



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS
NATIONAL CONSTRUCTION COUNCIL
(NCC)



CLIENT'S SERVICE CHARTER
2022/2023 - 2025/2026

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PREFACE

The National Construction Council (NCC) was established through Act No. 20 of 1979 as revised through Chapter 162 Revised Edition 2008 (Cap 162 RE 2008) and became operational in August 1981 through Government Notice Number 95 of 1981. The Council was established to provide strategic leadership for growth, expansion and development of the construction industry in Tanzania.

In order to achieve its main objective, NCC provides services to a number of stakeholders involved in the construction industry in Tanzania. To meet expectation of its stakeholders NCC is committed to deliver quality services to all its clients. NCC recognizes that each of its stakeholders has some expectations when it comes to services by NCC. Therefore, NCC has seen it important to align the expectations of its stakeholders with the level of services to be provided by the NCC. In view of this, it is prudent to communicate to stakeholders what will be the expected of NCC for each of the services provided. To that end the NCC has developed a Client Service Charter which is a social contract between National Construction Council on one hand and its stakeholders on the other.

The purpose of the Client Service Charter is to inform stakeholders in general about the services offered by NCC and the standards of services to be expected by our clients. The Charter also provides the approach to be used to meet the needs and expectations of customers, the relationship desired between NCC and its clients; as well as rights and obligations of both NCC and its clients.

Through this Charter, NCC commits to adhere to working standards set out in the Charter, and to enhance services offered to clients.

This Charter will also help NCC to measure performance in delivering services and maintaining focus on clients' needs. It provides an opportunity for clients to comment on NCC performance and to advise on how to improve services offered. NCC is pleased to present its first Client Service Charter and looking forward to receiving opinions, advices, complaints and general feedback about the quality of services it provides. Together we can improve services offered at NCC



Matiko Mturi

**CHIEF EXECUTIVE OFFICER
NATIONAL CONSTRUCTION COUNCIL**

1.0 VISION, MISSION AND CORE VALUES

In the delivery of services to its clients, NCC shall be guided by its Vision, Mission and Core Values as put forward in its current Strategic Corporate Plan: 2018/19- 2022/23

1.1 Vision Statement

Competitive and inclusive construction industry for sustainable infrastructures in Tanzania.

1.2 Mission Statement

To promote and provide strategic leadership for development of competitive construction industry in Tanzania.

1.3 Core Values

In pursuit of its mission when discharging its vision, NCC is guided by the following values:

i) Service excellence

NCC will consistently strive to produce high quality work and deliver exceptional services to meet internal and external customers' expectations

ii)Integrity

In providing its services NCC believes in being fair, honest and adherence to ethical principles;

iii) Professionalism

At NCC we put the needs of our clients first, therefore we are committed to provide services using skilled, knowledgeable and registered staff.

iv) Innovativeness

NCC is committed to continuously advance its work practices, systems and procedures in pursuit of providing top quality services

v) Transparency

At NCC we trust in being open and honest when dealing with all our customers (internal and external)

vi) Accountability

At NCC we are committed to account for our decisions and actions and take responsibility for their consequences.

vii) Teamwork

At NCC we strive to achieve more by working as one big team

2.0 PURPOSE OF THE CHARTER

This Charter communicates NCC's commitment to provide its Clients with services at the standards stipulated herein. It provides NCC clients and stakeholders with means to communicate opinions, advices, complains and feedback about the quality of services it provides. The charter is meant to commit ourselves to clients by enhancing the standards and responsibilities

3.0 OUR CLIENTS

For the purpose of this Client Service Charter, our clients include

- i. Private Sectors
- ii. The general public
- iii. Ministries/ Independent Departments/Agencies /Regional Secretariat/Local Government and Authorities (LGAs)
- iv. NCC's Service Providers
- v. Regulatory bodies
- vi. Professional and trade Associations
- vii. The media
- viii. Politicians
- ix. Development Partners
- x. Civil Society and Non-Governmental Organizations
- xi. Academic and Research Institutions
- xii. Investors;
- xiii. Business community(e.g. TPSF, TCCIA)
- xiv. The Parliament of Tanzania.

4.0 OUR SERVICES

In accordance with Cap. 162 RE 2008 of the NCC Act section 4 our services are

- i. Various Guidelines related to construction Industry
- ii. Information related to construction
- iii. Training
- iv. Technical advice and expertise on construction industry
- v. Awareness on construction issues
- vi. Research and publication

- vii. Alternative Construction disputes resolution
- viii. Payment; and
- ix. Other services.

5.0 OUR SERVICES STANDARDS

5.1 Service Response and Delivery Time

5.1.1 Various Technical Guidelines Related to Construction Industry We will provide;

- i. Technical Guideline for Site layout plan and Protection within **3 working days**;
- ii. Technical Guideline for conducting site meetings within **3 working days**;
- iii. Technical Guideline for Equipment Management within **3 working days**;
- iv. Technical Guideline for Site Inspections within **3 working days**;
- v. Technical Guideline for Project Reports within **3 working days**;
- vi. Technical Guideline for Building codes within **3 working days**;
- vii. Technical Guideline for Setting Out works within **3 working days**;
- viii. Technical Guideline for Construction Difficulties Site Problems Procedures and Actions within **3 working days**
- ix. Technical Guideline for claims management within **3 working days**
- x. Technical Guideline for Defect liability period within **3 working days**;
- xi. Technical Guideline for liquidated damages within **3 working days**
- xii. Technical Guideline for Records Kept on Site within **3 working days**.
- xiii. Technical Audit Manual within **3 working days**;
- xiv. Technical Guideline for inspection for works commissioning within **3 working days**
- xv. Contract management Manual within **3 working days**;
- xvi. Technical Guideline for Kick off meeting within **3 working days**;
- xvii. Technical guideline for sampling and testing of materials and Components within **3 working days**;
- xviii. Adjudication Rules will be provided within **3 working days**;
- xix. Arbitration Rules will be provided within **3 working days**;

- xx. Technical Guideline for Records Kept On Site within **3 working days**;
- xxi. Technical Guideline for Site environmental management within **3 working days**
- xxii. Technical guideline for handling underground water on construction site within **3 working days**
- xxiii. Technical Guideline for Health and Safety management on construction site within **3 working days**;
- xxiv. NCC standard Forms of Contract within **3 working days**;
- xxv. Guideline for establishment of price fluctuation formula for use in building works within **3 working days**;
- xxvi. Guideline for computation of contracts price adjustment within **3 working days**;

5.1.2 Information related to construction issues

We will provide

- i. Monthly Construction Project Price Fluctuation Indices **within 3 days**;
- ii. Buildings Construction Costs Per Square meter within **3 working days**;
- iii. Basic Prices of Construction resources within **3 working days**;
- iv. Basic Rates of Road Construction Work within **3 working days**;
- v. NCC directory of construction material within **3 working days**;
- vi. NCC Construction Business Journal within **3 working days**;
- vii. Annual Construction industry performance report within **3 working days**;

5.1.3 Technical advice and expertise on construction industry;

- i. We will respond to a request for advice or technical assistance **within 5 working days** after receiving request.
- ii. We will provide technical Advices to our clients and stakeholders upon their request **within stipulated days** on the proposal for a specific request.
- iii. We will provide advice on the trend of the Construction industry **quarterly**.

5.1.4 Training (tailor-made courses, other training) Tailor-made courses

- i. We will respond to a request for training within 5 working days after receiving request.
- ii. We will provide requested training based on the agreed contents and timeline

Scheduled Training

- i. We will publish the NCC annual course calendar every June.
- ii. We will process requests to attend scheduled courses within 3 days.
- iii) We will provide training based on the available calendar.

5.1.5 Awareness on construction issues

- i. We will conduct forum with our clients and stakeholders annually.
- ii. We will conduct awareness campaign **at least twice a year.**

5.1.6 Research and publication

- i. We will respond to a request for conducting research within 5 working days after receiving request,
- ii. We will conduct research based on the agreed contents and timeline;
- iii. We will publish Research findings as soon as results are confirmed by responsible authority.

Alternative Construction disputes resolution

- i. We will process applications for membership to the NCC Panel of Arbitrators/Adjudicators within 5 working days;
- ii. We will update the panel of Arbitrators / Adjudicators monthly;
- iii. We will process application for Arbitration/Adjudication **within 3 working days;**
- iv. We will process appointment of Arbitrator(s)/adjudicator(s) **within 14 working days;**
- v. We will notify parties on the publication of Award within **3 working days** from the day award received;
- vi. We will pay Adjudicators/Arbitrators **within the time stipulated on the signed contract.**

Other services

- i. We will acknowledge and/or responding to official written communications from Clients within 5 working days after receipt of written communication;
- ii. We will Responding to complaints within 5 working days.

5.1.7 Staff Attitude and Relationship with our Clients

- a) Staff Attitudes and Behavior: NCC commits itself to be helpful, sensitive, attentive and responsive to its Clients' needs.
- b) Relationship with our Clients: NCC will strive for a good working relationship with its clients, based on mutual respect, public service principles and integrity in the delivery of services; NCC will also ensure that all appointments, meetings and other undertakings are met.

6.0 COUNCILS' RESPONSIBILITIES TO CLIENTS

We shall strive to meet our clients' expectations and by so doing, we shall be obliged:

- i) To provide quality services on time and in a professional manner,
- ii) To provide relevant, timely, correct and accurate information;
- iii) To adhere to legal requirements in discharging our duties;
- iv) To treat our clients with fairness and impartiality; and
- v) To handle all complaints submitted to the Council on time and where applicable provide feedback after completion of the investigation;

7.0 CLIENTS' RIGHTS AND RESPONSIBILITIES

7.1 Clients' Rights

NCC Clients have the following rights:

- i)To seek and obtain accurate information and services appropriate to the need;
- ii)To receive accurate information timely
- iii)Confidentiality and
- iv)To visit NCC offices during office hours.

Clients' Responsibility

NCC Clients are obliged:

- i) To abide by legal requirements, guidelines and procedures in order to be eligible for services;

- ii) To respond to queries and requests for information accurately and promptly; and
- iii) To treat NCC staff with respect and dignity.

8.0 CLIENTS' FEEDBACK ON SERVICE DELIVERY

We are committed to provide quality services to all our clients. However, we expect to receive comments and feedback on the quality of services provided. Therefore, we welcome opinions, comments, proposals and complaints depending on our client's and stakeholders' service offered. In case of complaints, we will respond promptly to them.

We receive feedback on the quality of our services by means of postal address, face to face with our service providers by physical visit to our office, phone calls, suggestion box which are in our office, e-mails and through our social media platforms, including Instagram, Twitter and YouTube. Written feedback and comments should be addressed to the Chief Executive Officer, National Construction Council, at the address given in the last page. We will respond to all feedback received and undertake to investigate all clients' queries and complaints.

We encourage our clients to identify themselves by name and address when they send us complaints or give feedback. We value the feedback that our clients and stakeholders give as this will help us to improve our services.

Clients/stakeholders' comments and feedback will be treated with the utmost confidentiality.

Feedback received from our clients will be recorded with a view to measure and improve our services delivery and performance and assist in our annual self- assessment.

9.0 COUNCIL IDENTITY AND CONTACT DETAILS

National Construction Council office is located at Road Fund Board Building, Ground Floor, Plot No. 3, Njedengwa Area, in Dodoma Region Our office are open from 07:30 am Hours - 03:30 pm Hours from Monday to Friday except on holidays.

To contact us you can use the address below:

Our Physical Address National Construction Council,
Road Fund Board Building,
Ground Floor,
Plot No 3, Njedengwa Area,
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