



**THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF INVESTMENT, INDUSTRY AND TRADE**

**BUSINESS REGISTRATIONS AND LICENCING AGENCY
(BRELA)**

CLIENT'S SERVICE CHARTER

DECEMBER 2021

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PREFACE

The Business Registrations and Licensing Agency (BRELA) was officially launched on the 3rd of December, 1999 under the Executive Agencies Act, No. 30 of 1997, as a semi-autonomous Agency under the Ministry of Industry and Trade.

The main obligation and mandate of BRELA is to oversee and supervise the formalization of businesses in alignment with the laws and regulations aiming at creating favorable and conducive business environment in Tanzania.

This Client Service Charter is a revised version of the earlier Charter that has considered and incorporated improvements in service delivery via the online system and the service of issuance of Group 'A' business licences.

We pledge to continue revising the Charter to align with the economic, social, technological changes and the feedback from our esteemed clients.

I urge all BRELA staff, stakeholders and consumers of BRELA services to implement this Charter in providing and accessing services to enable BRELA reach its set targets. We promise our clients to deliver our services with highest standards that meet their expectations. We will also be evaluating and monitoring, on regular basis, our performance in service delivery and undertake comparison check with the set standards.



.....
The Chief Executive Officer

Business Registrations and Licensing Agency

1.0 VISION, MISSION AND OUR CORE VALUES

1.1 VISION

"A centre of excellence in the Region for business registrations and licensing services"

1.2 MISSION STATEMENT

"To create a conducive business environment in the country by formalizing business and protecting industrial properties through registration, licensing, and regulating a fair conduct of business"

1.3 OUR CORE VALUES

- i. Respect for the rule of law:** We commit to serve customers with strict adherence to the laws of the land;
- ii. Fairness and impartiality:** We treat our customers and stakeholders fairly and with respect and dignity;
- iii. Accountability:** We are responsible for our actions and decisions in carrying out our functions;
- iv. Teamwork:** We are committed to giving the highest standards of services through combined efforts and skills; and
- v. Customer Focus:** We strive to meet our customers' needs and expectations.

2.0 OBJECTIVE OF THE CLIENT SERVICE CHARTER.

The central objective of the Charter is to impart awareness to our customers on the services we offer, standards availability, quality of the services and client's expectations. Moreover, the Charter enables the staff to offer quality, standard and timely services with efficiency.

3.0 OUR CUSTOMERS/CLIENTS

- i) Public Institutions (Ministries, Independent Departments, Government Agencies, Public Corporations, Regional Secretariat and Local Governments);
- ii) Investors and the Business community;
- iii) Regional and International Organizations (ARIPO, WIPO, WTO) and other development partners;
- iv) Diplomatic missions and consulates of different states;
- v) Educational institutions, Research institutes/researchers;
- vi) Investigative institutions and the Judiciary (PCCB, Courts, Police);
- vii) Business consultants and agents;
- viii) Tenderers;
- ix) The Media;
- x) General Public; and
- xi) BRELA staff.

4.0 OUR SERVICES

- i) Issuance of Group 'A' business licences and Industrial licences and Certificates;
- ii) Registration of Companies, Business Names, Trade and Service marks and Grant of patents;
- iii) Post registrations and licensing services
- iv) Provision of various information concerning the records that are in the Registrar's custody;
- v) Education and awareness to the public;
- vi) Other related service.

5.0 THE STANDARD OF OUR SERVICES

BRELA pledges and commits to offer its services in compliance with the following standards: -

5.1 Issuance of Licences

- i) The industrial licence will be issued in two (2) days' time after lodging the application with complete required documentation.
- ii) Industrial licence changes will be effected in two (2) days' time after receiving the required documentation.
- iii) Group 'A' Business Licences will be issued in two (2) working days upon receipt of the complete required documentation.

5.2 Registration Services

5.2.1 Registration of Companies

- i) A company will be registered in three (3) working days upon lodging the application with complete documentation;
- ii) Changes in companies will be registered within three (3) working days upon receipt of complete documentation;
- iii) Charges and Debentures will be registered in two (2) working days upon lodging the application with complete documentations;
- iv) Update of company information to be complete in three (3) working days if all the required documents are in order;
- v) Registration of annual returns to be completed in two (2) days upon receipt of the complete documentation; and
- vi) Application for company name reservation to be processed in two (2) working days.

5.2.2 Registration of Industries

- i) Certificates of Registration for registration of small industries will be issued within two (2) working days upon receipt of the complete documentation; and
- ii) Industrial Annual Progress Reports will be registered within 1 working day upon receipt of the complete documentation.

5.2.3 Registration of Business Names

- i) Registration of a Business Name will be completed within two (2) days upon receipt of the complete documentation; and
- ii) All post registration changes in a business name will be completed within two (2) days upon receipt of the relevant documentation.

5.2.4 Registration of Trade and Service Marks

- i) Registration of a Trade or Service Mark will be complete within ninety (90) days upon receipt of the complete documentation;
- ii) Renewals of Trademarks will be completed within five (5) days upon receipt of the relevant documentation;
- iii) Certification of the Trademarks will be done within two (2) working days;
- iv) Changes in trade and service marks before registration will be completed and registered within fourteen (14) working days;
- (v) Changes or alteration in trade and service marks will be completed and registered in two (2) working days, upon receipt of the complete documentation; and
- vi) Changes in Patents will be registered within two (2) working days upon receipt of the relevant documentation.

1.1 Grant of Patents will be due within one hundred and twenty (120) days upon receipt of the relevant required documentation.

1.2 We will provide awareness and education services within two (2) working days upon request.

1.3 De-registration of Companies, Business Names, Patents, Trade and Service Marks

- i) Striking of companies off the company register will be effected in ninety-five (95) days upon receipt of the relevant documentation;
- ii) Cessation of business names will be due in two (2) days upon receipt of the application and complete documentation
- iii) De – registration of trade and service marks will be done in thirty (30) days upon receipt of the relevant required documentation
- iv) Withdrawal of patent will be done within thirty (30) days upon lodging and receipt of a complete application.

1.4 Provision of various information

- i) Information on companies will be provided in two (2) days;
- ii) Information concerning business names will be provided in two (2) days;
- iii) Information on industrial licences, and Group 'A' business licences will be provided in three (3) days;
- iv) Information on trade and service marks will be provided in two (2) days;
- v) Information on the granted patents will be provided in two (2) days;

- vi) Performance report regarding the strategic plan and budget will be submitted on fourteenth (14th) day of each quarter, annually;
- vii) Information and status for companies, business names, trade and service marks already loaded onto the Online Registration System (ORS) will be issued within fifteen (15) minutes after payment;
- viii) Responses to audit queries will be provided to Management within ten (10) days and fifteen (15) days to the Controller and Auditor General (CAG).

1.5 Other services

- i) Payments to the staff will be done in one (1) day upon approval of the Chief Executive Officer/relevant Authority;
- ii) Contractors and Suppliers will be paid within twenty-eight (28) working days upon receipt of the verifications and relevant documents;
- iii) A purchase contract will be issued in seven (7) days after the tender award;
- iv) Leave approvals for staff will be due in two (2) working days;
- v) Technical assistance to our ICT services users will be provided in one (1) working day;
- vi) Media questions will be responded to in two (2) working days upon receipt;
- vii) Phone calls at the Call Center will be responded after three (3) dials ;
- viii) Confirmation of receipt of an email or other official letters will be issued in a day;
- ix) Response to official letters will be due in three (3) working days;
- x) All customer complaints will be sorted out in one (1) working day.

2.0 BRELA'S RESPONSIBILITIES AND DUTIES TO THE CUSTOMER

- i) To serve all customers timely and without bias;
- ii) To respect and care for the customer;
- iii) To offer our services in compliance with the Laws, Regulations and Government directives and guidelines;
- iv) To prioritize our services to people with special needs (eg. Disabled persons);
- v) To offer services with utmost confidentiality and secrecy of the customer's details;
- vi) To offer feedback regarding the raised complaints and action taken to address them;
- vii) To offer information with transparency, accuracy and timely; and
- viii) To offer technical advice and share education/knowledge on all BRELA's services.

3.0 CUSTOMER'S DUTIES AND RESPONSIBILITIES

3.1 Customer's rights

Our customer's rights: -

- i) A right to quality service;
- ii) A right to give opinion on improvement of BRELA services;
- iii) A right to be served on the basis of confidence and secrecy;
- iv) A right to be served without bias or any form of harassment; and
- v) A right to get feedbacks on various matters regarding BRELA.

3.2 Duties of the customer

- i) To furnish timely and accurate information;
- ii) To show cooperation and respect to the service providers/ BRELA staff;
- iii) A duty not to corrupt BRELA staff;
- iv) A duty to attend meetings of BRELA timely;
- v) A duty to abide by the Laws, Regulations and given directives.

4.0 HOW TO GIVE FEEDBACKS ON SERVICE DELIVERY

We are open to receive comments, suggestions and any complaints and congratulatory notes from our customers on the services we offer. Those comments, suggestions and complaints can be communicated to us either physically at the office or through the following platforms;

Email: maoni@brela.go.tz;

Call centre: +255 (0) 222212800; or

Social media platforms;

Instagram: brela_tanzania

Twitter: brela_tanzania

Facebook: BRELA Tanzania or WhatsApp +255(0)753331003

5.0 INSTITUTIONAL IDENTIFICATION AND CHANNELS OF COMMUNICATION

BRELA's Office is located at the BRELA House (former the Prisons Force Headquarters) in Posta area, plot No. 20, Shaaban Robert Street/ Sokoine Drive – Dar es Salaam.

Furthermore, BRELA has offices in three zones; the Central zone in Dodoma, Southern zone in Mtwara , and Lake Zone in Mwanza Tanzania mainland.

Communication with BRELA can be channeled through the following address;

Head quarters

Chief Executive Officer,

The Business Registrations and Licensing Agency (BRELA),

Sokoine Drive/ Shaban Robert Street,

P. O. BOX 9393,

DAR ES SALAAM.

Land Line: +255 (0) 222 212 800;

Email: maoni@brela.go.tz

Working hours

Monday – Friday (7:30 am – 3:30 pm)

Saturday (8:00 am – 2:00pm) for services at the call center only

(Offices are closed on Sundays and all official public holidays)

Zonal Offices and their contacts

DODOMA	Central Zone Offices PSSSF Building Makole Street 10 th floor Phone: 0222212800
MWANZA	Lake Zone Office Regional commissioner's Block Regional Drive adjacent to TRA offices Phone : 022212800