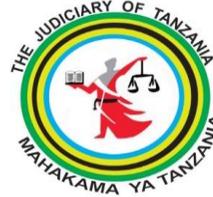


THE UNITED REPUBLIC OF TANZANIA

JUDICIARY OF TANZANIA



**SCORECARD OF ISSUES RAISED IN THE COURT USER SATISFACTION SURVEY REPORT, 2023 AND ITS IMPLEMENTATION**

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 has increased from 78% in 2019 to 88% in the 2023 survey. Likewise, the 2023 survey also identified potential areas which judiciary will need to focus for improvement. In response, Judiciary has developed strategies for implementation and aligned them in its strategic plan. Below is the scorecard of the issues raised in the survey report 2023, strategies for implementation and status/achievement for the year 2024.

SURVEY REPORT			IMPLEMENTATION PLAN					STATUS/ACHIEVEMENT-JANUARY TO DECEMBER 2024	
Issue	Satisfaction level		Result Indicator			strategies	SO OWN ER (S)	Initiatives	
	2019	2023	Unit measure	Baseline	Target in 2024				
<b>Time taken from filing to determination of the case</b>	47%	63%	Number of days per case	390	310	enhancing case management system	DCM	To identify complex and outdated laws and Rules of procedures and prepare amendment proposal	Complex and outdated laws and rules has been identified, out of which 18 new rules to be issued, 11 rules to be amended), and 7 laws to be amended). <b>1. New rules of procedure issued</b> i. The Magistrates’ Courts (Small Claims Procedure) Rules 2022, [GN NO.159 of 2023], ii. Kanuni za Mawakili na Waendesha Mshtaka katika Mahakama za Mwanzo za Mwaka 2022 [GN NO.168 of 2023], iii. The judicature and Application of Laws (Transfer of Cases Assigned to Magistrate with Extended Jurisdiction) Rules, 2023 [GN NO.11 of 2023], iv. The Criminal Procedure (Audio and Video Recording of Interviews with Suspects) Rules 2023 [GN NO.972 of 2023]

									<ul style="list-style-type: none"> <li>v. The Law School of Tanzania (Exemption of Certain officers) Rules [GN NO.839 of 2023]</li> <li>vi. Kanuni za Uteuzi, Ujira na Nidhamu ya Wasuluhishi za Mwaka 2024 [TS Na. 827/2024]</li> <li>vii. The Judicature and Application of Laws (Appointment, Remuneration and Disciplinary of Mediators) Rules, 2024 [GN No. 820/2024]</li> <li>viii. Court Annexed Mediation Guideline, 2024</li> </ul> <p><b>2. Amended Rules</b></p> <ul style="list-style-type: none"> <li>i. The High Court Registries (Amendment s) Rules [GN NO.665 of 2023]</li> <li>ii. The High Court Registries (Amendments) Rules, 2023 [GN NO.853A of 2023]</li> <li>iii. The High Court (Geita Sub-Registry Establishment) Order, 2023 [GN NO.853B of 2023]</li> <li>v. Judicature and Application of Laws (One StopJudicial Centre of Temeke) Establishment) (Amendment) Order, 2023 [GN NO.794 of 2023]</li> <li>v. Judicature and Application of Laws (One StopJudicial Centre of Temeke) Establishment) (Amendment) Order, 2023 [GN NO.794 of 2023]</li> <li>vi. The Tanzania Court of Appeal (Amendments) Rules, 2024 [GN NO.188 of 2024]</li> <li>vii. The Civil Procedure Code (Amendment of the First Schedule) Rules, 2024 [GN No.821 of 2024]</li> </ul> <p><b>3. Laws Proposed to be Amended</b></p> <ul style="list-style-type: none"> <li>i. The Legal Sector Laws (Miscellaneous Amendments) Act No. 11 2023 The Appellate Jurisdiction Act, Cap 141;</li> <li>ii. The Criminal Procedure Act, Cap 20;</li> <li>iii. The Economic and Organized Crime Control Act,200;</li> <li>iv. the Evidence Act, Cap 6;</li> <li>v. the Magistrates’ Courts Act, Cap. 11;</li> <li>vi. The Probate and Administration of Estates Act, Cap 352;</li> </ul>
								To develop small claim procedures	The Magistrates’ Courts (Small Claims Procedure) Rules 2022, was published by GN No.159 of 2023.
<b>Contact by the courts before visits</b>	51%	48%	-	-	-	enhancing case management system	DCM	To improve e- services including use of e-notifications and query	<ul style="list-style-type: none"> <li>(a) SMS notification is properly functioning.</li> <li>(b) Feedback and service of pleadings and court decisions are availed to parties electronically.</li> <li>(c) Cause list, case details and Case reference number can be accessed electronically through the judiciary portal.</li> </ul>
<b>Time taken to execute court</b>	44%	52%	Number of days	365	230	Strengthen execution of	DCM & RHC	To take stock of backlog cases pending for execution at all court levels, prepare	<ul style="list-style-type: none"> <li>i. Stocktaking is done</li> <li>ii. backlog cases which were halted by appeal by the CAT were identified and presented them to RCA for intervention.</li> <li>iii. As the result backlog cases has been declining from 180 for HCs, 24 for CRMs</li> </ul>

decrees			per case			court decree/orders		strategy and conduct programs for clearance.	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
							DJSIE	To strengthen supervision and inspection on execution of decree/orders	Supervision & Inspection of court decree has been strengthened by: <ul style="list-style-type: none"> <li>i. Adding criteria of clearance, disposal and backlog of execution proceedings as one of the areas for inspection and supervision</li> <li>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</li> </ul>
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 <sup>th</sup> November 2023.
							DRM & DCM	To develop electronic tracking system for the management of movement of files	Records transferred room one court level to another can easily be tracked by the e-CMS.
							RHC	To provide mechanism for submitting court files from the Land and Housing Tribunals and the Commission for Mediation and Arbitration and informing the public	<ul style="list-style-type: none"> <li>• Integration of e-service system between JoT and its stakeholders including DLHT &amp; CMA as mechanism for submitting files from DLHT &amp; CMA to High Court on process.</li> <li>• Currently Five (5) out of 21 Registries of the High Court i.e. Geita, Sumbawanga, Mbeya, Morogoro and Shinyanga are receiving and uploading digital files from DLHT and CMA.</li> </ul>
Court public awareness events	46	37	events conducted/participated	-	Yes/no	Enhance Public awareness and Advocacy function in the Judiciary	HIEC	To conduct Law Week	Law Week was conducted on 24 <sup>th</sup> - 30 <sup>th</sup> January, 2024 and Law Day summit was on 1 <sup>st</sup> February, 2024.
								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 <sup>th</sup> to July 13 <sup>th</sup> ,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.
								To enhance radio, TV and social networks program	<ul style="list-style-type: none"> <li>i. during law week ,2024 a total of 35 TV and Radio programs related to courts and legal Education were aired,</li> <li>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,</li> </ul>

									<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 (<a href="http://www.judiciary.go.tz">www.judiciary.go.tz</a>), (<a href="http://tanzaniajudiciary.blogspot.com">tanzaniajudiciary.blogspot.com</a>) and social media networks accounts i.e facebook, Instagram, YouTube, Twitter and other media outlets</p>
								To establish Judiciary TV	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. As of now a total of 282 video clips related to judiciary matters have been produced and uploaded on the judiciary's You Tube account.
<b>Public awareness of call centre</b>	-	only 18% of the clients were aware	Public awareness conducted	-	Yes/no	Enhance Public awareness and Advocacy function call centre	HIEC	To conduct awareness and advocate functions of call centre through various platforms.	<ul style="list-style-type: none"> <li>It has been conducted through various platforms, including: news articles (Haki Bulletin), Law week and sabasaba exhibitions, TV and Radio.</li> <li>five news articles and feature stories about it have been written and shared in various media platforms and in the judiciary's Newsletter (Haki Bulletin). However, the call centre team is also engaged in all the exhibitions that the judiciary participate i.e Law week and sabasaba exhibitions.</li> <li>A total of four TV and Radio programs relating to call centre have been produced during law week and sabasaba</li> </ul>
<b>Spread of mobile court facilities</b>	-	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 has been received and are operating in Dodoma, Arusha and Mbeya Regions. The remaining three will be delivered February, 2025.
								To enhance e-CMS to level of mobile court	From October, 2024 e- CMS was updated to capture mobile court case details.
								DJSIE	To enhance public feedback to the level of mobile court
<b>corruption practices among lower court</b>	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 through continuous professional development and	a total of 3076 staff were trained in various courses including Ethics

levels. (CRM, DC & PC)						Capacity		education.	<p>ToT Training was conducted from 29<sup>th</sup> February to 1<sup>st</sup> 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.</p> <p>Electronic Judicial Officers Open Performance Review and Appraisal System (e-JOPRAS) has been established where one of the areas for measurement is integrity of Judicial Officers.</p> <p>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 &amp; HC).</p>
						building and training		Enhance capacities of judicial ethics committees.	
						Strengthen inspection and supervision of Judiciary services		DJSIE	
						Improve and enhance e-service in justice service delivery	DICT & DCM	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.	
<b>Court infrastructure</b>	33%	61%	Number of buildings	IJC-3 CRM-28 DC-64 PC-649	IJC-6 CRM-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"> <li>• Construction of 9 IJCs is underway (funded by the World Bank)</li> <li>• Design of 19 DC projects is completed among which 6 DC projects are under construction,</li> <li>• Construction of 66 PCs is underway among which 59 PCs (funded by WB),</li> <li>• Also, 5 PCs projects are under procurement,</li> <li>• All the ongoing projects are expected to be completed 2025.</li> </ul>

<b>Staff awareness on procedures, rules &amp; regulation governing promotions</b>	75%	75%	percentage of staff aware of the rules & regulation governing promotions	25%	50%	Build a common understanding of staff rights and their responsibilities.	DAH RM	To create awareness to judiciary staff on scheme of services, rules & regulation governing promotions	<ul style="list-style-type: none"> <li>The reviewed scheme of service for cadres under the Judiciary was shared to judicial staff.</li> <li>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.</li> <li>In addition, the topics will be incorporated in the training program scheduled to be reviewed in 2025/2026.</li> </ul>
								<ul style="list-style-type: none"> <li>Disseminate and sensitize rules &amp; regulation governing promotions</li> </ul>	<ul style="list-style-type: none"> <li>Awareness on Judiciary Scheme of Services, Rules and Regulations is provided in all training platforms.</li> </ul>
								Conduct regular online/virtual Workshops	<ul style="list-style-type: none"> <li>The design of the e-learning platform at IJA as a Judiciary sole trainer is complete.</li> <li>Currently regular online/virtual workshops are conducted</li> </ul>
<b>low levels of satisfaction with the rate of remuneration and other workplace allowances,</b>	13%	26%	Rate of employee satisfied with remuneration	-	-	Review of remuneration/salary for employee	DAH RM	Accomplish the review of salary for employee	The Judiciary has conducted research about reasons for employee's turnover. The findings of the report along with other issues will enable the Judiciary management to make informed decisions on how to improve employee's benefits and increase level of satisfaction.
						Recognises and Rewards		To establish mechanism to recognize employees' achievements and contributions regularly and reward them	<ul style="list-style-type: none"> <li>A best performing employee recognition and award has been established.</li> <li>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.</li> </ul>