



Research Report

**On Access to Information in Local
Government Authorities and Central
Government represented by Regional
Commissioners' Offices in Tanzania**

2017



Research Report

Research Report

Table of Contents

<u>1</u>	<u>Introduction.....</u>	<u>4</u>
<u>1.1</u>	<u>What is Access to Information?.....</u>	<u>4</u>
<u>1.2</u>	<u>The importance of accessing information.....</u>	<u>4</u>
<u>1.3</u>	<u>Access to Information as a Human Right.....</u>	<u>5</u>
<u>1.4</u>	<u>Rationale and Research Parameters.....</u>	<u>5</u>
<u>1.5</u>	<u>Selected Regional Commissioner’s Offices & LGAs.....</u>	<u>7</u>
<u>2</u>	<u>Detailed Findings.....</u>	<u>21</u>
<u>2.1</u>	<u>Dodoma Region.....</u>	<u>21</u>
<u>2.2</u>	<u>Mbeya Region.....</u>	<u>27</u>
<u>2.3</u>	<u>Kigoma Region.....</u>	<u>33</u>
<u>2.4</u>	<u>Arusha Region.....</u>	<u>39</u>
<u>2.5</u>	<u>Mwanza Region.....</u>	<u>47</u>
<u>2.6</u>	<u>Mtwara Region.....</u>	<u>54</u>
<u>2.7</u>	<u>Dar es Salaam Region.....</u>	<u>60</u>
<u>2.7.1</u>	<u>Dar es Salaam City Council.....</u>	<u>64</u>
<u>3</u>	<u>Conclusions and Recommendations.....</u>	<u>67</u>

Research Report

1 Introduction

1.1 What is Access to Information?

There are different definitions as to what Access to Information is, most of them depending on the context. However, to many information experts, access to information refers to the means, processes or rights related to obtaining and providing information. It also entails the amount of information accessible to citizens.

The availability of this information is important as it enables them to make informed choices/decisions when it comes to electing social and political leaders. Accessing quality information therefore becomes a fundamental aspect in building and developing democratic societies.

1.2 The importance of accessing information

Access to information is important for the following reasons;

- Communities need to establish systems of public accountability. Public officials need to answer to voters for their performance whilst in office (the right to know how elected officials are exercising power) and the voters need information and analysis so that they are able to assess the performance of officials. For instance, the public need to question how tax-payers' money is being spent.
- Communities need to solve problems. They must identify goals, challenges, and options for response on anything from building the local economy, to improving the performance of community schools, to protecting health and safety and combating hunger.
- Communities need to coordinate. Activities like elections, emergency responses and even community celebrations succeed only if the community knows where to be, at what time and what role to play. This requires a system of information and exchange. Information is also the central resource in enabling the creation of economic and social connections that build a community's capacity for action.
- Communities need to develop a sense of connectedness. They need to circulate ideas, symbols, facts and perspectives in a way that they develop a shared narrative where everyone is relevant and fits in. a community's system of meaning evolves as new voices and new experiences enter the information flow. People need access to information to avoid feeling alienated or excluded.

The importance of accessing information especially in rural community development cannot be ignored because information has become a supportive input for any development program. It is so vital, and that is why Mwalimu Nyerere in 1967 stated that, *"While other countries in the world aim to reach the moon, we must aim for the time being at any rate to reach the villages by providing them with necessary information"*. Thus, it can be said that, information, if well articulated could eradicate ignorance and gives enlightenment on how to achieve economic, educational, social, political and cultural objectives towards the development of the entire community.

In addition to this, utilization of information in a coherent form can raise aspiration, through arousing people from fear of change, desire for a better life and the determination to work for it. This creates an

intellectual climate, which stimulates people to take another look at their own current practices and future perspectives.

Ideally, information brings about knowledge, and a knowledgeable community is also an informed community. This signifies that no community can develop without knowledge, and a community can only become knowledgeable if they recognize and use information as their tool for development.

1.3 Access to Information as a Human Right

Every individual has the right to seek, access and receive information from public bodies or private bodies that perform a public function or utilize public funds. It is a Human Right that is guaranteed by Article 19 of the Universal Declaration of Human Rights, Article 9 of the African Charter on Human and People's Rights, and article 4 of the Declaration of Principles on Freedom of Expression in Africa. It is also a right that is found in many constitutions throughout the continent.

Access to Information is a fundamental part of Freedom of Expression. Where citizens are ill informed and unable to access basic public information, it is consequently impossible for them to exercise their right to Freedom of Expression. It is also the case that it adversely affects citizens right to health, to employment, to education, to participate in public, as well as to fight corruption, amongst many other rights. It disproportionately affects women, children, and poor and marginalized societies, as well as negatively effecting economic growth and development.

Information as a fundamental human right has secured the effective recognition of justice law and equality, and has gained prominence in the recent past hence the emergence of new democracies.

Information is a requirement in all spheres of human existence; manifested in the way states are shifting away from the culture of secrecy to openness.

The Pan African Conference on Access to Information (APAI) held in September, 2011 in Cape town-South Africa and enjoyed the support of UNECSO, the African Union, the UN Special Rapporteur on Freedom of Expression, and the African Commission on Human and Peoples' Rights, set a benchmark for this important democratic entity. Over 200 delegates who attended the conference, including Tanzanian's, signed the African Platform on Access to Information, which states that "access to information is a fundamental human right" and that "the right of access to information shall be established by law in each African country."

Many countries have enacted the law on Access to Information, in order to uphold human rights as a living reality. More than ten African countries now have access to information laws to be precise.

1.4 Rationale and Research Parameters

It is a fact that economic, social and political development in Tanzania is still a challenge despite several steps, efforts and strategies by both the government and development partners to set things in the right direction.

It is another fact that these concerted efforts cannot be achieved without addressing governance issues that are at the bedrock of public sector performance. The underlying governance principles for poverty

Research Report

reduction include transparency, active participation, responsiveness and accountability.

This is based on the understanding that information is a basic right and a basic need for all people. Only with information can citizens fully participate in a democracy and actively exercise their human rights.

Moreover, because it enhances knowledge, information is fundamental to the empowerment of the poor and disadvantaged in society and provides them with an opportunity to fulfil their human and socio-economic aspirations.

MISATAN's emphasis is on extending access to information campaigns whereby civil society organizations and organized communities will be galvanized to utilize access to information to better their socio-economic conditions.

However, freedom of expression and right to information, as enshrined in the article 18 of the Constitution of the United Republic of Tanzania, is not fully enjoyed by many. It is within context that MISATAN is advocating for the independent and pluralistic citizenry.

Access to information, means to report and comment on issues of local interest are recognized as critical enablers for empowerment of the poor and social accountability. Better information flows and a greater range of communication channels are needed to meet the information needs of the poor and to advance pro-poor perspectives in policy dialogue.

Government offices are all over Tanzania, the plan this time was to reach at least 7 regions out of 28 that make Tanzania Mainland, which represent about 25 to 30 percent of the country's governing area. Here we are talking of cities where major government activities are centralised; cities like Mwanza-representing the Lake Zone, Arusha-representing the Northern Zone, Mbeya-representing the Southern Highlands, Dodoma-Central Zone, Kigoma representing Western Zone, Dar es Salaam (Eastern Zone) and Mtwara (Southern).

About 28 submissions were made to 14 institutions (oral and written) and results were expected over a period of 21 days.

Request letters were hand-delivered as well as emailed to respective institutions. Then there were physical visits to these offices and later follow up was done through phone calls. 21 days, to most countries, is a standard measure to determine whether the institution will give you the information requested or not.

MISA-Tan is confident that with this kind of representation, the findings obtained will have a serious outcome in terms of how the government operates and will influence policy making endeavours.

Previous research findings, regardless of its shortcomings, have been used by other institutions such as Universities and colleges of Journalism for references in addition to improving the way the government works.

1.5 Selected Regional Commissioner's Offices & LGAs

1. Dar es Salaam City Council & Regional Commissioner's Office
2. Mbeya City Council & Regional Commissioner's Office
3. Mwanza City Council & Regional Commissioner's Office
4. Kigoma Municipal Council & Regional Commissioner's Office
5. Arusha City Council & Regional Commissioner's Office
6. Dodoma Municipal Council & Regional Commissioner's Office
7. Mtwara Municipal Council & Regional Commissioner's Office

Research Methodology

The research adopted qualitative and quantitative methods of data collection, and sought to assess the level of public access to information held by public institutions. In order to achieve this MISA-Tan conducted a research by submitting written and oral requests for information. This method sought to establish the transparency and efficiency of public institutions in providing information to the public.

Number of research assistants from each region identified were chosen to conduct the exercise and made follow-up of the whole process as narrated later in this report.

Data Analysis

Category 1: Submission of written requests in order to determine the ease of which public information is obtained from government and public institutions.

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

Description of Assessment Criteria

The total number of points allocated to category 1 and 2 were awarded 20 points (n = 20) each. Institutions will fall in one of the following groups in accordance with the number of points that they received.

Group 1: (0 – 6) Denied access to reasonable information request or acted with high levels of secrecy.

Group 2: (7 – 13) Displayed an average level of openness in allowing access to public information.

Group 3: (13– 20) Displayed openness in allowing access to public information. Institution and was helpful and transparent.

Research Report

Limitations of the Study

- Timing: the activity was carried during preparation and commemoration of the World Press Freedom Day in which MISA is a Chair Organisation
- Language: in order to get the desired results, the study was conducted in Swahili and later on more resources in terms of time and money was needed for translation into English.
- Funding: there were many activities that consumed more resources than budgeted amount.
- Developed structures that are part of the system (government) but hinder research activity: for example, in the central government, there is a dress code for female staff and visitors, if a researcher wears differently, they don't allow you in.

Summary of the Key Findings

As narrated by Researchers themselves

1. Dodoma

- According to the Researcher, there has been a challenge in accessing information at the Regional Commissioner's Office. The researcher says Journalists try as much as possible to unearth various developmental challenges that face this region under the assumption that the authority will work on them and eventually propel positive changes but they find it hard to get support from RC's office.

"It is very hard to get request letter replied to in this office and a good example is the letter I hand delivered on April 27th and had a copy signed but until 15th of May when the 21 days expired, I hadn't received even a call from them," says a researcher from Dodoma

Most of the blame has been pushed to the Public Relations Officer at the RC's office, who literally has the prime responsibility of dealing with information, and more or so communicating to Journalists. Journalists complain that he isn't cooperative to them and thus denying them access to the relevant sources of information including his own Boss, the Regional Commissioner. The Researcher complains that he doesn't even pick calls when one wants to make follow-up on their requests.

- On the contrary, the Municipal Council at Dodoma seems to be open and cooperative. They give information regardless of who wants it and without questioning why that information is needed. This literally shows that they are accountable and have nothing to hide.

The most interesting thing about the Municipal Council office is that there are sign posts almost everywhere and on every door which makes it easier for anyone to locate any office they want without asking. They don't care who you are or where you come from, if you are a visitor there, they warmly receive you and attend you according to your needs.

The only challenge at the Municipal office despite of all these good qualities as highlighted above is that, there are many people requesting for information both physically and written, and thus it

Research Report

might take a while to get response, especially from the Municipal Director, who is super busy all the time. For example, “I tendered my request letter on 27th of April requesting an interview with the Director, and I got the response on 12th of May via telephone call but it was after I had made follow up twice and each time they asked me to wait until he gets a chance”.

2. Mbeya

- Research Assistant from Mbeya said she was instructed to prepare a request letter which carries various questions and hand delivered it to the office of the Mbeya City Council Director. It was well received and after one day she received a call from the Information Officer that he has received her letter and was working on it. “After two days I got another call asking me to go get my answers because they were ready”.

“From my findings, I gather that the City Council is transparent and ready to give information when requested. However, the only challenge I found was that they are keen when responding to official requests. For example, I submitted a properly addressed, typed and signed request letter but when I got my answers, they were hand written and with no address on top. The only thing making it official was the signature and stamp”.

- The situation is a bit challenging at the Regional Commissioner’s Office. It’s not easy to access public information especially for those who need it. Despite the fact that the Regional Commissioner has scheduled himself to meet the public twice a month (every first and last Thursday of the month) and listen to their concerns, the challenge is when someone goes there to seek for certain information.

“I submitted my request letter to the RC’s office on 27th of April and it was received by the registry. But since then, even the person responsible never acknowledged receiving it until the 21-days period expired on 16th of May. There was no cooperation at all from that office”.

3. Mtwara

- The Research Assistant for Mtwara also submitted a letter which carried relevant questions to Mtwara Regional Commissioner’s office and it was submitted in two forms:
 - a. A hand delivered letter which was received by office attendants
 - b. Via email to the Regional Administrative Secretary at ras@mtwara.go.tz

“Despite the fact that I took my time to prepare questions and expecting to get answers from RC’s office to enable me prepare news stories for my newspaper; I never received even an acknowledgement from the officers responsible in receiving letters. I had to make a phone call and was prom-

Research Report

ised that they will get back to me but all to no avail,” she said.

- “I used similar ways to submit my request letter to the Director of the Municipal Council; by hand delivery and via email at mtwaradc@mtwara.go.tz . There was no formal acknowledgement of the reception of the request letters apart from meeting the Public Relations Officer informally in a public function and promised that he will work on the request. He never did, even when I called him on different occasions, he never picked my call”.

“Initially, upon submitting the request letter at the Municipal Director’s office I was well received by the office attendants who showed me where the Registry is. The women officers at the registry were very busy with their own stuff and others were hawking some merchandise. At last someone noticed me and received my letter. She opened it right there in front of me without saying anything. I had to ask her to sign a copy of the letter or stamp it to show it has been received. She refused claiming that they only sign Dispatch Books. Even when I requested the name, she said, the only thing I was supposed to know was that, the letter has been received at the registry”.

It is a fact that customer service is still a challenge in this office and getting public information could be quite challenging.

4. Kigoma

- The story was different at Kigoma. The Research assistant at Kigoma said, “The office of the Regional Commissioner is among the office’s that cares for its customers; anybody who goes there regardless of where he/she is from will be treated with respect. It is very cooperative and me as a Journalist I can attest to the fact that they are accountable and transparent,” She narrated.
- The office of the Municipal Council on the other and cordially receives visitors as well but doesn’t care about request letters submitted. “It was very infuriating when I went for follow up and they (the Registry) ended telling me that they don’t know where they put the letter”.

5. Arusha

- Research Assistant for Arusha revealed that despite the Regional Commissioner’s Office being busy but she still managed to get the information requested within 21 days since the letter was submitted. However, the main challenge in this office is getting information via email address given. Even though the world is fast changing especially in Communication, and the fact that the government is emphasizing on e-government, use of technology seems to be a difficulty step to take for this office.
- Two ways were used to deliver the information request letter to the City Council: the email gotten from the website and hand delivery. “I have always believed that email is the fastest way to get information and it was my hope that they will respond but all to no avail. I had to make a physical visit to get the information I needed”.

6. Mwanza

- Researcher Assistant arrived at Mwanza Regional Commissioner’s Office on April 25 to submit the

Research Report

information request letter. It was received and a copy signed at 10:19 with the Registry attendant. There was a challenge in getting the contacts of the person who received the letter for follow up, but later agreed and gave the number.

After 14 days there was a follow up by phone calls but no convincing reply was found.

“I had to make physical follow up on May 9. They looked for the letter but couldn’t locate it. They claimed that the reply was given but couldn’t trace where the letter was. My assumption was that, no one worked on that letter. Even when I followed up the next day and other days, it was to no avail”.

- The same day the letter was delivered at RC’s office, at 10:46 a similar letter was delivered at Mwanza City Council,

Despite the fact that the receiver asked the Assistant Researcher to go back after three days for follow up, she never wanted to share any contacts that would help him during follow ups. Even after 10 days there was no formal reply from the person in charge. “I also made physical visits to the office but all efforts bore no fruits”.

The next step was the Registry person to take him to the Public Relations Office with a copy of the submitted letter in order to get the answers to his questions.

The information officer, Mr Elirehema Kaaya, upon reading his letter he said the land officers (most of the questions based on land issues) were still working on the information requested. Thus the Assistant Researcher was asked to give them two more weeks to get the answers.

“I never stopped there, I decided to find the Director himself, Mr Kiomoni Kibamba and luckily I bumped into him on his way to the conference hall in the same compound. I reminded him of the letter I submitted, and without even stopping he said he was busy and wasn’t ready for any interview”.

7. Dar es Salaam

- “As a ResearcherAssistant I say Dar es Salaam Regional Commissioner’s office need to improve their customer service relations. This includes communication skills and attitude when it comes to dealing with customers because to be honest their services is not impressive, especially people from the registry department as they are the one dealing with citizens/visitors most of the time”.
- Dar es Salaam City Council is the best example of how a public service should be in terms of customer services. They receive every visitor with respect and listen to them. They would assist you in any way and even when you back and forth they don’t complain.

Research Report

Questions	Regions(responses for the submission of written request)						
	Dodoma	Mbeya	Kigoma	Arusha	Mwanza	Mtwara	Dar es Salaam
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')	NO	YES	YES	YES	NO	NO	NO
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')	NO	NO	YES	YES	NO	NO	NO
3. Did the Institution respond to a request for information?	NO	YES	YES	YES	NO	NO	NO
4. Does the authority publish their procedures for dealing with information requests?	YES	YES	YES	YES	NO	YES	NO
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)	NO	NO	YES	YES	NO	NO	NO
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark 'yes')	NO	NO	NONE	NO	NO	NO	NO

Research Report

7. Did the Institution disclose information about its operations, budgets, structure etc.	NO	NO	YES	YES	NO	NO	NO
8. Did the authority provide information without questioning the aims and motivations of the applicant?	NO	NO	YES	YES	NO	NO	NO
9. Did the Institution acknowledge your request for information within 7 days?	NO	NO	YES	YES	NO	NO	NO
10. Was the information received clear and understandable?	NO	NO	YES	YES	NO	NO	NO

Table 3.1: Table showing how the regions stack up against each other on written request

Key	
	Yes
	No
	None

Research Report

Questions	REGIONS (responses from physical visit/ telephone call) category 2						
	Dodoma	Mbeya	Kigoma	Arusha	Mwanza	Mtwara	Dar es Salaam
1. Does this company/ institution have tools of communication? E.g. email addresses, telephone lines, website.	YES	YES	YES	YES	NO	YES	FAIR
2. Does the company/institution have an information desk display?	YES	YES	NO	YES	FAIR	NO	NO
3. Is the information displayed relevant and useful to the public?	YES	YES	YES	YES	FAIR	NO	NO
4. Is there a person responsible for answering telephone calls?	YES	YES	NO	YES	NO	NO	NO
5. Is there anyone to assist you when you visit the office?	YES	YES	YES	YES	YES	YES	FAIR
6. Did you experience good customer care among those who receive visitors/respond to telephone calls	FAIR	YES	NO	YES	FAIR	FAIR	NO

Research Report

7. Can someone access information despite his/her gender, status or appearance?	FAIR	YES	YES	YES	YES	YES	NO
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?	NO	NO	NO	YES	NO	FAIR	NO
9. Does the office look like a real public office?	YES	YES	YES	YES	YES	YES	FAIR
10. Do they provide contact details of director/public officials?	NO	NO	YES	YES	NO	NO	NO

Table 3.2: Table showing how the regions stack up against each other on physical visit and telephone calls

Research Report

Questions	Municipal/ City Councils (responses for the submission of written request) category 1						
	Dodoma	Mbeya	Kigoma	Arusha	Mwanza	Mtwara	Dar es Salaam
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')	YES	YES	YES	YES	NO	NO	NO
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')	YES	YES	YES	YES	NO	NO	NO
3. Did the Institution respond to a request for information?	NO	YES	YES	YES	NO	NO	NO
4. Does the authority publish their procedures for dealing with information requests?	NO	NO	YES	YES	NO	YES	NO
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)	NO	YES	YES	YES	NO	NO	NO
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark 'yes')	NO	YES	NONE	NO	NO	NO	NO

Research Report

7. Did the Institution disclose information about its operations, budgets, structure etc.	NO	YES	YES	YES	NO	NO	NO
8. Did the authority provide information without questioning the aims and motivations of the applicant?	NO	YES	YES	YES	NO	NO	NO
9. Did the Institution acknowledge your request for information within 7 days?	YES	YES	YES	YES	NO	No	NO
10. Was the information received clear and understandable?	NO	YES	YES	YES	NO	No	NO

Table 3.4: Table showing how the Municipal Councils stack up against each other

Research Report

Questions	Municipal /City Councils/(responses from physical visit/ telephone call) Category two							Additional Comments
	Dodoma	Mbeya	Kigoma	Arusha	Mwanza	Mtwara	Dar es Salaam	
1. Does this company/ institution have tools of communication? E.g. email addresses, telephone lines, web-site.	YES	YES	YES	YES	NO	YES	YES	
2. Does the company/ institution have an information desk display?	YES	YES	NO	YES	NO	NO	YES	
3. Is the information displayed relevant and useful to the public?	YES	YES	YES	YES	NO	NO	YES	
4. Is there a person responsible for answering telephone calls?	YES	YES	NO	YES	NO	NO	NO	

Research Report

5. Is there anyone to assist you when you visit the office?	YES	YES	YES	YES	NO	NO	YES	
6. Did you experience good customer care among those who receive visitors/ respond to telephone calls	YES	YES	NO	YES	NO	NO	NO	
7. Can someone access information despite his/ her gender, status or appearance?	YES	YES	YES	YES	NO	NO	YES	
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?	YES	NO	NO	YES	NO	NO	YES	

Research Report

9. Does the office look like a real public office?	YES	YES	YES	YES	NO	NO	NO	
10. Do they provide contact details of director/public officials?	FAIR	FAIR	YES	YES	NO	NO	YES	

Table 3.5: Table showing how the Municipal Councils stack up against each other on responses of physical visit & telephone calls

Research Report

2 Detailed Findings

2.1 Dodoma Region

1.1 Office of the Regional Commissioner

Category 1: Requests for Information (Submission of written requests)

These questions were asked:

1. Why is Dodoma Region still faced with challenges relating to land?
2. What have you ascertained to be the source of the land issues in the region?
3. We are aware that you assembled a special team from the University of Dodoma to deal with land issues. Could you tell more about it?
4. Could you tell us how far you have gone with the Team in addressing and towards finding a lasting solution to the land issues in your Region?
5. What assurance are you giving to the people of Dodoma in helping them towards finding a lasting solution to land and related conflicts during your period?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			The letter was received by the Registry personnel and she gave out her personal mobile number for follow up
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			
3. Did the Institution respond to a request for information?			
4. Does the authority publish their procedures for dealing with information requests?			

Research Report

5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			Information and Communication Officer
9. Did the Institution acknowledge your request for information within 7 days?			
10. Was the information received clear and understandable?			

Results 2/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

fn = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Postal Address: 914 Dodoma Telephone: +255 26 232 4343/232 Email: ras@dodoma.go.tz
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				Yes but they are not active all the time. They also don't pick the calls on time.
5. Is there anyone to assist you when you visit the office?				There are front desk attendants
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				
7. Can someone access information despite his/her gender, status or appearance?				
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				
9. Does the office look like a real public office?				

Research Report

10. Do they provide contact details of director/public officials?				Most staff can easily give you their contacts but not those of their bosses.
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Results 14/20

1.2 Municipal Council

Category 1: Requests for Information (Submission of written requests)

These questions were sent to the Municipal Council:

1. There is an increase in street vendors who conduct businesses on restricted areas and as a result it becomes a nuisance to other road users. What is your office doing about this matter?
2. Director, at one point you initiated a move to rid the streets of vendors, especially from restricted areas but it soon faded out. What could have prompted this?
3. Are there any challenges in re-starting the process of removing street vendors and hawkers from the areas they are in now?
4. Has your esteemed office allocated a designated place for street vendors and hawkers to conduct their activities?

N = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')	2		The Information Officer, although the Municipal Council Director was the one who received the letter on 27th, signed it and asked the researcher to find him from 5 th .
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')	2		On the 16 th day which was 12 th May, 2017 Information Officer called and asked the Researcher to meet the Director on Monday 15 th for interview concerning the information she was seeking.

Research Report

3. Did the Institution respond to a request for information?			Regardless of a chance and appointment to do the interview it wasn't possible to meet the Director due to an urgent safari to State House (Dar es Salaam).
4. Does the authority publish their procedures for dealing with information requests?			
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)	2		
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard -if they supply written reasons for refusal mark 'yes')		0	The Researcher was informed by the Information Officer through a phone call that the 15 th May appointment with the Director had been cancelled due to his urgent safari to Dar es Salaam.
7. Did the Institution disclose information about its operations, budgets, structure etc.		0	
8. Did the authority provide information without questioning the aims and motivations of the applicant?		0	No, they didn't question. Despite the fact that no information was received but they were ready to give it without asking the motive.
9. Did the Institution acknowledge your request for information within 7 days?			
10. Was the information received clear and understandable?			

Results 6/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				P. O. BOX: 1249, DODOMA, TANZANIA Phone : +255 26 232 4817 Email: md@dodomamc.go.tz
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				The Information and Communication Officer
5. Is there anyone to assist you when you visit the office?				The Front Desk Attendants and the Information Officer.
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				Director's PRO is very good with communication
7. Can someone access information despite his/her gender, status or appearance?				
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				Information is displayed at the Registry department, Front Desk, Director's Office, the Education department and the Mayor's Office.
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				

Results 19/20

2.2 Mbeya Region

2.1 Office of the Regional Commissioner

Category 1: Requests for Information (Submission of written requests)

These questions were sent:

1. (a) How many factories/industries have been privatized by the government in Mbeya region, how many are still operational and how many are defunct?
 - (b) What is the regional government's strategy to ensure that the defunct ones become operational?
 - (c) What does policy and law say to those established but not operational?
 - (d) Is there any legal action that has been taken against investors whose factories/industries are not running?
2. (a) What is the fate of Tanganyika Packers (a meat processing factory) regardless of the October 2012 former Prime Minister Mizengo Pinda's instruction to ensure a new investor is found?
 - (b) How much did the construction of the factory cost?
3. (a) On August 9th, 2016 Prime Minister Kassim Majaliwa gave three days to Mbeya Regional Commissioner to find out who embezzled 489 million which was given by CRDB for purpose of being used to build market place. How far has the instruction been carried?
 - (b) Prime Minister also asked the Regional Commissioner to inspect the new and modern market of Mwanjelwa, and if it happens there people who have not put products/goods in their shops/store yet their store/shops should be given to other people, where has the implementation reached?
 - (c) How far have you gone in working towards minimizing business community levies at that market place as it was instructed by Prime Minister?

N = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			The letter was received by the registry personnel who asked me to go back again some other time
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			

Research Report

3. Did the Institution respond to a request for information?			I have not received any response to my request letter that i dispatched on 27 th April, 2017 up to now.
4. Does the authority publish their procedures for dealing with information requests?			
5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			Despite putting my phone number and email I didn’t receive any information from that office
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			
9. Did the Institution acknowledge your request for information within 7 days?			Even after following up several times Regional Administrative Secretary’s (RAS) personal secretary whom I asked if she received my letter, she said no and asked me to go back to registry. The registry told me they were still working on it. Since then it has been a back and forth situation.

Research Report

10. Was the information received clear and understandable?			
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Results 4/20

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				<p>Web site; www.mbeya.go.tz</p> <p>Box :754 Mbeya</p> <p>Tel;+255 25 3034</p> <p>Mobile; 250 4045</p> <p>Email; ras@mbeya.go.tz</p> <p>Despite having all those means of communication they are not active or effectively used because if they were I would have received the reply to my request letter.</p>
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				Though they do have that personnel, she/he doesn't cooperate or be of help to those who need information from their office.
5. Is there anyone to assist you when you visit the office?				

Research Report

6. Did you experience good customer care among those who receive visitors/respond to telephone calls				I witnessed good customer services at the registry department
7. Can someone access information despite his/her gender, status or appearance?				
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				There are posters/adverts for regular information
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				

Results 17/20

2.2 Mbeya City Council

Category 1: Requests for Information (Submission of written requests)

These were the questions asked:

1(a) What is the fate of the 150m Lupa Way road which was to be reconstructed at tarmac level over a year ago?

(b) Are the claims that the Municipal Council owes the Contractor, CAPCON LIMITED more than 48million which has resulted in the delay the construction activities true?

2. (a) When will the construction of the Mwabe-Mwakibete road at tarmac level start?

(b) How much will the construction cost and , what is length of the road?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			Mbeya City Council Information Officer

Research Report

2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			
3. Did the Institution respond to a request for information?			
4. Does the authority publish their procedures for dealing with information requests?			The answers I received were hand written I asked for them to be typed but the responsible person said by that time she\ he don't have a chance so it will take long.
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard -if they supply written reasons for refusal mark 'yes')			
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			
9. Did the Institution acknowledge your request for information within 7 days?			
10. Was the information received clear and understandable?			

Results 18/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

N= 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				
5. Is there anyone to assist you when you visit the office?				
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				
7. Can someone access information despite his/her gender, status or appearance?				
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				There is no such information, the only information displayed was about staff post exchange
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				

Results 18/20

2.3 Kigoma Region

3.1 Office of the Regional Commissioner

Category 1: Requests for Information (Submission of written requests)

To my side as a journalist Kigoma Regional Commissioner's office is such an office with good customer services as shown me cooperation and hospitality.

These questions were asked:

1. The Kigoma Ujiji Municipal water project was supposed to have been completed by now. However the project stopped due to contractor bankruptcy, what steps/actions have been taken against the contractor to guarantee the project is completed?
2. There is a tendency of ward executives to charge citizens Tshs 5000 when they go for introductory/identity letters at their offices, using hospital construction contribution as an excuse. Was there any authorization of these charges to citizens?
3. How far has the hospital construction reached?
4. What action has the Regional Authorities taken to stop illegal fishing that has been going on in Lake Tanganyika?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			Information Officer, Regional Commissioner Office
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			I sent the question on 18 th April and the answers came out on 8 th May
3. Did the Institution respond to a request for information?			The answers were very convincing and clear.
4. Does the authority publish their procedures for dealing with information requests?			If you write a letter there is a habit to reply by letter

Research Report

5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			
9. Did the Institution acknowledge your request for information within 7 days?			They signed my letter on the day they received it and Regional Commissioner called me after asking Information officer to answer my question
10. Was the information received clear and understandable?			

Results 18/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				ras.kigoma@pmoralg.go.tz
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				
5. Is there anyone to assist you when you visit the office?				
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				
7. Can someone access information despite his/her gender, status or appearance?				
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				There various advertisements and tender notices.
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				

Results 13/20

Research Report

3.2 Municipal Council

Category 1: Requests for Information (Submission of written requests)

Municipal council Director's offices staffs are very welcoming but very careless on handling the documents they receive as they misplaced/lost the letter I sent which led to me not receiving the information I requested

These questions were asked:

1. What was the reason for suspension of some servants and department heads by the Local Councilors in Kigoma Ujiji Municipality? And if there were any sorts of embezzlement done as Municipal Council, what steps have you taken so far to investigate the allegations?
2. Kigoma Ujiji Local Council suspended some of the workers for allegedly/apparently misusing public development funds given by sponsors. What steps have been taken so far against those workers? And what did you discover after the investigation?
3. A lot of schools in Kigoma Ujiji Municipality have no toilets; as a result pupils are prone to communicable diseases such as Cholera. What are you doing to address this problem?
4. There is an increase in women entrepreneurs in Kigoma Ujiji Municipality. What are the government's plans to support them with provision of affordable loans for example as one way of finding economic breakthrough?
5. So far in Kigoma Ujiji Municipality how many entrepreneurship groups benefit from Municipal Council loans to ensure they do away with income poverty?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			Kigoma Ujiji Municipal Council received the letter but they did not reply and after going for follow up, the Secretary claimed to have misplaced the letter
3. Did the Institution respond to a request for information?			No response apart from saying they have misplaced the letter.

Research Report

4. Does the authority publish their procedures for dealing with information requests?			They have a tendency to display municipal council tender and other advertisement but not news/information
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark 'yes')			
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			
9. Did the Institution acknowledge your request for information within 7 days?			The letter was received and a copy signed for reference
10. Was the information received clear and understandable?			

Results 2/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n= 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Weka hapahizo contact information
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				
5. Is there anyone to assist you when you visit the office?				There is a registry for welcoming and directing visitors
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				They don't respond to phone calls neither do they receive customers well
7. Can someone access information despite his/her gender, status or appearance?				
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				There is advertisement on council advertisement board.
9. Does the office look like a real public office?				Every office has a Secretary to welcome visitors
10. Do they provide contact details of director/public officials?				They don't have the tendency to give out officers' numbers.

Results 11/20

2.4 Arusha Region

4.1 Office of the Regional Commissioner

Category 1: Requests for Information (Submission of written requests)

I attached the report form Regional Commissioner Office on information accessibility, the office has lots of work but I was able to receive information before 21 days the time frame that was given. The difficulty is on communicating through email though the world use internet as major way for communication nowadays, it's still hard to communicate with them through the internet as their provided email is not valid so all communications must be done physically.

These were the questions asked:

1. What is the development priority of Arusha Region?
2. We understand that Arusha GDP is to a large extent reliant on Tourism and Gemstones. Is there any other source that the regional can depend on apart from these two?
3. Is there a plan by the government to increase income per capita using available natural resources?
4. If the answer is Yes, What are these plans/strategies?
5. What are the main challenges facing Arusha Region?

N = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')	✓		At the Regional Commissioner's Office the person responsible for information is the Regional Administrative Secretary (RAS).
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')	✓		All information was provided within 21 days.
3. Did the Institution respond to a request for information?	✓ ✓ d ✓		They called the Researcher to go get information

Research Report

4. Does the authority publish their procedures for dealing with information requests?			Regional Commissioner's office typed/published the answers to the questions I asked
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark 'yes')			
7. Did the Institution disclose information about its operations, budgets, structure etc.	✓		The Regional Commissioner office through the Administrative Secretary they were open on all that issue, and elaborate on source of their budget as well as all plans to improve Arusha development.
8. Did the authority provide information without questioning the aims and motivations of the applicant?			There were no question on the use of the information received; Regional commissioner's office provided a copy of their information.
9. Did the Institution acknowledge your request for information within 7 days?			They did admit to have received the letter

Research Report

10. Was the information received clear and understandable?			The information was understandable and well elaborated.
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Results 14/20

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Yes they do, but through phone is the easy way to communicate as other means like email took long for them to respond. Please display other contact addresses here
2. Does the company/institution have an information desk display?				Before you enter the office there is a advertise board and office phone number.
3. Is the information displayed relevant and useful to the public?				The information is very helpful as it shows income and sources of income of the institutional.
4. Is there a person responsible for answering telephone calls?				There is telephones in the offices which are received by their assistants, but Director and his secretary have private phones that they both receive and call personally
5. Is there anyone to assist you when you visit the office?				Their assistants

Research Report

6. Did you experience good customer care among those who receive visitors/respond to telephone calls				I witnessed different people receiving good service and direction and if the person in charge was not around, they were told that the person will be informed when she/he gets back.
7. Can someone access information despite his/her gender, status or appearance?				I found/ meet different people who had problems and needed help and all of them received help with the guidance of responsible office to go to.
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				When there is employment opportunity they do display on their advertisement board, as well as information to citizen like thanks and so forth.
9. Does the office look like a real public office?				The office has good environment for different group, there is place for visitors to wait services
10. Do they provide contact details of director/public officials?				Any citizen can to talk to administration without complications.

Results 20/20

4.2 Arusha City Council

Category 1: Requests for Information (Submission of written requests)

I have attached the report from Arusha city council Director Office, I used two ways in submitting my information request letter through dispatch and an email that I got on their website. However regardless of my effort to get answers I thought the easy way was through email but it turn out not to be so, and got the answers after doing follow up.

These were the questions asked:

1. To what extent has the Council Revenue increased since you took office?
2. What are the reasons behind the success?
3. What is the Council's strategy towards increasing more revenue generating sources?
4. What are the challenges faced in revenueincome collection by the council?
5. How has the Council succeeded in preventing embezzlement by staff?
6. At what percentage do special groups benefit with the income that council received?
7. What do you think needs to be improved in your Council?
8. How is sense of practicability practised in your office

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			The letter was received by the registry personnel
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			Within 21 days after doing follow ups
3. Did the Institution respond to a request for information?			
4. Does the authority publish their procedures for dealing with information requests?			Did not see a place stating that

Research Report

5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			They questioned who I am
9. Did the Institution acknowledge your request for information within 7 days?			
10. Was the information received clear and understandable?			The answers sufficient for what was asked

Results 14/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Partial	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Postal Address: 3013 Arusha Telephone: +255 272544330 + 255272548072 Fax Number +255272545768 Email: cd@arushacc.go.tz
2. Does the company/institution have an information desk display?				Its located at the entrance
3. Is the information displayed relevant and useful to the public?				It's very important especially on showing openness of different projects budget that my concern citizen to ask about
4. Is there a person responsible for answering telephone calls?				Yes there is a person, and phones do get picked up the problem is meeting them due to busy working schedule they have, there is PRO but claimed a person with mandate to answer is the Director.
5. Is there anyone to assist you when you visit the office?				Front Desk Attendants
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				Registry personnel are not friendly with visitors and they use strident/grating language

Research Report

7. Can someone access information despite his/her gender, status or appearance?				I met a disabled woman who wanted to meet the Director for help.
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				It is very easy to be given Directors communication, and if you visit Arusha City Council website they display means to communicate and they are all valid but they don't reply emails it seems it's not in use

Results 16/20

Research Report

2.5 Mwanza Region

5.1 Office of the Regional Commissioner

Category 1: Requests for Information (Submission of written requests)

These were the questions asked:

1. We understand that you have a consultation session with citizens every Tuesday of the week to meet and listen to people's queries and concerns. How successful this has been?
2. Before you started this plan, what were the major concerns and issues facing the population and could you highlight on how you have handled them?
3. Is meeting people/citizens once per week enough to provide them with the solutions needed?
4. What mechanisms have you put in place to ensure your staff assist citizens and solve their problems before coming to you?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			I went back 10 days after and yet I did not get the answers , they looked for my letter and they never saw it .
3. Did the Institution respond to a request for information?			
4. Does the authority publish their procedures for dealing with information requests?			No
5. Did the institution provide all of the information requested? (If partially please mark "no" indicate in 'Additional Information' how much of the information requested was supplied)			I never received the information at all.

Research Report

6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			There were no information or answer
7. Did the Institution disclose information about its operations, budgets, structure etc.			No
8. Did the authority provide information without questioning the aims and motivations of the applicant?			
9. Did the Institution acknowledge your request for information within 7 days?			Even after 10 days when I went back there were no answers
10. Was the information received clear and understandable?			

Results 0/20

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				There were personal communications for registry attendance
2. Does the company/institution have an information desk display?				There were minor announcements on the doors and walls
3. Is the information displayed relevant and useful to the public?				

Research Report

4. Is there a person responsible for answering telephone calls?				No
5. Is there anyone to assist you when you visit the office?				There was a front desk attendant
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				The services are normal
7. Can someone access information despite his/her gender, status or appearance?				Yes but after being interviewed a couple of times
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				I did not see the notice board
9. Does the office look like a real public office?				Yes
10. Do they provide contact details of director/public officials?				It was hard to meet him/her face to face

Results 9/20

Research Report

5.2 Mwanza City Council

Category 1: Requests for Information (Submission of written requests)

These were the questions asked:

1. At the beginning of this year you started visiting citizens with area/land conflict with the intension of resolving these problems, how successfully was the exercise?
2. Initially, Mwanza City used to have lots of land issues, how were they solved?
3. How successful was the land surveyed, formalization and identification process?
4. So far how many citizens whose land and residential areas were formally recognised but now have been surveyed, formalized and given Title Deed?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			After dispatching my letter nobody was ready to answer my questions, KiomoniKibamba, The Director said he doesn't have time and P.R.O ElirehemaKaaya said the question I asked don't have answers as experts are still working on them
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			They didn't give any answers when I submitted my letter, even after 10 days letter there was no answers
3. Did the Institution respond to a request for information?			There wasn't any reply or information about my letter
4. Does the authority publish their procedures for dealing with information requests?			It wasn't done

Research Report

5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			No, I wasn’t given any information
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			No, it was explained to me orally
7. Did the Institution disclose information about its operations, budgets, structure etc.			No
8. Did the authority provide information without questioning the aims and motivations of the applicant?		✓ *	There was no reply or any information on the questions asked
9. Did the Institution acknowledge your request for information within 7 days?			There wasn’t any information provided in seven days and even when I made a follow up after ten days I still wasn’t replied
10. Was the information received clear and understandable?			

Results 0/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Even when I asked for the offices means of communication like a phone number or an email address, I was told that there isn't any
2. Does the company/institution have an information desk display?				There is booth outside the office where the attendant gives directions to visitors
3. Is the information displayed relevant and useful to the public?				There was no any information given
4. Is there a person responsible for answering telephone calls?				No, I was told there isn't office means of communication
5. Is there anyone to assist you when you visit the office?				There is attendant who gives directions to customers
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				
7. Can someone access information despite his/her gender, status or appearance?				There were a lot of questions about where I came from, this shocked me and got me thinking if I was coming from unknown organization I wouldn't have received a proper welcoming

Research Report

8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				It is present but not with all information
9. Does the office look like a real public office?				Yes
10. Do they provide contact details of director/public officials?				There isn't open information including the director's communication means

Results 9/20

Research Report

2.6 Mtwara Region

6.1 Office of the Regional Commissioner

Category 1: Requests for Information (Submission of written requests)

These were the questions asked:

NACHI RESOURCE CO.LTD took 800 hectares of Chidya and Chiwata villages in Masasi District with the aim of exploring Gypsum minerals; however villagers are complaining that they were not properly compensated.

1. To what extent does the Regional administration know about this matter?
2. Have the people's complaints landed on deaf ears? How far with finding a solution?
3. To what extent is the Project beneficial to the nation as whole?
4. What steps have been taken towards finding a lasting solution to this matter?

Education:

1. I would like to get statistics of students who dropped out of school in 2016, and between January and March 2017 due to pregnancy
2. What actions/steps have taken either to students or people responsible for their pregnancies?
3. If a comparison is done between the past two years, have the statistics risen or dropped?
4. Which district leads in this problem in Mtwara region?

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			A letter was received by registry personal and signed the copy that I had to show it was received
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			No response to request
3. Did the Institution respond to a request for information?			No

Research Report

4. Does the authority publish their procedures for dealing with information requests?			He/she does not usually type it but does meetings with one or more journalists when he/she goes to the office
5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			They give through face to face during meetings with journalist
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			No
7. Did the Institution disclose information about its operations, budgets, structure etc.			They do give especially when there is an event
8. Did the authority provide information without questioning the aims and motivations of the applicant?			They didn’t offer or question
9. Did the Institution acknowledge your request for information within 7 days?			No
10. Was the information received clear and understandable?			

Results 2/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Postal Address: 544 Mtwara Telephone: - Email: ras@mtwara.go.tz
2. Does the company/institution have an information desk display?				It doesn't but the gate men ask the guests where they want to go and direct them to the specific office
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				No, but the calls are made to individuals for instance the RAS or the RC if they are available they take the calls if not they call back later
5. Is there anyone to assist you when you visit the office?				The gatemen usually welcomes the guests and inquire where they are heading to and direct them
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				The gatemen are generous to the guests same applies to the Secretaries
7. Can someone access information despite his/her gender, status or appearance?				It depends on the type of information and who is requesting it.
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				There were other information regarding the regional commissioner's meeting with citizens with problems

Research Report

9. Does the office look like a real public office?				Yes
10. Do they provide contact details of director/public officials?		✓		Many employees are afraid of providing the contact details of the Regional Commissioner especially to regular citizens.

Results 10/20

6.2 Municipal Council

Category 1: Requests for Information (Submission of written requests)

These were the questions asked:

1. How much money do you receive as royalty from the gas companies every month?
2. Is the money given on time?
3. How would you equate the money to the gas sold?
4. What activities has the money been financing in your Council?

N= 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			The letter was received by a person in the registry but refused to give me the name.
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			Did not give any information up to the day the report was written
3. Did the Institution respond to a request for information?			It did not .
4. Does the authority publish their procedures for dealing with information requests?			They do not publish

Research Report

5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			It doesn’t provide normally, because I wrote a letter and sent an email and still did not get any reply.
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			It did not give any information regarding the matter
7. Did the Institution disclose information about its operations, budgets, structure etc.			It does not seem like they provide since i asked and i was not given
8. Did the authority provide information without questioning the aims and motivations of the applicant?			It was not asked and it did not give any information
9. Did the Institution acknowledge your request for information within 7 days?			It did not answer
10. Was the information received clear and understandable?			

Results 2/20

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Postal Address: 258 Mtwara Telephone: - Email: mtwaradc@mtwara.go.tz

Research Report

2. Does the company/institution have an information desk display?				Before passing through the gate you must state your destination to get directions
3. Is the information displayed relevant and useful to the public?				Yes
4. Is there a person responsible for answering telephone calls?				
5. Is there anyone to assist you when you visit the office?				Gatemen
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				Registry department people don't have hospitality towards customers, when you enter their office they are busy talking or choosing products
7. Can someone access information despite his/her gender, status or appearance?				No, because registry people don't introduce themselves to visitors
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				Didn't see such information
9. Does the office look like a real public office?				No because registry people are busy making stories or conducting business
10. Do they provide contact details of director/public officials?				I didn't see anything on the notice board and people responsible were busy making stories and doing business so it was quite hard to ask

Results 6/20

Research Report

2.7 Dar es Salaam Region

1.1 Office of the Regional Commissioner

These were the questions asked

1. How do you generate income to run your activities?
2. Can I get a copy of your income and expenditure of this year so far?
3. Apart from the infrastructure development is there some amount in your budget that is directed to help the poor if no why, if yes what have you done so far?
4. Can I have a copy of your office budget for development?
5. What is your office strategy to ensure a developed Dar es Salaam?

Category 1: Requests for Information (Submission of written requests)

n = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			
3. Did the Institution respond to a request for information?			I went there as a university students requesting for normal information to assist me write my research report, but because I didn't have the letter from my collage they refused to offer me the information I requested, saying their work procedures don't allow them to do so regardless of the information you want. Tried to explain and show them my questions required normal answers/information that won't bring any harm to their institution but still it was impossible

Research Report

4. Does the authority publish their procedures for dealing with information requests?			
5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)			
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			After saying they cannot attend my information need because I don’t have the letter from my collage , I kindly asked them to answer me in a written form and explain why it was important for me to receive my answers in such form but the response was hash/ rude
7. Did the Institution disclose information about its operations, budgets, structure etc.			
8. Did the authority provide information without questioning the aims and motivations of the applicant?			And even after explaining aim and use of the information I requested still I was denied to get information
9. Did the Institution acknowledge your request for information within 7 days?			
10. Was the information received clear and understandable?			

Results 0/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				Box : 9084 DAR ES SALAAM Land line: 0222-2123551/5 website: cd@dcc.go.tz mobile phone: +255 784 858 855 But they are not active for instance I sent them email it bounced because the email is not valid
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				
5. Is there anyone to assist you when you visit the office?				
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				Their customer service is awful and the people at the registry department they were quite harsh and rude. One of them actually shouted at me for insisting on getting my answers in a written form.

Research Report

7. Can someone access information despite his/her gender, status or appearance?				I went there as a university students requesting for information that can help me write my research report. However, they refused to receive my request letter just because I personally wrote it and not the College that I said I was from. Thus not only was I denied information but even my letter was rejected.
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				

Results 3/20

Research Report

2.7.1 Dar es Salaam City Council

These were the questions

1. What are development activities under your office?
2. What is done to ensure a developed Dar es Salaam?
3. How do you explain the relation of your office, citizens and government on the whole issue of the city development?
4. How many development projects have been done with cooperation of your office, citizens and government?
5. Can a regular citizen be able to get statistics information on income and expenditure of your office, if yes I would a copy of 2017

Category 1: Requests for Information (Submission of written requests)

N = 20	Yes	No	Additional Information
1. Is there an official designated to take and respond to information requests? (Please state title of officials in 'additional information')			Head of Departments are responsible for responding to information requests. My request letter, according to them needed at least four different Heads who gladly availed to me all the information I wanted.
2. Did the institution reply within 30 days? (If less than 7 please state in 'additional information')			
3. Did the Institution respond to a request for information?			And they cooperated with me quite well throughout the whole process.
4. Does the authority publish their procedures for dealing with information requests?			

Research Report

5. Did the institution provide all of the information requested? (If partially please mark “no” indicate in ‘Additional Information’ how much of the information requested was supplied)	2		
6. Did the Institution provide written reasons for the refusal of information? (If information was not refused, please contact institution to find out what their policy is in this regard –if they supply written reasons for refusal mark ‘yes’)			And maybe it’s because they offered the information, so there is no point
7. Did the Institution disclose information about its operations, budgets, structure etc.		0	And they also provide such information on their website.
8. Did the authority provide information without questioning the aims and motivations of the applicant?		0	But I guess it’s because my letter stated the aim and the use of the information that I was seeking.
9. Did the Institution acknowledge your request for information within 7 days?			I submitted my request letter via email, after 7 days I went for follow up and find out registry department office don’t have computers, so no
10. Was the information received clear and understandable?			

Results 12/20

Research Report

Category 2: Submission of oral requests (making physical visit/telephone) to determine the accessibility of public information.

n = 20	Yes	No	Fair	Additional Information
1. Does this company/institution have tools of communication? E.g. email addresses, telephone lines, website.				<p>P.O. Box 9094, Dar Es Salaam</p> <p>Phone: +255 (22) 2123346</p> <p>Website: http://www.dcc.go.tz</p> <p>They have all the means of communication mentioned but they are not active on all of them, they don't pick up calls and don't reply to emails.</p>
2. Does the company/institution have an information desk display?				
3. Is the information displayed relevant and useful to the public?				
4. Is there a person responsible for answering telephone calls?				I called multiple times on different occasions and my calls were never picked up
5. Is there anyone to assist you when you visit the office?				Just as you arrive the gate keeper is there to ask question and office direction assistance.
6. Did you experience good customer care among those who receive visitors/respond to telephone calls				Their customer services is impressive

Research Report

7. Can someone access information despite his/her gender, status or appearance?				Honestly speaking, on this matter they are different compared to other government institutions (Regional Commissioner's Office) where based on your status, dress code you might be denied entrance to the office
8. Is there any information on tenders, vacancy and employment procedures displayed somewhere?				
9. Does the office look like a real public office?				
10. Do they provide contact details of director/public officials?				

Results 10/20

3 Conclusions and Recommendations

It is hard to deny the fact that free and easier access to government-held information is key to development of any democracy. It is an important aspect in promoting transparency and accountability.

Access to quality and timely information by everyone, and most importantly to rural population, is crucial in facilitating informed dialogue, monitoring and evaluation of development issues at the local level and to enhance governance and accountability for improved delivery of service and implementation of projects.

Society's access and right to information on government budgets and accounts, particularly at local level, is often considered a necessary condition for good governance. Without basic information on public revenues and expenditures people cannot hold their elected leaders and executive officers to account.

This study wished to find out how central government and local government authorities are transparent and accountable to citizens. The study also strived to find out how the general public do/can access information in public offices.

We sampled our case studies to seven zones and in those zones we visited the Regional Commissioner's Office representing Central Government and the City/Municipal Council representing Local Government Authorities (LGAs).

Research Report

The study used journalists as researchers. It is very interesting to see how people who usually seek information from these public offices are treated in this manner in some offices. The question that researchers ask themselves is how ordinary citizens would be treated in some of these very same offices if people with proper identification like them face those challenges.

Among other things the study found out that:

1. There is an improvement in service delivery and access to information in some of the public offices, especially in the Local Government as opposed to Central Government.
2. The culture of secrecy is still embedded in public officials especially in the central government. For example someone is doing research on a particular topic or a student is doing her/his thesis, there is absolutely no need to interrogate this person as if they are committing a crime.
3. Laxity among public servants is still a big problem in public service. If you received someone's documents, while would you say you can't see them just a week later?

This study aimed at finding out the Most Open/Most Secretive central government office or local government office.

This will also serve as a challenge to other offices/institutions/firms to know that they have an obligation to open up especially with information that directly or indirectly affect the general public (both positively and negatively).

The study is concluded with the following analysis;

1. Dodoma

Dodoma region, in both categories the Regional Commissioner's Office scored **16/40** and the Municipal Council scored **25/40**. Thus according to the criteria set for this study, **the Most Open Public Institution in the Region is Dodoma Municipal Council.**

2. Mbeya

Mbeyacity, in both categories the Regional Commissioner's Office scored **21/40** and the City Council scored **36/40**. Thus according to the criteria set for this study, **the Most Open Public Institution in the Region is Mbeya City Council.**

3. Kigoma

Kigoma region in both categories the Regional Commissioner's Office scored **31/40** and the Municipal Council scored **13/40**. Thus according to the criteria set for this study, **the Most Open Public Institution in the Region is the Regional Commissioner's Office.**

4. Arusha

Arusha city in both categories the Regional Commissioner's Office scored **34/40** and the City Council

scored **30/40**. Thus according to the criteria set for this study, **the Most Open Public Institution in the Region is the Regional Commissioner's Office.**

5. Mwanza

Mwanza city in both categories the Regional Commissioner's Office scored **9/40** and the City Council scored **9/40**. Thus according to the criteria set for this study, **both of them are Most Secretive Public Institutions in the Region.**

6. Mtwara

Mtwara region, both categories the Regional Commissioner's Office scored **12/40** and the Municipal Council scored **8/40**. Thus according to the criteria set for this study, **both of them are Most Secretive Public Institutions in the Region.**

7. Dar es Salaam

Dar es Salaam city, in both categories the Regional Commissioner's Office scored **3/40** and the City Council scored **22/40**. Thus according to the criteria set for this study, **the Most Open Public Institution in the Region is the Dar es Salaam City Council.**

Recommendations

1. The Access to Information Act 2016 is already in place. There is a need for sensitization of the law among public servants. It is in public offices where most of the information is generated. It is important they know what the law entails.
2. There is a need for specialized trainings/seminars/workshops for public officials on Freedom of Information (FOI) issues and the public's Right to Know (Access to public-held information) vis-à-vis its importance to country's development.
3. There is a need for introduction of information desks/office/resource centres at government offices. This could play a big role in information dissemination to the general public. Sometimes one doesn't need to ask, he/she needs to pick a flier and get all the information in there.
4. There is a need to develop monitoring and evaluation tools for access to information by the general public in public offices as well as private firms utilizing public funds or performing public functions.
5. The need to emphasize the use of ICTs. There is an e-government policy. It needs to be enforced. The use of modern communication technologies in sharing information by the government is something that cannot be neglected at this point in time. It is a shame when an institution has email addresses for example and when you send an email it either bounces and it is non-existent. Sometimes there is no one to respond. Physical follow up to everything is a luxury many people can't afford right now; it is expensive both in time and money.
6. There are other public offices that are doing well in ICTs but most of them are still old school. During this era, the use of computers can't be avoided. It was very strange when our researcher

Research Report

went to Dar es Salaam City Council for follow up, and she was told by the registry attendants that they couldn't respond to her email since they had no computers.

7. There is a need to move to modern filing systems. It is so embarrassing when you receive someone's letter and after a week it can't be traced anywhere. What if it was a year?

Research Report

Research Report