 th February to 1 st March, 2024 in Arusha to 25 Judges In-charge, 4 Judges of High Court, and 4 Judicial Service Commissioners. The Plan is to use TOTS on enhancing capacity of Judicial Ethics Committees and will be done by JSC.	JSC continues with capacity building initiatives by using TOTs.	
					Strengthen inspection and supervision of Judiciary services	DJSI FE To evaluate effectiveness of inspection and supervision of Courts	Electronic Judicial Officers Open Performance Review and Appraisal System (e-JOPRAS) was established where one of the areas for measurement is integrity of Judicial Officers.	In 2025, the Judiciary successfully deployed and operationalized e-JOPRAS) integrated with e-CMS.	A number of judicial officers charged with disciplinary actions decreased from 40 in 2024 to 12 in 2025
				Improve and enhance e-service in justice service delivery	DICT & DC M Increase the use of ICT in providing judicial services to reduce the bureaucracy that leads to corruption or the existence of a perception of corruption in court services.	e-CMS has been designed to reduce human interaction i.e pleadings are filed electronically, payment of court fees is made electronically, case assignment is automated, notification of case details and status are obtained electronically, court decisions are availed electronically (CAT & HC).		In 2024, the e-CMS was integrated with 9 justice stakeholders including GePG, CIG, NIDA, ORS, BRELA, OAG-MIS, CMIS for NPS, ILMIS) MLHSD), CMIS for OSG, OCMS for CMA TISP) for NBS. The integration has enabled exchange of information amongst justice stakeholders thus expediting justice delivery.	

9. Court infrastructure	33 %	61%	Number of buildings	IJC-3 CR M-28 DC-64 PC-649	IJC-6 CR M-15 DC-15 PC-36	To prepare and implement infrastructure development master plan	HEM	To construct 12 IJCs, 75 DC & 142 PCs	<ul style="list-style-type: none"> • Construction of 9 IJCs is underway (funded by the World Bank) • Design of 19 DC projects is completed among which 6 DC projects are under construction, • Construction of 66 PCs is underway among which 59 PCs (funded by WB), • Also, 5 PCs projects are under procurement, • All the ongoing projects are expected to be completed 2025. 	<ul style="list-style-type: none"> • Construction of 9 IJCs is underway (funded by the World Bank) • Construction of 60SBCs is underway (funded by the World Bank) • Construction of 18 DC projects are on progress (funded by local funds) • Construction of 11 PC projects are on progress (funded by local funds) • Renovation of 2HC buildings (Dodoma and Iringa) is ongoing. • Renovation of HC at Mwanza – on procurement Stage • Renovation of Tanzania Education Authority (TEA) building in Dar es salaam is ongoing. • Lushoto DC project is under procurement stage • Design of 5DC projects (Handeni, Kiteto, Igunga, Mlele and Rufiji) is on final stage to its completion. • Design of 1PC project (Mkomazi) is on final stage to its completion. • Design of Lumumba Complex in Dar es Salaam is on going 	<ul style="list-style-type: none"> • Construction of JoT HQ Building in Dodoma has been completed • Construction of Judge's residence in Dodoma has been completed • Renovation of High Court Musoma has been completed • Construction of 3 DCs projects of Kibamba, Korogwe and Ulanga have reached practical completion and ready for operational
10. Staff awareness on procedure	75 %	75%	percentage of staff	25%	50%	Build a common underst	DAH RM	To create awareness to judiciary staff	<ul style="list-style-type: none"> • The reviewed scheme of service for cadres under the Judiciary was shared to judicial staff. 	<ul style="list-style-type: none"> • Judiciary Internal Customer Service Desk has been established, allowing staff to call 24 hours a day 	

res, rules & regulation governin g promoti ons			awar e of the rules & regul ation gove rning prom otion s			anding of staff rights and their responsi bilities.	DAH RM	on scheme of services, rules & regulation governin g promoti ons	<ul style="list-style-type: none"> • The plan is to enhance knowledge of staff on the available schemes of service and regulations governing promotions in every training platform as permanent topic. • In addition, the topics will be incorporated in the training program scheduled to be reviewed in 2025/2026. 	to receive clarification and assistance on various human resource and employment-related matters. <ul style="list-style-type: none"> • Managing the use of the Performance Evaluation and Management Information System (PEPMIS) by ensuring that employees consistently report their performance on weekly basis. 	
								• Disseminate and sensitize rules & regulation governing promotions	<ul style="list-style-type: none"> • Awareness on Judiciary Scheme of Services, Rules and Regulations is provided in all training platforms. 	<ul style="list-style-type: none"> • Introduction of a system to provide feedback to all employees who are unable to be promoted due to lack of necessary qualifications as per the schemes of service. This feedback will inform them of the specific requirements and qualifications they need to meet in order to advance in their careers and cadres • 	
								Conduct regular online/virtual Workshops	<ul style="list-style-type: none"> • The design of the e-learning platform at IJA as a Judiciary sole trainer is complete. • Currently regular online/virtual workshops are conducted 	<ul style="list-style-type: none"> • Procurement and installation of furniture at IJA media studio has been done. Awaits delivery and installation of the ICT facilities for the media studio. 	<ul style="list-style-type: none"> • e-Learning system is complete • preparation for handing over the eLearning system is on ongoing
								11. low levels of satisfaction with	13 %	26%	Rate of employee satisfaction

the rate of remuneration and other workplace allowances,			fied with remuneration		employee		decisions on how to improve employee's benefits and increase level of satisfaction.	<ul style="list-style-type: none"> Implementation of some of the key recommendations is already underway. These include the introduction of a data allowance, a clothing allowance, and a non-practising allowance, as well as an increase in the fuel allowance for judges. 	
							Recognises and Rewards	To establish mechanism to recognize employees' achievements and contributions regularly and reward them	<ul style="list-style-type: none"> A best performing employee recognition and award has been established. For the year 2024 an RMA from High Court Mwanza Zone was recognized as best employee for his tireless and self interest in performing ICT oriented activities.