TANZANIA

TRANSPARENCY ASSESSMENT 2018

The Citizens' Analysis of Government Openness

INTRODUCTION

'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.'

This famous quote by Mwalimu Julius Nyerere, the founding father of the nation, was recorded in 1967. It describes the importance of providing information to villagers. The idea behind this statement was that once villagers are adequately supplied with relevant information, they would be able to make informed decisions, especially with regard to farming and livestock keeping. Additionally, providing citizens with vital information would enable them to participate in the development and building of the nation.

People also need information to exercise other crucial rights, such as the right to vote, the right to a clean and healthy environment and the right to associate. Communities need to coordinate themselves; activities surrounding wars, elections, emergency responses to natural calamities and even community celebrations only succeed if the community knows where to be, when, and what role to play. This required a system of information collection and exchange. Information is the central resource in creating economic and social connections that build a community's capacity for action.

Today, accessing information has been made a fundamental right and is recognised in many countries' constitutions, and specific laws have been established to make sure this right is attained. Since Mwalimu gave that statement, it has taken Tanzania 49 years to develop a law that guarantees public access to information. The Access to Information (ATI) Act in Tanzania was enacted in 2016, after a series of decade-long discussions and deliberations between the government and stakeholders.

Stakeholders believe that this is a step in the right direction as the world is moving towards a more open society, especially with the advent of new technology. However, the ATI law and other legislation, such as the Media Services Act of 2016, the Media Services Act Regulations 2017, the Cybercrimes Act and the Statistics Act both of 2015, and the Electronic and Postal Communications (Online Content) Regulations of 2018 came with daunting challenges and even bigger threats to the entire information sector, triggering a national outcry from media, human rights defenders and the public.

Certain preconditions are necessary for the adequate implementation of the ATI law, one of them being raising the capacity of government information officers, which has not yet taken place.

According to findings in a recent study conducted by MISA Tanzania, the culture of secrecy among public officials in Tanzania, at both central and local government levels, is interfering with the work of journalists. This is hindering access to information that is necessary for media reporting, increased civic participation, transparency and accountability in governance.

The study, which was conducted by the MISA Tanzania Chapter in partnership with the Collaboration on International ICT Policy for East and Southern Africa (CIPESA), assessed the responsiveness of local government authorities (LGAs) and some central government offices to citizens' information requests.

The study found widespread laxity amongst officials in the handling and processing of information requests, poor customer care services, lack of knowledge of the ATI law and reluctance of government officials to share public information.

The study was conducted as part of the Information and Communications Technologies (ICT) 4 Democracy Network in East Africa's objective to realise access to information by documenting and publicising the utility and effectiveness of ICT for government-citizen interaction, proactive information disclosure, and the level of responsiveness to information requests.

RATIONALE AND RESEARCH PARAMETERS

MISA Tanzania joined other MISA Chapters in the region to participate in a study that aimed at establishing the most open and secretive government and public institutions. The study was conducted between 16 July and 17 August 2018.

Four of the eight participating institutions were picked based on the relevance of the work the institutions are mandated to carry out for the country. The other four surveyed institutions are ministries.

Selected public institutions include:
1. Workers Compensation Fund (WCF)
2. Public Service Pensions Fund (PSPF)
3. Tanzania Tourist Board (TTB)
4. Tanzania Electric Supply Company Limited (TANESCO)

Selected ministries include:
5. Ministry of Agriculture (MoA)
6. Ministry of Livestock and Fisheries (MoLF)
7. Ministry of Water and Irrigation (MWI)
8. Ministry of Industry, Trade and Investment (MIT)

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 government and public institutions. In order to achieve this, websites of government and public institutions were evaluated, along with their responsiveness to submitted information requests. This method sought to establish the transparency and efficiency of government and public institutions in providing information to the public.

SUMMARY OF KEY FINDINGS

Category 1: Website analysis

- All eight institutional websites have different information depending on the nature of their work.
- All government ministries' websites have the same structure, template and contain similar information.
- There are common features between the websites of institutions and ministries: they have addresses, most have updated news and use two languages, namely Kiswahili and English. This makes the information available to most Tanzanians.
- The PSPF has unique features on its website that facilitate easy communication with customers.
- The TTB's website lacks information on expenditure, budgets and procurement processes, among others.
- For most of the research period, the website of the MoJ was offline.
- The WCF's website has a system with which a client can get help online without having to physically visit the office.
- The surveyed ministries provided detailed budget information, which informs citizens about incomes and expenditures.

Category 2: Requests for information

- The requests to the four public institutions were emailed and hand-delivered and the institutions acknowledged their receipt.
- The requests for information to the ministries were emailed and posted. Only two ministries acknowledged receipt: the MWI and the MTI.
- The PSPF responded just one day after the information was requested. The request was sent on 16 July, and they responded on 17 July 2018.
- The TTB acknowledged having received the information request on time. They replied within nine days, on 25 July 2018. They provided clear and understandable answers without questioning or doubting the researcher's motives.
- The WCF's answers were comprehensive. They provided clear and detailed explanations, however, they replied after the end of the research period and their answers therefore could not be counted towards this research.
- During the follow-up for the requested information (emails and phone calls), TANESCO and the MoA never fully responded, despite being reminded via email and phone on 4 August 2018.

DETAILED FINDINGS

1. Workers Compensation Fund (WCF)

CATEGORY 1: WEBSITE
www.wcf.go.tz

The WCF's website has a clear template that is easy to navigate. Some important information is available on the website, such as contacts, information about the WCF's services, their partners and news. The WCF also provides an online enquiry form.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?		•		
e) Information about procurement procedures and/or signed contracts?		•		
f) Vacancy and employment procedures?		•		
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?	•			

Total Score: 14/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the WCF:
1. How do you compensate public and private sector employees?
2. How do you make sure that both public and private sector employees join this fund?
3. Do you have offices all over Tanzania? If not, are there any plans for expansion?
4. Your website has a "Customer Service" section; how effective and user-friendly is it?
5. I understand that this is a relatively new fund in the country; do you have enough knowledgeable and experienced staff?
6. I have been closely following your fund's activities; do you believe the WCF generates enough income to run its activities?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			
2. Did the institution reply within 21 days?		•		The respective person who was supposed to provide the answers was not around, but they called the researcher several times to say that they will answer soon, which they eventually did, but only after the end of the research period.
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		

n = 20	Yes	No	Partial	Additional Information
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?		•		

Total Score: 2/20

2. Public Service Pension Fund (PSPF)

CATEGORY 1: WEBSITE
www.pspf.go.tz

The PSPF's website is updated regularly and navigation is easy. It has current news and the services the PSPF offers are explained in detail. The website provides contact details, links to other websites and social media accounts (Twitter, Instagram and Facebook). The website uses two languages, namely Kiswahili and English, and it features an online customer service platform.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?		•		
e) Information about procurement procedures and/or signed contracts?		•		
f) Vacancy and employment procedures?			•	No employment procedures are provided. It is stated that there are no current vacancies.
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?	•			

Total Score: 15/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the PSPF:
1. There are plans to merge all pensions funds in the country into one fund. As the PSPF is a voluntary-based contribution fund, especially by the private sector, how do you see yourself fairing?
2. There are complaints by retirees concerning their benefits not being accrued on time once they are out of service. What does your fund do to make sure they get their dues on time?
3. We understand that you provide housing projects for low and middle income earners; how do they fair?
4. Currently, the government's priority is industrial development. Do you have any plans to move in this direction?
5. If someone wants to get information from your organisation, how soon can he/she obtain it?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			The Information Officer
2. Did the institution reply within 21 days?	•			
3. Did the institution respond to the request for information?	•			
4. Does the authority publish their procedures for dealing with information requests?	•			
5. Did the institution provide all of the information requested?	•			
6. Does the institution provide written reasons for the refusal of information?	•			
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?		•		The institution questioned the researcher about his reason for requesting the information.
9. Did the institution acknowledge your request for information within 7 days?	•			
10. Was the information received clear and understandable?	•			

Total Score: 18/20

3. Tanzania Tourist Board (TTB)

CATEGORY 1: WEBSITE

www.tanzaniatouristboard.go.tz

The TTB's website is promotional and up to date, displaying a lot of information on tourism activities. The TTB provides detailed information on their services as well as their contact details. One can download tourism-related application forms, brochures, posters and more. The website is in Kiswahili and English, which makes it easy for non-English speakers to understand its content. The website links to the TTB's social media and online accounts, such as Twitter, Instagram, YouTube, Facebook, Trip Advisor, Flickr and Skype.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?		•		
c) Reports, policies, programmes?			•	The website is primarily focused on promoting tourism; they don't provide policies and reports.
d) Budget and expenditure?		•		
e) Information about procurement procedures and/or signed contracts?		•		
f) Vacancy and employment procedures?		•		
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?	•			

Total Score: 11/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the TTB:

1. There has been information that many tourists are now visiting our attractions countrywide. If someone wants statistics of both domestic and foreign tourists, can he/she obtain it?
2. In the world, Tanzania is second when it comes to tourist attractions but it seems the income generated isn't commensurate with that. What could be the problem?
3. Organisations such as the Tanzania Wildlife Association (TAWA), Tanzania National Parks (TANAPA) and Ngorongoro Conservation Area Authority (NCAA) compete in promoting domestic tourism. How exactly does your Board contribute to this promotion?
4. What strategies are in place to make sure the tourism sector is sufficiently promoted?
5. What strategies does your Board have to make sure domestic tourism is extensively promoted in the country?
6. The tourism sector is a major foreign exchange earner in many countries. What plans do you have to widely promote the available attractions?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			
2. Did the institution reply within 21 days?	•			
3. Did the institution respond to the request for information?	•			
4. Does the authority publish their procedures for dealing with information requests?	•			
5. Did the institution provide all of the information requested?	•			
6. Does the institution provide written reasons for the refusal of information?	•			
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?	•			

Total Score: 20/20

4. Tanzania Electric Supply Company Limited (TANESCO)

CATEGORY 1: WEBSITE

www.tanesco.co.tz

The website is well-organised and has important information about TANESCO's services. A map provides directions to all branch offices in Tanzania. The "News" section is up to date.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?			•	Expenditure for projects, including government and donor-funded projects is provided.

n = 20	Yes	No	Partial	Additional Information
e) Information about procurement procedures and/or signed contracts?	•			
f) Vacancy and employment procedures?		•		The "Career" section is empty.
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?			•	A customer support mechanism with a complaints option is available to customers.

Total Score: 14/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to TANESCO:

1. Out-of-service electric posts pose a security concern to many neighbourhoods around the country. How are you addressing this problem?
2. Local customers are complaining about exorbitant rates; they claim they are being charged the same fees as major consumers of electricity, such as factories and industries. How do you address these matters?
3. Potential customers pay for service lines as well as meters, but there have been complaints that it takes a long time to get connected. What plans do you have to get this sorted out?
4. To what extent (in percentage) can your company solve the power outage crisis that seems to be a norm in the country?
5. Despite the fact that you have the international certificate for service delivery (ISO), how much can you boast when it comes to service delivery?
6. How much of the 2018/19 budget has been allocated to improve the quality of service delivery across the country?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
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?		•		

Total Score: 2/20

5. Ministry of Agriculture (MoA)

CATEGORY 1: WEBSITE
www.kilimo.go.tz

The MoA's website provides all of the ministry's programmes, projects, agencies, boards and contact details. The website has statements from the Minister and Deputy Minister of Agriculture; it also features agricultural maps. The website has up-to-date news and provides information in both Kiswahili and English.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?	•			
e) Information about procurement procedures and/or signed contracts?			•	
f) Vacancy and employment procedures?		•		These are provided but are outdated.
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?	•			
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 15/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the MoA:

1. We are aware that the National Agricultural Input Voucher Scheme (NAIVS) was launched as a smart-market subsidy that aims to provide small-scale farmers with access to critical agricultural inputs, such as fertilizers and improved seeds, at a 50% subsidy. How is this plan fairing today?
2. The Kilimo Kwanza Plan was aimed at helping farmers with affordable technology, such as tractors. How have you made this available to most villages in the country?
3. The agricultural sector employs more than 75% of the country's population. How does your ministry help them in accessing markets for their produce?
4. One of the challenges facing rural farmers is the availability of agricultural extension and veterinary officers. What does your ministry do to address this?
5. What prompted the reduction of your budget from Tshs 214 billion in the 2017/18 budget to as low as Tshs 170 billion in the 2018/19 financial year? Will this reduction not affect your plans?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?		•		
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		

n = 20	Yes	No	Partial	Additional Information
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?		•		

Total Score: 0/20

6. Ministry of Livestock and Fisheries (MoLF)

CATEGORY 1: WEBSITE
www.mifugouvuvi.go.tz

The MOLF's website is current but contains little information. It has contacts and the current budget, and the information is provided in two languages, namely Kiswahili and English.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?			•	
d) Budget and expenditure?	•			
e) Information about procurement procedures and/or signed contracts?		•		
f) Vacancy and employment procedures?		•		
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?			•	
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 12/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the MoLF:
1. What strategies do you have in place to solve the crises of farmers and pastoralists in many parts of the country?
2. Encroachment of livestock keepers into restricted (reserved forests) areas creates problems between them and the state, and it is also a major concern for human rights defenders. When will you offer lasting solutions to this matter?
3. There is a shortage of slaughter houses and dipping centres for livestock. How are you addressing these shortages?
4. To what extent has the ministry succeeded in curbing illegal fishing in our coastline, lakes and rivers?
5. There is a concern over the increase of imported fish in the country; does this mean that we have a shortage?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?		•		
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		

n = 20	Yes	No	Partial	Additional Information
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
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?		•		

Total Score: 0/20

7. Ministry of Water and Irrigation (MWI)

CATEGORY 1: WEBSITE

www.maji.go.tz

The MWI's website features a tool that allows for the submissions of comments on the usability of the website. The website is in Kiswahili and English. It shows live views and the total number of daily website visits. The website contains important information on the budget, programs, current news, contacts and social media accounts, i.e. Twitter and Facebook.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?	•			
e) Information about procurement procedures and/or signed contracts?			•	No signed contracts
f) Vacancy and employment procedures?		•		
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?			•	
i) A mechanism to request and receive a response to electronic messages and requests for information?		•		

Total Score: 14/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the MWI:

1. There is a widespread problem of dilapidation and destruction of clean water and sewage infrastructure in many parts of the country; the issue is even bigger in Dar es Salaam and its neighbouring towns. How are you addressing this?
2. What sustainable strategies do you have in place to save water sources and catchment areas from destruction as a result of human activities?
3. How do you solve the problem of industries remitting sewage into rivers and human settlements?
4. There have been concerns by the public over clean water and sewage charges and yet the problem of sewage is rampant in many neighbourhoods. What does it take to solve this problem?
5. What plans are in place to make sure the ministry's irrigation plans benefit those in rural areas?
6. How much money is allocated in this year's (2018/19) budget to make sure there is availability of safe and clean water countrywide?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
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?		•		

Total Score: 2/20

8. Ministry of Industry, Trade and Investment (MIT)

CATEGORY 1: WEBSITE
www.mit.go.tz

The MIT's website has a feedback form providing visitors the option of leaving comments. Recent news, publications, the directions to their office and detailed contact information are available. The website has two language options, namely Kiswahili and English.

n = 20	Yes	No	Partial	Additional Information
1. Does this website contain up-to-date information?	•			
2. Does the website contain the following:				
a) A description of its powers, as well as data on the organisational structure, the functions and the responsibilities of the administration?	•			
b) A list of laws, Acts etc issued within the scope of its powers?	•			
c) Reports, policies, programmes?	•			
d) Budget and expenditure?	•			
e) Information about procurement procedures and/or signed contracts?			•	
f) Vacancy and employment procedures?		•		
g) The address, telephone numbers and working hours of the institution?	•			
h) The contact details of specific public officials?		•		
i) A mechanism to request and receive a response to electronic messages and requests for information?	•			

Total Score: 15/20

CATEGORY 2: REQUESTS FOR INFORMATION

The following questions were sent to the MIT:

1. To what extent have you implemented the industrialisation policy?
2. How can youth be supported when it comes to investment and entrepreneurship?
3. What is the ratio of foreign to domestic investors?
4. How has the Dar es Salaam International Trade Fair contributed to the income of the ministry?
5. During the 2018/19 financial year, how much money was allocated to support young and upcoming entrepreneurs with establishing small businesses?

n = 20	Yes	No	Partial	Additional Information
1. Is there an official designated to take and respond to information requests?	•			
2. Did the institution reply within 21 days?		•		
3. Did the institution respond to the request for information?		•		
4. Does the authority publish their procedures for dealing with information requests?		•		
5. Did the institution provide all of the information requested?		•		
6. Does the institution provide written reasons for the refusal of information?		•		
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?		•		

Total Score: 2/20

SUMMARY

Institution	Website	Request for information	Total score
1. Workers Compensation Fund (WCF)	14	2	16
2. Public Service Pensions Fund (PSPF)	15	18	33
3. Tanzania Tourist Board (TTB)	11	20	31
4. Tanzania Electric Supply Company Limited (TANESCO)	14	2	16
5. Ministry of Agriculture	15	0	15
6. Ministry of Livestock and Fisheries	12	0	12
7. Ministry of Water and Irrigation	14	2	16
8. Ministry of Industry, Trade and Investment	15	2	17

RESEARCH CONCLUSIONS

Effective communication and reliable customer service are key components of the success of any organisation/institution. However, gaps in the execution of these important services abound, such that the progress of institutions is frustrated and, most importantly, the country's pace of progress is stalled. On the other hand, access to information is a fundamental human right which promotes transparency and accountability, without which people cannot make informed choices.

It is clear that most government institutions still have problems disclosing public information, especially when other organisations, institutions or individuals ask for it.

Information has been recognised as a fundamental human right and since the emergence of new democracies, its promulgation has recently increased. Information is a necessity in all areas of human existence and states are moving away from a culture of secrecy to one of openness.

Our simple but relevant studies have helped shape how leaders and public offices operate. In the same vein, we believe that these findings will contribute to the development of a culture of openness.

THE MOST SECRETIVE PUBLIC INSTITUTION IN TANZANIA

The MLF lacked relevant information on their website, which was offline for weeks, and neither acknowledged the receipt of the information request nor responded to it. The ministry's office cellphone was not reachable for follow-ups.

Given the criteria set by the study, **the most secretive public institution and winner of the 2018 Golden Padlock Award is the Ministry of Livestock and Fisheries.**

THE MOST OPEN PUBLIC INSTITUTION IN TANZANIA

The PSPF has the highest overall score as it responded within one day of the submission of the request. The institution acknowledged receipt of the information request by signing a copy of the letter. They also responded to the email and made a phone call to acknowledge receipt of it. The PSPF responded with detailed, clear answers and their website was well-organised and user-friendly, containing relevant information.

The most open public institution in Tanzania and winner of the 2018 Golden Key Award is the Public Service Pensions Fund.

RECOMMENDATIONS

In order to improve the ATI landscape, especially with regard to the accessibility of information held by government and public institutions, the following issues should be addressed:

- Raising awareness of the Access to Information Act of 2016 and its regulations to public officials in order to accelerate its implementation.
- Public awareness of the ATI law so that people can exercise their fundamental right to access information.
- Creating sophisticated online systems, which will help any person who requires information to easily access it.
- Public offices should employ information officers who possess the relevant skills, including digital know-how.
- Capacity-building and the development of strategic plans to improve understanding and competence in customer service delivery and public access to information.
- Improve systems of communication as a way of gaining public confidence and trust.
- Establish by-laws that will guarantee public's access to information at every level as provided for by the 2016 ATI Act.
- Knowledge-sharing and skills-transfer by regularly exchanging staff as one way of improving quality of service delivery.

OBSERVATIONS

- Some public institutions and ministries lack understanding of the importance of access to information.
- Lack of awareness of the ATI law, which hinders its adequate implementation.