

TANZANIA HUMAN RIGHTS DEFENDERS COALITION (THRDC) IN COLLABORATION WITH THE NATIONAL COUNCIL OF NGOS (NACONGO)

A GENERAL REPORT ON THE NGOs' VERIFICATION PROCESS IN TANZANIA

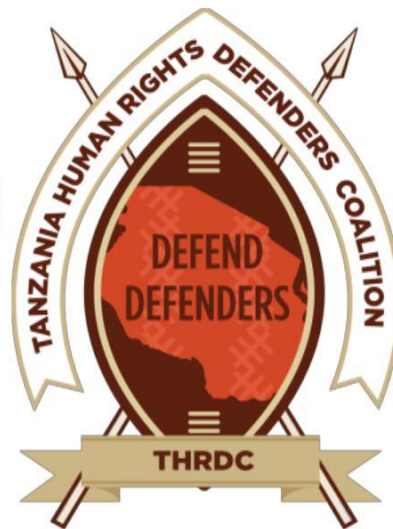
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National Council of NGOs

S.L.P 32088, DAR ES SALAAM - TANZANIA

SIMU: +255 754 310094; +255 754 392936



A Report to Provide for the NGOs Verification Process in Tanzania, and the Participation of CSOs in the Process

A GENERAL REPORT ON THE NGOs' VERIFICATION PROCESS IN TANZANIA



A report to provide for the NGOs Verification Process in Tanzania, and the participation of CSOs in the process

EDITORIAL BOARD

Onesmo Olengurumwa (National Coordinator-THRDC)

Ismail Suleiman (General Secretary-NaCoNGO)

WRITERN AND COMPILED BY:

Leopold Mosha (Advocacy Officer-THRDC)

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Thank You All.

ABSTRACT

The process of verification of NGOs was conducted from the 21st of August 2017 to the 20th September 2017. This followed a Government notice published by the Ministry of Health, Community Development, Gender, Elderly, and Children, which required all NGOs to go to the designated zonal offices for verification. The major aim was to update the NGOs data base and to evaluate the activities of such NGOs for the purpose of creating vibrant CSOs sector. It was expressly stated by the Government that failure to be verified could lead to deregistration of such NGOs.

Due to the risk of deregistration of many NGOs, the THRDC and NaCoNGO decided to make an intervention to the process. Several meetings were conducted with the Directors of CSOs and with the Registrar of NGOs in order to find better ways of conducting the exercise. During the verification process the THRDC and NaCoNGO allocated observers in each of the five zones. The Observers collected relevant data from the Organizations which were verified by officers from the Office of the Registrar of NGOs. After the completion of the exercise data was compiled, resulting to this report.

This report shows that 3168 CSOs were verified in the process. This is a very small number compared to the initial goal of the government. The Government aimed at verifying 8500 NGOs. This means the other 5,332 Organizations have either ceased to operate or they are still operative but they could not go to the verification centers for verification. It is our recommendation that an evaluation be conducted and a proper process should be established in order to remove them in the list of NGOs. This shall enable us to have a vibrant CSOs Sector in Tanzania.

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PARTY ONE

1.0 INTRODUCTION

1.1 The Introduction of the Process of Verification of NGOs in Tanzania

On the 09th of August 2017, the government of the United Republic of Tanzania through the Ministry of Health, Community Development Gender, Elderly, and Children, announced its intention to conduct a process of verification of Non-Governmental Organizations (NGOs). Through a Government notice which was issued to the public, all non-governmental organizations were supposed to go to the designated offices in the five zones for verification. The exercise was initially scheduled to start from 21st August 2017 to 31st August 2017.

According to the Government Notice the major aim of the exercise were as follows.

- i) To update the List of Non-Governmental Organizations;
- ii) To improve the NGOs Database; and,
- iii) Evaluating the implementation of the activities of these Organizations.

The verification process was planned to be undertaken throughout the country in five zones. The zones, with their centers of verification in brackets are as follows. The Eastern Zone which comprised of Dar es Salaam, Coastal Region, Morogoro, Lindi and Mtwara (Dar es salaam). Central Zone which constituted regions of Dodoma, Tabora, Singida and Kigoma (Dodoma), the Northern Zone with Kilimanjaro Tanga, Arusha and Manyara regions (Kilimanjaro), the Lake Zone with regions of Mwanza, Kagera, Shinyanga, Mara, Geita and Simiyu where the verification designed to take place in Mwanza. And lastly, the Southern Zone which served Mbeya, Ruvuma, Katavi, Rukwa Songwe, Njombe and Iringa regions (Mbeya).

During verification, each Non-Governmental Organization was supposed to submit the following documents;

1. Original Registration Certificate and a copy of the certificate.
2. A filled NGO – Form /UHK/2017 (Which was available at www.tnnc.go.tz)
3. Proof of payment of annual fees Receipts since registration.

4. Recommendation letter from Community Development Officer of the respective District/ Region where the NGO's head office is situated, and
5. Constitution certified and issued by the Registrar.

1.2 Meetings

Following a government announcement requiring Non-Governmental Organizations to be verified, Directors of Non-Governmental Organizations began to share the information via cell phones and social media mainly whatsapp. Through the Tanzania Human Rights Defenders Coalition (THRDC) and the National Council of Non-Governmental Organizations (NaCoNGO) reports reached the directors of several organizations. Several meetings were organized by the THRDC in collaboration with the NaCoNGO in order to find better ways of conducting the verification process. Some of the major meetings include the following.

1.2.1 Meeting of the Task Force on the Verification Process

On 10/08/2017 representatives of CSOs and NaCongo met for the first time to discuss how best to participate in the exercise. The session was held at the THRDC offices. The aim of the meeting was to identify issues which were likely to affect CSOs in the process and find ways of engaging the Government. Issues were identified and on the next day they were submitted to the Registrar of NGOs.

Representatives from 8 Organizations participated in the meeting. These are:

- I. Tanzania Human Rights Defenders Coalition (THRDC),
- II. Foundation for Civil Society (FCS),
- III. National Council of NGOs (NACONGO)
- IV. Under the Same Sun (UTSS)
- V. Community Health Education Services and Advocacy-CHESA
- VI. Legal and Human Rights Centre (LHRC)
- VII. Tanzania Gender Networking Program (TGNP), and
- VIII. KEPA Tanzania

The main issues raised and subsequently submitted to the Registrar of Non-Governmental Organizations are as follows: Firstly, the duration of time seemed to be

insufficient, secondly, +verification in the zonal offices could pose a major challenge, especially due to distance and lack of financial resources, the third issue was about the content of the application for verification, and the last was a request for a Board of Non-Governmental Organizations which is yet to be formed.

1.2.2 Meeting with the Registrar of NGOs.

CSOs representatives under the ambit of the THRDC in collaboration with NaCoNGO met with the Registrar of Non-Governmental Organizations on 10/08/2017. The meeting was aimed at submitting issues and concerns which were raised by CSOs to the Registrar of NGOs. Generally the Registrar gave a satisfactory statement to CSO representatives. Responding to the issues raised by the CSOs he assured us that the verification process would be conducted smoothly and all NGOs will be given enough time to participate in the process.

After the meeting with the Registrar, a press statement was issued on the 13th of August 2017, to support the verification process. Through the statement we urged all NGOs to participate in the process. It was the intention of the THRDC and NaCoNGO to use the media to inform NGOs of the date, time, and all necessary requirements for the verification process.



The General Secretary of the NaCoNGO Mr. Ismail Suleiman and the THRDC National Coordinator Mr. Onesmo Olungurumwa issuing a press statement to the Media on the 13th of August 2017.

1.2.3 Directors' Feed Back Session

After the meeting with the Registrar of NGOs, another meeting was convened with CSOs Directors on the 16th of August 2017 at Seashells Hotel-Dar Es Salaam. The meeting was aimed at giving them a feedback on issues which were raised and the response from the Registrar. In this meeting it was resolved by CSOs that NaCoNGO in Collaboration with the THRDC should allocate Observers in each and every zonal office in order to make sure that the process is conducted smoothly.



Directors and Representatives of CSOs during a feedback session at Seashells Hotel in Dar es Salaam

1.2.4 Other Meetings

On the 20th August 2017 THRDC and NaCoNGO conveyed another meeting with the Registrar of NGOs in Dodoma to get more clarifications about the process. Many other meetings were conducted after the launching of the process.



The Registrar of NGOs, the Chairman and Secretary of NaCoNGO, the THRDC National Coordinator, Directors from several CSOs and Observers of the verification process, pausing for a group photo after the meeting in Dodoma.

1.3 Concerns raised by the CSOs in Collaboration with the NaCoNGO

During the meetings which were held by the CSOs and the Registrar of NGOs prior to the launching of the verification process, there were several issues which were raised by the CSOs. The following are the main concerns which were submitted to the Registrar and his response in detail:

1.3.1 Insufficient Time for the Verification Process

We expressed our concerns about the time planned for the verification. In general our concerns based on the following: First, time for the preparation for verification is insufficient, and secondly, a period of 10 days planned for the actual verification is also not sufficient due to several specific reasons especially for organizations which are located upcountry. Due to these issues we asked the government to extend the time for the verification process for at least a month.

Responding to this argument, the Registrar urged CSOs not to worry over the issue of time because his office and regional assistants were well prepared to conduct the exercise within time. He also added that, it is costly to run this exercise for more than 10 days.

However, after several meetings, the Registrar agreed to extend the time for the verification process, from 10 days to 30 days. Therefore, the process was conducted from 21st August 2017, to 20th September 2017. The registrar also emphasized that the exercise would take place throughout the week including Saturdays and Sundays to complete the exercise in the scheduled time. He also emphasized that, for basic reasons, those who would fail to complete the process within the scheduled time, would still be provided an opportunity to complete the exercise.

1.3.2 The Issue of Verification Through Designated Zonal Offices

We recognized that, the system set by the government to verify Organizations in just five zones in the country could be a major obstacle to achieving success in this exercise. We asked the registrar to conduct this process at the Regional level instead of using zonal offices. In the Zonal level, three main issues were expected to cause disruption to non-governmental organizations, especially those located in upcountry;

I. The Issue of Proximity

It will be difficult for non-governmental organizations in remote areas to come easily to registration offices at the zonal office. So many NGOs were likely to fail to participate in this exercise.

II. The Issue of Resources

Due to the lack of resources which many organizations in the region are facing it would be difficult for non-governmental organizations to travel to the zonal offices for verification.

III. The Issue of Society's awareness about NGOs

We suggested that at the regional level, Development Officers have great awareness of organizations in their regions. This would increase efficiency and accelerate the speed of verification process compared with the government's plan to use designated offices in zones. Directing Organizations from one region to be verified in another region will not provide productive results because the officers will not be aware of the organization in detail. Also in the administrative system, the regional level is recognized as one of the central levels of governance of NGOs.

In his response, the registrar asked the Directors of CSOs to correspond to the set procedure. He has assured us that development officers in each zone will do their job with great professionalism. He also promised to cooperate with NaCONGO and THRDC throughout this process. We were satisfied with this answer and believed that the exercise would be conducted without leaving out any organization behind.

1.3.3 Content of the Application for Verification

There were many documents which were supposed to be submitted during the verification process. There was some confusion about some of the documents that were to be submitted during the verification process.

We submitted to the Registrar the confusion that existed about certificates that should be attached for review. We requested the Government to provide clear information about the Certificate of Compliance and Certificate of Incorporation. This is due to the fact that some organizations have two types of registration. The original registration is in other registry entities, such as BRELA and the Ministry of Home Affairs. The registrar explained the matter by saying that the certificate to be submitted was a Certificate of Compliance for those previously registered under laws other than the NGOs Act. And that the exercise involves all organizations which were registered, or complied with the Non-Governmental Organizations Act of 2002.

The Registrar insisted that, the assistant registrars in each zone would provide adequate cooperation to the organizations. The Registrar's Office wrote a letter to the Ministry of Regional Administration and Local Authorities to urge Development Officers (Assistant Registrars) to show cooperation in granting recommendation letters at a timely manner.

The Registrar's Office also reported that Assistant Registrars in all regions were telephoned to ask them to start issuing recommendation letters to CSOs immediately.

1.4 Objectives of the THRDC and NaCoNGOs' Intervention in the Verification Process

The THRDC in collaboration with NaCoNGO decided to make a direct intervention in the verification process. This involved directly engaging government officials, allocating observers in each of the five zonal offices of verification, and writing issuing reports about the process. The main objectives of conducting all such activities were as follows.

- i) To oversee the process and make sure that no NGO is unreasonably denied
- ii) Develop a database of non-governmental organization and place it on the NACONCO website on behalf of NGOs in accordance with the laws and regulations.
- iii) Establish a basis for identifying the contribution of non-governmental organizations to National Development including their contribution to the protection and maintenance of Peace in the country.
- iv) Identifying Non-Governmental Organizations registered under laws other than the NGOs Act of 2002.
- v) Identifying active Non-Governmental Organizations and those which have ceased to provide service in order to have a vibrant NGOs sector in the country;
- vi) Identify the activities of non-governmental organizations and the challenges they face when implementing their daily roles.

1.5 The Launching of the Verification Process

The process of verification of Non-Governmental Organisations was launched on the 21st of August 2017. The launching event was held nationally in Dodoma at the offices of the Ministry of Health, Social Development, Gender, Elderly, and Children. The THRDC, representatives from various NGOs, NaCoNGO and other stakeholders participated in the event.



The Permanent Secretary of the Ministry of Health, Community Development, Gender, Elderly and Children Ms Sihaba Nkinga (In pink) and other participants, during the Launching of the verification process



From left to the right; Mr. Ismail Suleiman (The General Secretary of NaCoNGO), Ms Sihaba Nkinga (The Permanent Secretary of the Ministry of Health, Community development, Elderly and Children), Mr. Onesmo Olenjirumwa (THRDC National Coordinator), Mr. Zacharia Nicholas (Chairman of NaCoNGO), Mr. Marcel Katemba (The Registrar of NGOs) and Mr. Baraka (Deputy Registrar of NGOs) pausing for a photo, immediately after the launch of the verification process.

1.6 Report Writing Session in Dar es salaam

On the 1st of October 2017 Observers of the verification process met in Dar es Salaam to write and submit their zonal reports. The meeting was conducted at the office of the THRDC. The aim was to enable the THRDC and NaCoNGO to compile data from these reports and come out with a general report.



Observers of the NGOs verification process looking exhausted during the report writing session at the THRDCs' office in Dar es Salaam.

1.7 The Morogoro Data Analysis Session

After the closure of the process of verification of NGOs in the zonal offices another meeting was held in Morogoro with the Registrar of NGOs. In this meeting, statistical analysis of the data which was collected in the process was made. NaCoNGO and the THRDC met with Officials from the office of the Registrar in order to analyze the data which were collected in the process. THRDC and NaCoNGO managed to impose questions directly to the Registrar and got some answers. Some of the issues were answered by the Permanent Secretary of the Ministry of Health, Community Development, Gender, Elderly, and Children Ms. Sihaba Nkinga. Ms. Nkinga elaborated some of the matters in her speech when she was receiving the NGOs verification Report from the Registrar.

1.7.1 Issues Raised and the Response from the Registrar.

- i) We raised our concerns about the way receipts and annual reports are being delivered to the registrar. CSOs suggested that there should be an alternative way of delivering documents to the Office of the Registrar which are cost effective. This follows complains that, NGOs from upcountry incur too much costs to travel from their regions to Dar es Salaam to submit their documents. Registrars' response was that documents can be sent through EMS. He also advised organizations to use their regional networks in order to mitigate the cost.
- ii) About the forfeiture of Registration Certificates. About 17 Registration Certificates were forfeited during the verification process. It was our call that the Registrar should recognize that fact in his report by putting specific number of the Organizations. His response was that his office has already started to return the certificates to the Organizations. For example in the Dar es Salaam region 3 Registration Certificate have already been returned. The possibility of returning certificates to the respective organizations is still uncertain.
- iii) Concerns about organizations registered under other laws. The registrar gave explanations that only organizations registered under other laws but are involved in activities of NGOs are supposed to be verified. After the completion of the exercise Registrar's office shall re-evaluate the organizations to make sure they all comply with the NGOs Act of 2002.
- iv) About verification confirmation. There are complaints from the CSOs that, donors have begun to require a confirmation letter or certificate that proves that the organization has been verified. The registrar said he would not write a confirmation letter for each NGO but will issue a list of organizations that completed the verification.
- v) Organizations that failed to be verified. All NGOs which failed to be verified during the NGOs verification process in the Zonal Centers are now supposed to go directly to the offices of the registrar. The offices are located in Dodoma and in Dar es Salaam. When she was speaking in the meeting the Permanent Secretary of the Ministry of Health, Community

Development, Gender, Elderly and Children Ms. Sihaba Nkinga emphasized that the door is open for them until on the 30th of November 2017. After the said date all NGOs which will still fail to be verified shall be deregistered.



The Registrar of NGOs (first from left) listening attentively to Jaruo Karebe (third from right) who was an Observer from the Central Zone during the data compilation session in Morogoro.

PART II

2.0 NGOS' VERIFICATION PROCESS

2.1 Total Number of Organizations Which Attended the Zonal Offices for Verification

- Total Number of Verified Organizations= **3168**
- Total Number of Organizations Registered Under the NGOs Act= **2655**
- Total Number of Organizations Registered Under Other Laws= **513**
- Total Number of Organizations which completed verification =**2,071**
- Total Number of Organizations which failed to complete verification=**1,097**

Generally collected data indicates that, the Eastern Zone is leading in terms of numbers of organizations that came for verification. 1086 organizations were verified in the Eastern Zone in total. Northern Zone has verified 737 organizations, Lake Zone 505 organizations, Southern Zone 505 Organizations, and in Central Zone 335 organizations were verified. Total of all verified NGOs across the country is 3168.

The Eastern Zone was comprised of the following regions; Dar es Salaam, Coastal Region, Morogoro, Lindi and Mtwara. Dar es Salaam region was the centre of the verification process and was leading by 750 verified organizations, followed by Coastal Region; 111 organizations, Morogoro 103, Lindi 43, Mtwara 48, and 31 organizations from other regions.

The Northern Zone was comprised of Kilimanjaro, Tanga, Arusha and Manyara (Kilimanjaro was the centre for verification). The report shows that in this zone Arusha region has a total of 402 verified NGOs, Kilimanjaro 130, Tanga 110 and Manyara 95.

The Lake Zone with regions of Mwanza, Kagera, Mara, Geita, Simiyu, and Shinyanga (verification center was Mwanza). Mwanza Region is leading with 204 verified organizations, Kagera 166, Mara 71, Shinyanga 37, Simiyu 14 and Geita 13.

Southern Zone which is comprised of regions of Mbeya, Ruvuma, Katavi, Rukwa, Songwe, Njombe and Iringa, the verification center was Mbeya region. Mbeya Region was leading with many verified organizations compared to other regions in the zone. The total number of organizations that were verified from the region is 141. Others are; Njombe 115, Ruvuma 85, Iringa 69, Rukwa 48, Songwe 27 and Katavi 20.

Lastly, the Central Zone with regions of Dodoma, Singida, Tabora and Kigoma (The verification center was located in Dodoma). Kigoma Region is leading with 90

organizations, Dodoma 78, Tabora 46 and Singida 39. Other 82 organizations came from other regions out of the zone.

Figure 1

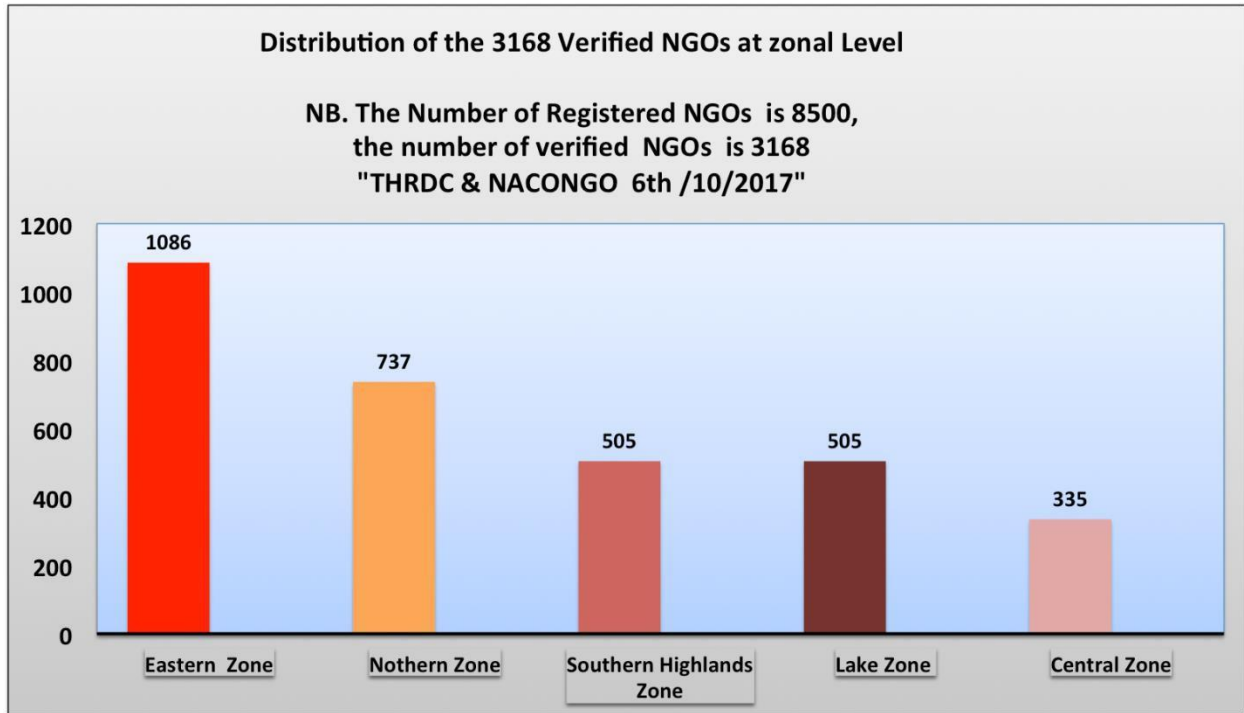
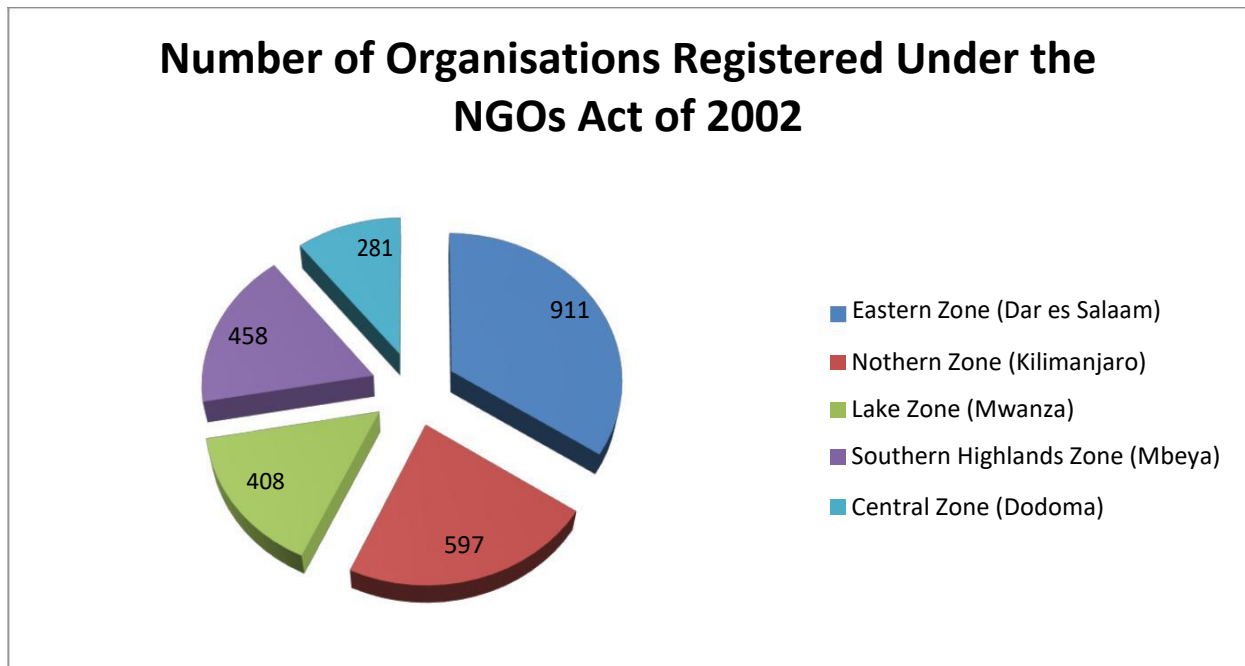


Figure 2



2.2 Zonal Statistics

2.2.1 Eastern Zone (Dar es Salaam)

Region	Number of verified Orgs	Number of Orgs registered under the NGOs Act	Number of Orgs registered under other laws	Number of Organizations which completed verification	Number of organizations which did not complete verification
DAR ES SALAAM	750	622	128	366	384
MOROGORO	103	86	17	52	51
LINDI	43	37	6	14	29
MTWARA	48	36	12	25	23
PWANI	111	100	11	32	79
NGOs from other Regions	31	30	1	7	24
TOTAL	1086	911	175	496	590

2.2.2 Northern Zone (Kilimanjaro)

Region	Number of Verified NGOs	Number of Organizations Registered under the NGOs Act	Number of Organizations registered under other laws	Number of Organizations which completed verification	Number of organizations which did not complete
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					verification
Tanga	110	95	15	40	70
Kilimanjaro	130	117	13	55	75
Arusha	402	311	91	252	150
Manyara	95	74	21	55	40
Jumla	737	597	140	402	335

2.2.3 Lake Zone (Mwanza)

Region	Number of verified Organisations	Number of Organisations registered under the NGOs Act	Number of Organisations registered under other laws	Number of Organisations which completed verification	Number of organisations which did not complete verification
Mwanza	204	170	34	177	27
Kagera	166	120	46	125	41
Mara	71	64	7	48	23
Shinyanga	37	32	5	29	8
Simiyu	14	14	-	9	5
Geita	13	8	5	7	6
TOTAL	505	408	97	395	110

2.2.4 Southern Zone (Mbeya)

Region	Number of verified Organisations	Number of Orgs registered under the NGOs Act	Number of Orgs registered under other laws	Number of organizations that completed verification	Number of Organisations which failed to be verified
Katavi	20	17	3	17	3
Iringa	69	62	7	63	6
Rukwa	48	43	5	43	5
Songwe	27	23	4	18	9
Ruvuma	85	78	7	75	10
Njombe	115	104	11	104	11
Mbeya	141	131	10	123	18
TOTAL	505	458	47	443	62

2.2.5 Central Zone (Dodoma)

Region	Number of verified Orgs	Number of Orgs registered under the NGOs Act	Number of Orgs registered under other laws	Number of accepted orgs	Number of rejected Orgs
KIGOMA	90	83	7	All	None
DODOMA	78	69	9	All	None
TABORA	46	41	5	All	None
SINGIDA	39	32	7	All	none
MOROGORO	22	14	8	All	None
DSM	18	16	2	All	None

IRINGA	10	7	3	All	None
ARUSHA	8	5	3	All	None
TANGA	5	3	2	All	None
MTWARA	4	3	1	All	none
MARA	2	1	1	All	None
RUVUMA/ SONGEA	2	0	2	All	None
MANYARA	3	2	1	All	None
COSTAL REGION	2	1	1	All	None
SONGWE	3	1	2	All	None
SHINYANGA	2	2	0	All	none
MWANZA.	1	1	0	All	None
Total	335	281	54	335	None

Figure. 3

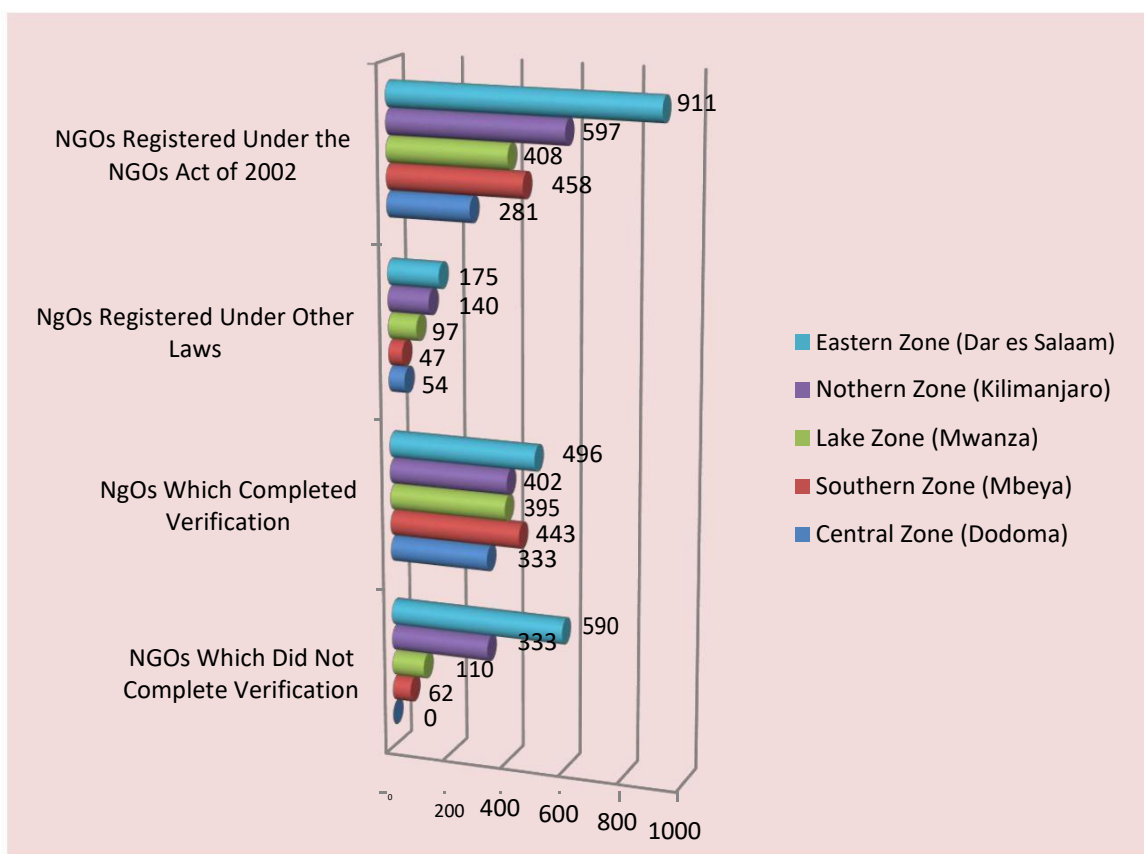
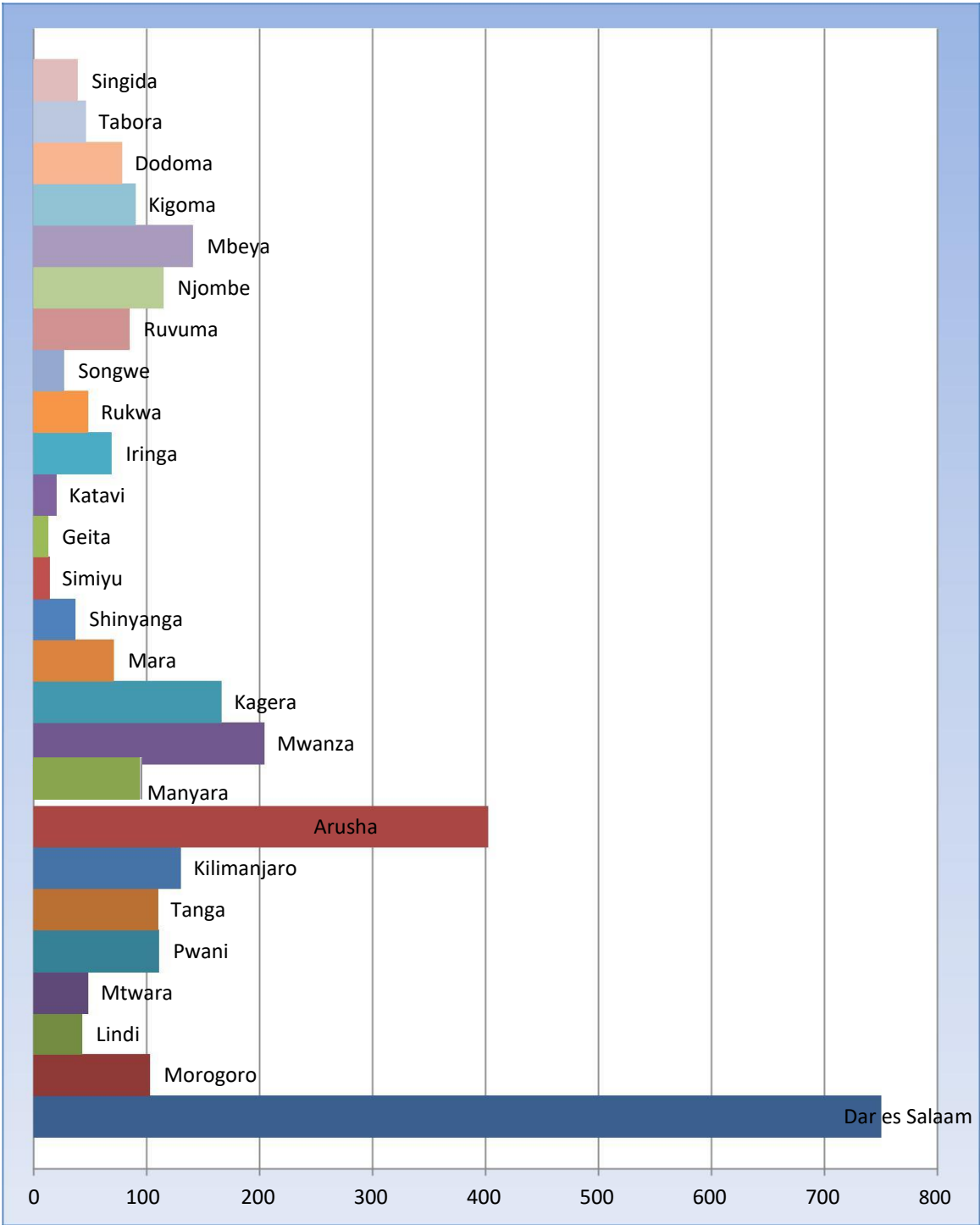


Figure 4 Regional Statistics



2.3 Reasons for Failure to Complete Verification

During the verification process organizations were supposed to submit several documents. Failure to submit such documents could lead to incomplete verification. The following is a brief analysis of the reasons for the failure to complete verification based on the lack of important documents which were supposed to be submitted.

a. Constitution

Most of organizations managed to submit their constitutions during the process. For instance all organizations in Kilimanjaro managed to submit their original Constitutions. In other Zones very few cases were observed where some NGOs failed to complete verification due to the lack of original constitutions.

b. Certificate

Some of NGOs failed to submit their original Registration Certificates. Some certificates were forfeited by the government. A total of 17 Registration Certificates were forfeited. 8 certificates were forfeited in Dar es salaam, 4 in Kilimanjaro, 3 in Mwanza and 2 in Mbeya.

c. Receipts

Many organizations failed to complete registration due to lack of annual fees receipts. For instance in Kilimanjaro 354 organizations failed to submit their annual fees receipts.

d. MoUs

There is no Organization which failed to be verified due to the lack of its' Memorandums Understanding with it' partners.

e. Introduction Letter

Several organizations did not have recommendation letters from Community Development Officer of the respective District/ Region where the NGO's head office is situated.

PART III

3.0 ACHIEVEMENTS AND CHALLENGES

3.1 Achievements

The verification process has been a great success for the THRDC and NaCoNGO. The following are the achievements.

- I. Due to the intervention of the THRDC and NaCoNGO the Government agreed to extend the time for the verification process from 10 to 30 days. This gave space for more NGOs to go to the zonal offices in order to be verified.
- II. This exercise has significantly improved the relationship between the Government through the Office of the Registrar of NGOs, NaCoNGO and the THRDC.
- III. Enough information about the NGOs has been obtained through the forms which were filled by the Organizations. This will facilitate the improvement of the NGOs Data Base;
- IV. Through the process we have managed to collect relevant data which will enable NaCoNGO and THRDC to prepare a Data Base of NGOs.
- V. There has been a good relationship between the Government Officers and the Observers; under the umbrella of NaCoNGO and the THRDC, during and after the completion of the exercise.
- VI. A large number of organizations came forward for verification and have met all criteria for verification including submitting a recommendation letter from a Community Development Officer as it was required by the government.

3.2 Challenges

Despite the fact that there are a lot of achievements, there were also some challenges.

- i) The number of Organizations that came to zonal offices for verification was small compared to the initial objective of reaching 8500 organizations. This is due to the fact that only 3168 organizations were verified as it is shown in the report.
- ii) The lack of a means to enable the organizations to prove that they have been verified. After completion of the verification the Government was supposed to

issue a certificate or letter to each and every NGO confirming that it has completed the verification.

- iii) Many organizations came up with claims of misplaced payment receipts and other documents such as registration certificates and constitution.
- iv) Many organizations are not paying their annual fees.
- v) Organizations have been complaining about transport costs and other costs which were to be used in order to travel to the verification centers.
- vi) Some organizations failed to submit all necessary documents in accordance with the verification requirements.
- vii) The Government has forfeited some registration Certificates of some NGOs. In the Eastern Zone (Dar es Salaam), 8 Registration Certificates were forfeited. 4 in the Northern Zone (Kilimanjaro), 2 in Southern Zone (Mbeya), and 3 in the Lake Zone (Mwanza). A total number of forfeited Certificates is 17. This threatens the existence of such NGOs.

PART IV

4.0 CONCLUSION AND RECOMMENDATIONS

4.1 Conclusion

Generally the process of verification of NGOs was conducted smoothly despite of some challenges. The THRDC, NaCoNGO and the Government through the office of the Registrar of NGOs conducted the exercise with unprecedented cooperation. It is undisputable fact that this contributed highly to the success of this process. Due to availability of Observers who were located in each of the five zones most of CSOs were satisfied with the service they obtained during the verification process.

4.2 Recommendations

Basing on what the THRDC and NaCoNGO have collectively observed in the process of verification of NGOs, we would like to offer the following recommendations.

- I. Information obtained from this exercise, should be used to update the Non-Governmental Organizations Data Base in accordance with the objectives of the process of verification of NGOs.
- II. NGOs should submit their annual reports to the Registrar of Non-Governmental Organizations so that he can get accurate information at the right time and improve the NGOs' Database annually.
- III. Monitoring and evaluation of the performance of Non-Governmental Organizations should be conducted regularly in order to update the database;
- IV. A new study should be conducted in order to determine the contribution of non-governmental organizations to the development and peace of our Nation. The THRDC and NaCoNGO
- V. Evaluation process should be undertaken to identify NGOs that have failed to undergo the verification process and specific measures should be taken to deregister such organizations. This will help the registrar's office to keep record of only legitimate and active Organizations.
- VI. Capacity building programmes should be conducted to Regional and District Deputy Registrars (Development Officers). This will enable them to have great contribution in making follow up on the activities of NGOs in their respective Regions and Districts.
- VII. The Registrar should issue certificates or letters to each of the verified NGO which shall be regarded as documentary evidence that such NGOs have successfully been verified. This follows the fact that most of

Donors have now started to demand evidence to prove that NGOs which request for funds have been duly verified.

- VIII. The forfeited Certificates should be returned to the NGOs in order to enable them to proceed with their activities in accordance with the law.
- IX. The Government and CSOs should continue to cooperate for a wider interest of our nation.