



# LEGAL AID

## ANNUAL REPORT 2024







## **COVER PHOTO:**

LHRC MEAL Manager (right) interviewing a client who received legal aid from the organization and successfully won their case in Bihawana Village, Mbabala Ward, Dodoma.

# WRITERS & EDITORS

## WRITERS

- Rose Nyatega
- Khamis Mayombo
- Neema Lotang'amwaki
- Fortunate Kayuni
- Hidaya Haonga

## EDITORS

- Fulgence Massawe
- Deogratius Bwire
- Fundikila Wazambi
- Gertrude Dyabene

# OUR PARTNERS



Ambasáid na hÉireann | Tanzania  
Embassy of Ireland | Tanzania  
Ubalizi wa Ireland | Tanzania



FORD  
FOUNDATION

# LIST OF ACRONYMS/ ABBREVIATIONS

<b>CSO</b>	Civil Society Organization
<b>CSR</b>	Corporate Social Responsibility
<b>LAC</b>	Legal Aid Centre
<b>LAMS</b>	Legal Aid Management system
<b>LATRA</b>	Land Transport Regulatory Authority
<b>LGA</b>	Local Government Authority
<b>LHRC</b>	Legal and Human Rights Centre
<b>PLWHA</b>	People Living with HIV/Aids
<b>PWA</b>	Persons With Albinism
<b>PWDs</b>	Persons with Disabilities
<b>VICOBA</b>	Village Community Banks



# TABLE OF CONTENTS

ii

WRITERS  
& EDITORS

iv

OUR  
PARTNERS

v

LIST OF ACRONYMS/  
ABBREVIATIONS

viii

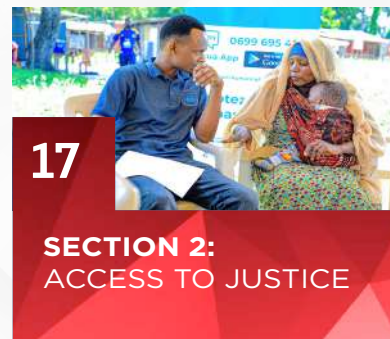
MESSAGE FROM THE  
EXECUTIVE DIRECTOR

x

WHO  
ARE WE?

xiv

HOW DID OUR CLIENTS  
HEAR ABOUT US



# MESSAGE FROM THE EXECUTIVE DIRECTOR

## Dear Friends and Partners,

I am truly delighted to share with you LHRC's 2024 Legal Aid Report, a honest reflection of the journeys, struggles, and victories of thousands of individuals who sought justice, and found support through our doors.

This year, our reach has grown. We were able to support 36,778 clients, a significant 25% increase from last year's 29,491. Behind each of these numbers is a story: a family seeking peace, a woman reclaiming her rights, a youth finding hope in the legal system. While 69% of our clients were male and 31% female, we remain committed to closing this gap by continuing to create





safe, accessible, and empowering spaces for women and other marginalized groups to claim their rights without fear.

Some of our most profound work this year came through legal reform. Our strategic litigation led to a landmark victory: the nullification of Section 37 of the Immigration Act, restoring the rightful power of the courts and confirming the principle that justice must remain in the hands of the judiciary not the executive. In another critical step forward, we successfully challenged Section 44(1) of the Law of Limitation Act, ending the practice of allowing the

state to be a judge in its own case. These decisions were not just legal wins they were victories for fairness, accountability, and every citizen's right to be heard.

We are also proud of the 192 court and tribunal cases we won, cases that restored homes, protected rights, and gave dignity back to those who felt powerless. Of these, 53% were men and 47% were women. Just as importantly, we helped 197 parties settle their disputes through reconciliation, promoting dialogue over conflict and harmony over prolonged litigation. Here, 51% of reconciliations involved women, showing that when space is given, women do step forward.

None of this would have been possible without the firm commitment of our dedicated staff,

whose compassion and courage define LHRC's work every single day. And to our partners and supporters thank you. Your belief in our mission and your constant support have made this impact possible.

As we reflect on 2024, we also look ahead. Our promise remains the same: to continue walking alongside those who seek justice, to keep fighting for laws that protect and include, and to ensure that every person regardless of status, sex, gender, or background can access the justice they deserve.

**Thank you!**

**Dr. Anna Henga**

Executive Director  
Legal and Human Rights Centre

# WHO ARE WE?



Legal and Human Rights Centre (LHRC) is a Tanzanian human rights advocacy organization founded in 1995 as a non-governmental, voluntary, nonpartisan, and not-for-profit sharing organization to empower and enlighten Tanzanians about their legal and human rights. LHRC has four offices, namely: the head

office located in Kijitonyama, Dar es Salaam; a model legal aid office situated in Kinondoni, Dar es salaam; and two sub-offices, one located in arusha and the other in Dodoma regions.

LHRC's operations are extensive, spanning all 169 districts of Tanzania's mainland, with specific interventions in Zanzibar. LHRC has

a presence in remote parts of the country, made possible through its well-designed programs, promoting awareness, and providing support to enable citizens to re-imagine their communities and capacitate them in settling some disputes amicably, without resorting to protracted judicial proceedings.

## STRATEGIC OBJECTIVES





## OUR VISION

LHRC envisions “a Just and Equitable Society” - a society where the three arms of state [parliament, judiciary, and the executive], as well as non-state actors, practice accountability, transparency and there is rule of law; and where there is public awareness, respect, and diversity.



## OUR MISSION

Our Mission is to empower the public to promote, reinforce, and safeguard human rights and good governance in Tanzania through legal, civic education and information; sound legal research and advice; monitoring and follow up of human rights violations; and advocacy for reforms of policies, laws, and practices in conformity with international human rights standards.



## VALUES

Integrity Accountability  
Equality and Diversity  
Transparency Professionalism  
Volunteerism and  
Voluntarism



## AGM

Our highest organ, the Annual General Meeting (AGM), comprises 120 members. The AGM convenes annually and has three main functions: appointing the Board of Directors, appointing external auditors, and reviewing audited accounts.





## BOARD OF DIRECTORS:

Our Board of Directors comprises 9 members, 67% of whom are female and 33% of whom are male. Board members have various professional backgrounds, including legal, media, social sciences, human rights, and finance.



**Hon. Chief Justice (Ret'd)  
Barnabas A. Samatta**  
*Chairperson*



**Josephine A. Mwankusye**  
*Vice Chairperson*



**Dr. Abdulah H. Mohammed**  
*Board Member*



**Lutgard Kokulinda Kagaruki**  
*Board Member*



**Dr. Ally Hussein Laay**  
*Board Member*



**Dr. Ringo Tenga**  
*Board Member*



**Anabahati J. Mlay**  
*Board Member*



**Hellen D. Kilontsi**  
*Board Member*



**Dr. Anna Henga**  
*Secretary*

# HOW DID OUR CLIENTS HEAR ABOUT US

FAMILY/FRIENDS

**68%**



MEDIA

**04%**



OTHER CLIENTS

**11%**



COURT/  
TRIBUNALS

**04%**



COURT  
PERSONNEL

**09%**



# CONTEXT OF LEGAL AID IN TANZANIA

The history of legal aid in Tanzania reflects the country's broader efforts to ensure justice and equality, especially for marginalized communities. After gaining independence in 1961, Tanzania embraced socialism under the Arusha Declaration of 1967, which emphasized collective rights and equality. However, access to legal services remained limited during the early years of independence. Legal aid was largely informal and inaccessible to the majority of citizens, particularly those in rural areas. Representation was often available only to the wealthy, while many ordinary Tanzanians lacked the knowledge, resources, or support to seek justice.

The 1990s brought a wave of political and economic reforms that also gave rise to civil society organizations committed to human rights and justice. Organizations such as the Legal and Human Rights Centre (LHRC),

Tanzania Women Lawyers Association (TAWLA), and others began offering legal aid services, human rights education, and legal literacy programs. These NGOs played a foundational role in establishing more structured and community-based legal aid systems, especially by training and deploying paralegals to support underserved populations.

In the 2000s, the Tanzanian government began to formally recognize the importance of legal aid. The launch of the Legal Sector Reform Programme (LSRP) in 2002 aimed at improving judicial systems and access to justice. In 2011, the government adopted the National Legal Aid Policy to provide a coordinated approach to legal aid provision. A major breakthrough came with the enactment of the Legal Aid Act in 2017, which provided legal recognition to paralegals and established mechanisms for registering and regulating legal aid providers. This marked a

significant step toward institutionalizing legal aid in the country.

In 2022, the government launched the Mama Samia Legal Aid Campaign, which has reached hundreds of thousands of people through mobile legal aid clinics, addressing common issues such as land disputes, inheritance, domestic violence, and remand cases.

Despite this progress, challenges persist. Many citizens

remain unaware of their legal rights or the availability of free legal services. Funding for legal aid remains limited, and logistical challenges continue to affect service delivery in remote areas. Nonetheless, the combined efforts of the government, civil society, and development partners have laid a strong foundation for a more inclusive legal aid system that can meet the needs of all Tanzanians, regardless of status or location.



# LEGAL AID PROVISION AT LHRC

## BACKGROUND

Legal aid provided by LHRC is governed by the Legal Aid Act of 2017 and regulations made there under, which aims to provide legal assistance to people who cannot afford legal aid services.

Legal aid services fall under LHRC strategic objective two which provides for improved legal and constitutional reform according to the 2019-2024 strategic plan. LHRC is committed to providing increased legal support, information, and representation to indigent individuals. As part of Outcome 2.2.

LHRC operates legal aid clinics in key locations including Kinondoni Dar es Salaam, Arusha, and Dodoma. These clinics serve as vital hubs for offering legal assistance and identifying advocacy issues across various case categories.

Legal aid plays a crucial role in poverty alleviation by ensuring access to justice for individuals and communities facing legal challenges. By providing free legal assistance, LHRC helps marginalized and vulnerable populations assert their rights, access essential services, and address issues such as land disputes, labor rights violations,

and gender-based violence. Legal aid contributes to reducing inequalities by leveling the playing field and empowering individuals to navigate complex legal systems. Furthermore, by promoting the rule of law and strengthening institutions, legal aid supports the development of fair and accountable societies where everyone has equal opportunities to participate and prosper, thereby advancing the Sustainable Development Goals' objectives of reducing poverty and promoting inclusive and sustainable development and the Agenda 2063; The Africa we want and the Tanzania development vision 2025



## SECTION 01: OUR CLIENTS

# SECTION 01: OUR CLIENTS

## 1.1.DEMOGRAPHIC DISTRIBUTION OF OUR CLIENTS



IN 2024 LHRC  
ATTENDED

**36,778**

Clients



**25%**

Increase from

**29,491**

Clients in 2023



**69%**

Males



**31%**

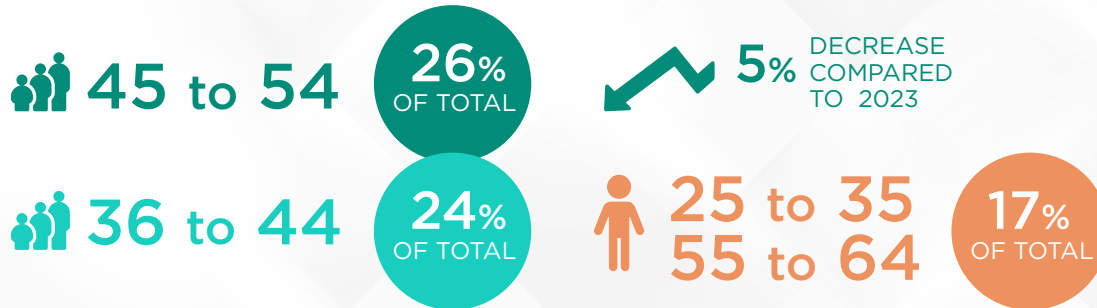
Females

AMONG THESE CLIENTS  
THERE WERE MARGINALIZED  
GROUP SUCH AS PEOPLE  
WITH DISABILITIES (PWDS)



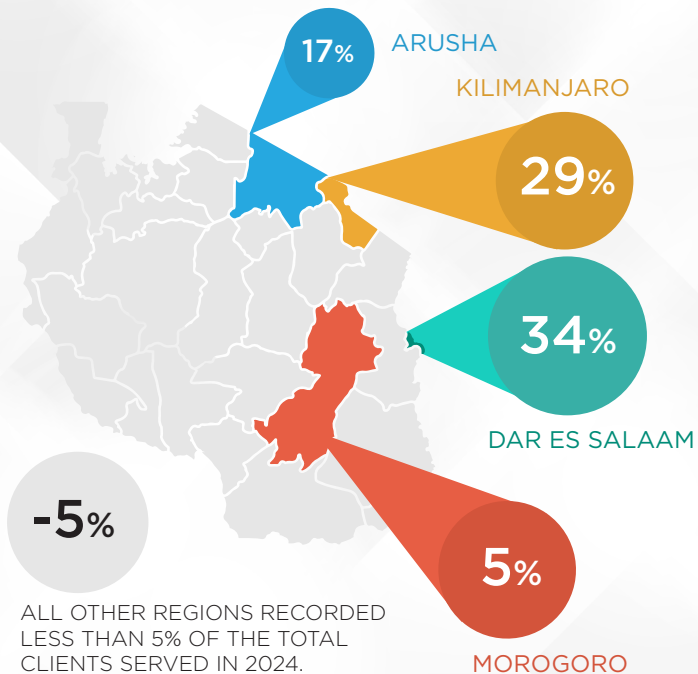
While there remains a significant gap between male and female clients, there was a notable increase in the number of female clients compared to the previous year. This upward trend is largely attributed to the enhanced Legal Aid Management System (LAMS), which has enabled more efficient registration and management of cases, as well as increased community awareness on the importance of legal aid, particularly among marginalized groups.

#### CLIENTS BY AGE IN 2024





## GEOGRAPHICALLY



THE LARGE NUMBER OF CLIENTS SERVED WERE FROM AROUND THE AREAS WHERE OUR OFFICES ARE LOCATED DUE TO EASIER ACCESS.

## INCOME DISTRIBUTION



Monthly Earning Below TZs **99,999/=**



**44%**  
Male



**22%**  
Female



**2%**  
Marginalized

INDICATING THAT THE MAJORITY COME FROM LOW-INCOME HOUSEHOLDS.

## REGARDING THE CLIENTS SEEKING LEGAL AID



**55%**  
CLIENTS

COMPLETED  
PRIMARY  
SCHOOL



**17.4%**  
FEMALE  
CLIENTS



**37.2%**  
MALE  
CLIENTS

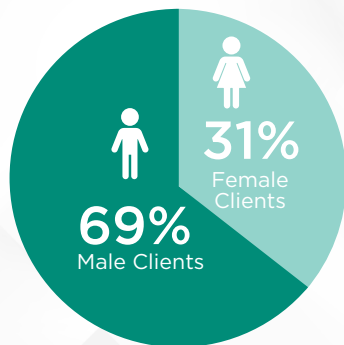


**4.3%**  
MARGINALIZED  
GROUPS

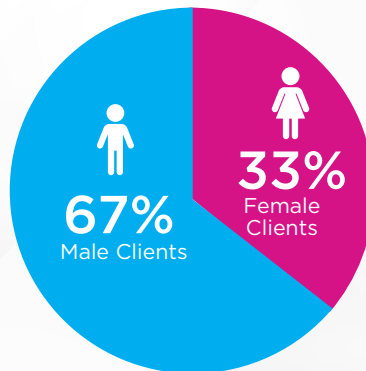
This indicates that our clients have limited access to secondary education and cannot afford legal services on their own. This suggests the importance of accessible and inclusive legal aid, specifically for marginalized groups such as women, children and PWDs.

## DISTRIBUTION OF CLIENTS BY SEX

YEAR  
**2024**



YEAR  
**2023**



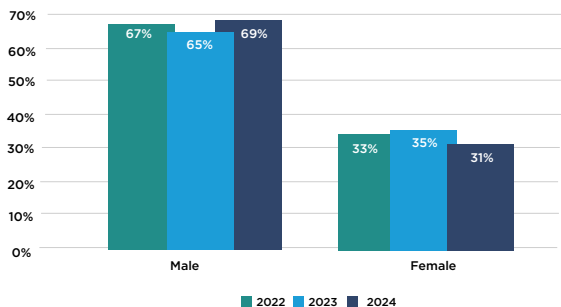
**7.3%**  
MARGINALIZED  
GROUPS



**0.3%**  
CHILDREN

Although the percentage of female clients decreased slightly, the absolute number of women reached increased, reflecting the impact of targeted outreach and awareness efforts

Comparison of Clients attended by sex from 2022-2024.



*Graph 1: Distribution of Legal aid clients by sex for three years*

The figure one above shows that while the proportion of women receiving legal aid services decreased by 4% in 2024, the absolute number of women served increased by 10% compared to 2023. This suggests that there is a growing demand such services among women, driven by persistent challenges such as Gender-Based Violence, cultural norms, and socio-economic inequalities.

On the other hand, the growth in male clients may be partly explained by community structures where men predominantly control key resources such as land, formal employment, and property making them more likely to be involved in legal disputes and therefore seek legal aid.

## DISTRIBUTION OF CLIENTS BY AGE



**45-54**

AGE GROUP

**26%**  
CLIENTS



**35-44**

AGE GROUP

**23%**  
CLIENTS



**55-64**

AGE GROUP

**18%**  
CLIENTS



**25-34**

AGE GROUP













**15%**  
CLIENTS



**<18**

AGE GROUP

**2%**  
CLIENTS

								
MAIN CASE CATEGORY		<18	18-24	25-35	36-44	45-54	55-64	65+
	Land	0%	0%	7%	14%	16%	12%	10%
	Criminal	2%	1%	2%	1%	1%	0%	0%
	Civil	0%	0%	2%	2%	3%	2%	2%
	Family	0%	0%	3%	4%	4%	2%	1%
	Employment	0%	0%	2%	3%	2%	1%	1%
<b>Sub Total</b>		<b>2%</b>	<b>2%</b>	<b>15%</b>	<b>23%</b>	<b>26%</b>	<b>18%</b>	<b>14%</b>

*Table 1: Distribution of clients according to main case category and age*

Table one indicates a significant number of clients were linked to land-related cases, which continue to dominate the legal aid caseload.

Several factors influence this trend such as individuals within these age groups are more likely to be actively involved in property ownership, land acquisition, and inheritance matters, making them more vulnerable to land disputes. Additionally, land cases often involve multiple people from the same community, resulting in groups of clients, which further increases the number of clients recorded under the Land Unit.



## DISTRIBUTION OF CLIENTS BY INCOME

Legal aid services are primarily intended for individuals who cannot afford the high costs of legal representation. One of the key criteria for accessing LHRC's legal aid services is income level, which helps ensure the support reaches those most in need.



CLIENTS

**66%**



HAD INCOME OF RANGE

**0 - 99,999** TZS

Indicating  
the financial  
hardship faced  
by most  
clients.



CLIENTS

**27%**



HAD INCOME OF

**100K-399K** TZS



CLIENTS

**4%**



HAD INCOME OF

**400K-699K** TZS



CLIENTS

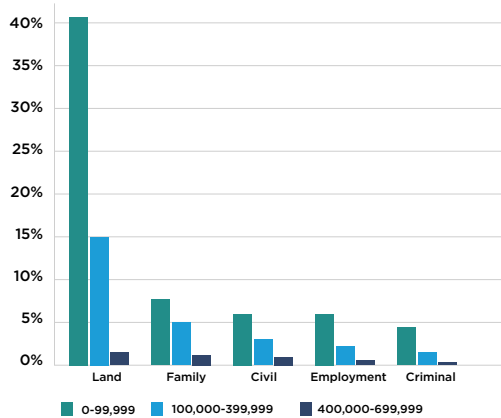
**3%**



HAD INCOME OF

**700K** TZS

**Distribution of our Clients by income in 2024**



*Graph 2: Distribution of legal aid clients by income level in 2024*

The graph two above demonstrates that LHRC's legal aid services are reaching the most economically disadvantaged individuals. Most clients served face significant financial hardship, with only a small proportion reporting higher income levels.

## DISTRIBUTION OF LEGAL AID CLIENTS BY EDUCATION LEVEL.

LHRC collects information on clients' education levels to better understand their legal literacy and adapt its communication and support accordingly. This helps ensure that legal rights and procedures are explained in a clear, accessible way, allowing clients to engage more confidently with the legal process regardless of their educational background.

IN 2024

 **55%**  
CLIENTS  
PRIMARY EDUCATION

 **25%**  
CLIENTS  
SECONDARY EDUCATION

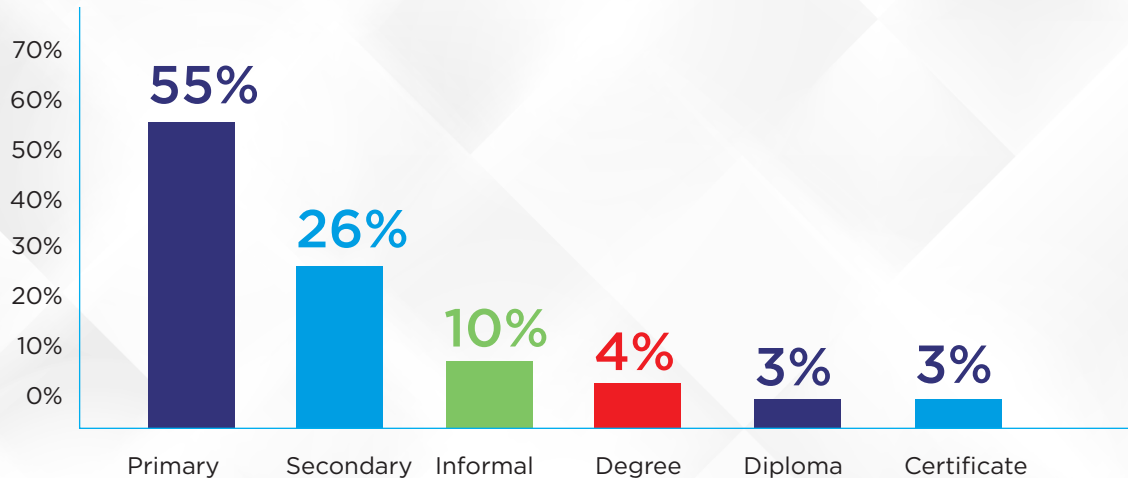
 **10%**  
CLIENTS  
INFORMAL EDUCATION

 **5%**  
CLIENTS  
DIPLOMA/CERTIFICATE

 **4%**  
CLIENTS  
DEGREE LEVEL

REFLECTING A DIVERSE  
RANGE OF EDUCATIONAL  
BACKGROUNDS AMONG THOSE  
SEEKING LEGAL AID SERVICES.

### DISTRIBUTION OF LEGAL AID CLIENTS BY EDUCATION LEVEL



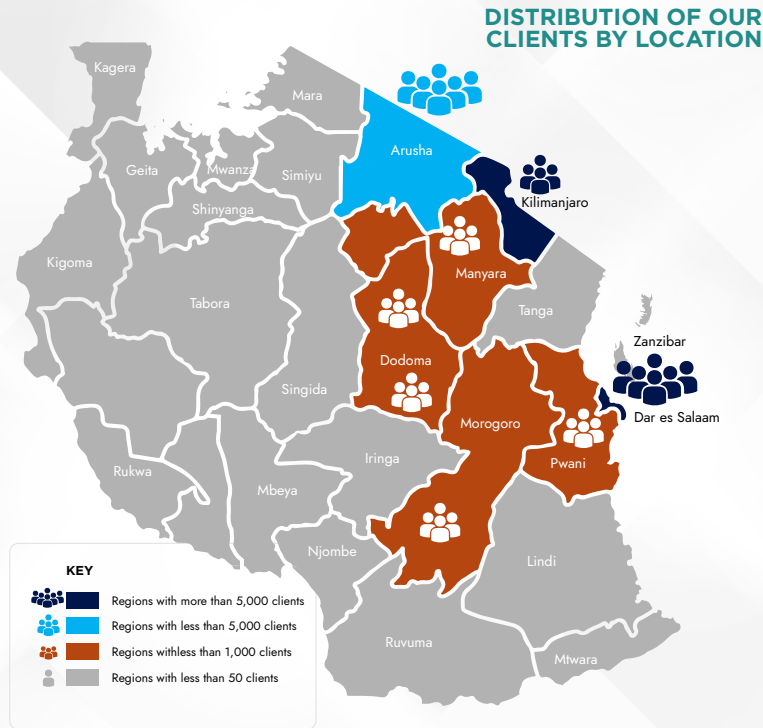
*Graph 3: Distribution of legal aid clients by level of education in 2024*

The education profile of LHRC's legal aid clients indicates that the majority have only primary or informal education, with very few having attained higher levels of formal education. This reflects a broader reality: individuals with limited educational backgrounds often face greater barriers in understanding legal processes, asserting their rights, and navigating the justice system.

The fact that over half of the clients have only primary

education suggests a strong correlation between low education levels and vulnerability to legal challenges, particularly in areas such as land rights, family disputes, and labor issues. Those with informal education may also lack access to critical legal information, making them more likely to fall victim to rights violations or procedural injustices.

## WHERE OUR CLIENTS ARE COMING ACROSS TANZANIA



In 2024, the majority of legal aid clients attended were from Dar es Salaam, accounting for 34% of the total, down from 38% in 2023, reflecting a 4% decrease. Kilimanjaro followed with 29%, a significant rise from 11% in 2023, indicating growing demand and outreach in the region. Arusha contributed 18% of clients this year, compared to 23% in 2023, marking a 5% drop. Morogoro accounted for 6%, while Dodoma, Manyara, and Pwani each contributed 4% of the total clients served.

The 2024 regional distribution of legal aid clients shows that while Dar es Salaam still leads in client numbers, its share has slightly declined. Kilimanjaro saw a significant increase, indicating improved outreach and rising demand, while Arusha experienced a modest drop. Morogoro, Dodoma, Manyara, and Pwani each accounted for a small portion of clients, with the rest of the country having even smaller shares.

DISTRIBUTION OF CLIENTS BY DISABILITIES



IN 2024  
**650**  
PWD CLIENTS  
ATTENDED



**0.5%**  
FEMALE  
CLIENTS

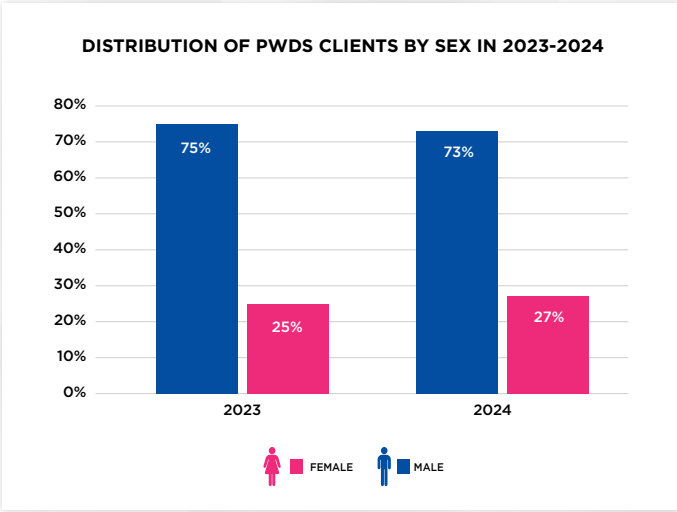


**1.3%**  
MALE  
CLIENTS

**=2%**  
THE TOTAL  
CLIENTS

**12%**  
DECREASE  
IN PWDs

IN COMPARISON TO 2023,  
WHOSE TOTAL NUMBER  
**731** CLIENTS



Graph 4: Distribution of Clients with Disabilities clients by sex in 2023-2024

A notable observation indicates that most clients with disabilities result from accidents, with males frequently being victims of incidents caused by drivers’ negligence while operating motor vehicles. The higher incidence of male cases is linked to the societal role of men as primary breadwinners, often engaging in outdoor work or transportation activities such as goods transportation. In contrast, women are more likely to work indoors, potentially contributing to the observed gender distribution in disability. In contrast, women are more likely to work indoors, potentially contributing to the observed gender distribution in disability cases and therefore mostly faced with mental health challenges and birth defects, including hearing impairment. Cases and therefore mostly faced with mental health challenges and birth defects, including hearing impairment.



“

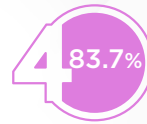
## WHAT OUR CLIENTS SAY ABOUT US

We conducted our annual client satisfaction survey to gather feedback on our services and gain a deeper insight into our clients' experiences and expectations. A total of 150 clients responded, representing a broad cross-section of our channels and the geographical location of LHRC Legal Aid offices.

### KEY FINDINGS



of clients said, *"I was satisfied with how I was received at the reception".*



of clients said, *"I was satisfied with the advice provided regarding my problem"*



of clients said, *"I was satisfied with the lawyer who assisted me."*



of clients said, *"I was pleased with the quality of services in general"*



*"I was satisfied with the time I spent waiting for services."*

# OUR CLIENTS

Most of our clients indicated that they were happy with our services and expressed deep gratitude for finally getting justice after long struggles.

“

“...  
It has been ten  
years of handling my  
case to get my justice....” –  
**Faustine Fidelis**

“

“....I  
am very grateful for  
your help, as I have been struggling  
with my case for a long time without any  
success, and the house I was living in and my  
children were taken away from me for a very  
long time, and my children were wandering  
around and for not going to school. I believe  
this decision will give me relief in my  
life...”– **Mohammed Kinoge.**

“

“...  
I won my  
case without paying  
anything...”  
– **Martha Aidan**

There was a strong appreciation for the free legal services provided, especially among vulnerable or marginalized groups.

“

*“I have nothing to pay LHRC. I was served it for free. I don't believe it...” – Martha Aidan*

“

*“The centre has helped us a lot and has been very patient with us. ...” – Husna Kiwaro*

Some clients regained lost or contested property, emphasizing the tangible outcomes of LHRC's intervention.

“

*“I am very grateful to the centre for providing me with assistance and enabling me to save my late father's property. This property will surely change our lives....” Agatha Julius*

“

*“...I am very grateful for your help, as I have been struggling with my case for a long time without any success, and the house I was living in, and my children were taken away from me for a very long time and my children were wandering around and suffering from not attending school. The house I was living in, and my children were taken away from me for a very long time and my children were wandering around and didn't go to school. I believe this decision will give me relief in my life...” – Mohammed Kinoge*

Successful claims and compensations have led to significant financial relief for clients.

“...  
The amount I  
have been paid is a lot,  
thanks to LHRC...”  
– Said Juma

“...I  
was able to sign  
and get that amount of  
money....”  
– Leonis Daud

Some clients commend LHRC's staff for their perseverance, patience, and commitment throughout long legal processes.

“...  
The centre has  
been patient with  
me...” – Faustine  
Fidelis

“...  
Thank you for  
being patient with  
us....” – Husna Kiwaro

People see LHRC as a defender of the powerless, particularly those who cannot afford legal services.

“....to  
defend  
vulnerable people like  
us .....” – Husna Kiwaro



SECTION 2:  
ACCESS TO  
JUSTICE



## SECTION 2: ACCESS TO JUSTICE

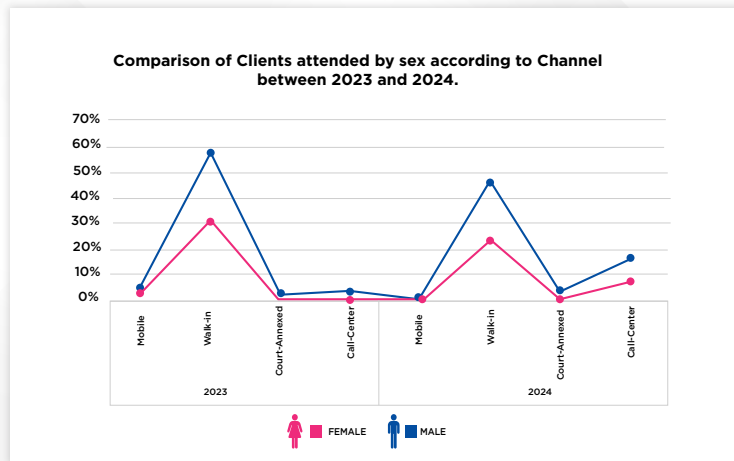
Since 1997, LHRC has been offering legal aid services to indigents across Tanzania. This long-standing program was established to bridge the gap in access to justice by providing free legal assistance, advice, and representation to those who cannot afford it. Through her legal aid clinics, LHRC not only

assists individuals to navigate the legal system but also empowers communities with knowledge about their rights and responsibilities. By raising legal awareness, the initiative enables people to claim and defend their rights as enshrined in the Constitution. While LHRC is unable to provide legal aid

services to everyone in need, the program has served as a powerful source of evidence for advocacy on legal reforms. Over the years, the program has contributed to identifying systemic issues and driving changes in laws, policies, and practices ultimately benefiting Tanzanian society.

## 2.1. LEGAL AID SERVICES ACCORDING TO CHANNEL

The diverse and complex nature of the Tanzanian context makes it difficult to reach all clients through a single channel of legal aid delivery. LHRC experience and continuous learning have shown that different groups face different barriers when trying to access justice. Some clients live in remote areas, others struggle with mobility, others, women and persons with disabilities in particular face social, economic, or cultural challenges that make it harder to seek help. To address this, LHRC has embraced a range of inclusive and responsive strategies. These include walk-in clinics, court-annexed legal aid, mobile legal aid services that reach communities directly, visits to prisons, and support for Children in conflict with the law.

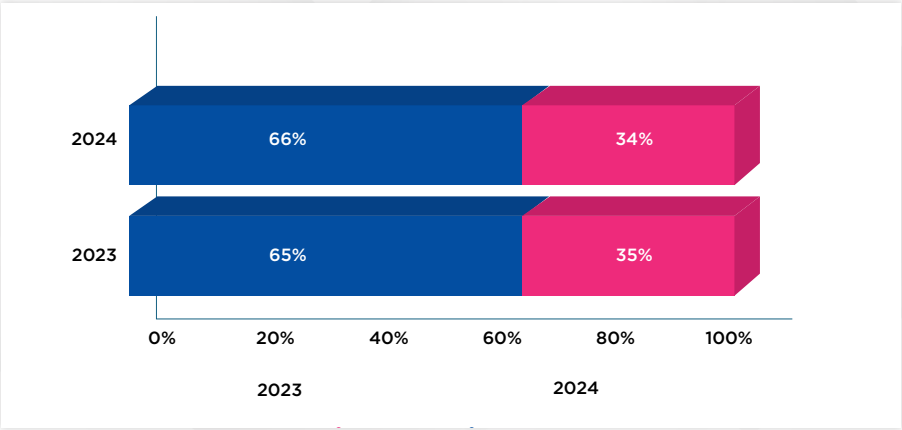


*Graph 5: Comparison of clients attended according to channel and sex between 2023 and 2024*

The data reveals that the office walk-in services remain the most preferred and accessible channel for many. However, there has been a remarkable increase in the number of clients reached through the call center, for both men and women, compared to 2023. This surge may be attributed to the growing trust in remote support, the reliability of the service, and its cost-effectiveness, especially for women and PWDs who cannot easily travel or prefer the privacy of phone-based assistance. In contrast, channels such as prison and court-annexed services have remained relatively low, which is expected given their more limited and specific target groups, such as inmates or clients referred directly through the justice system.

**2.1.1. Walk in channel.**

Since the inception of legal aid services at LHRC, the Walk-in channel has consistently been the primary choice for most of our clients. This involves individuals physically visiting our legal aid clinics at Kinondoni, Arusha, and Dodoma legal aid clinics. A significant number of clients prefer this in-person approach over phone calls and other channels, considering it as the primary mode of delivery service. According to the analysis, 70% of our clients preferred the Walk-In channel for this year, marking an 18% decrease from last year’s report. This has been due to the increase in the use of the call center. On sex distribution, male dominates the number of our Walk-In clients, comprising 66%, while females make up 34% while PWDs make 2% overall.

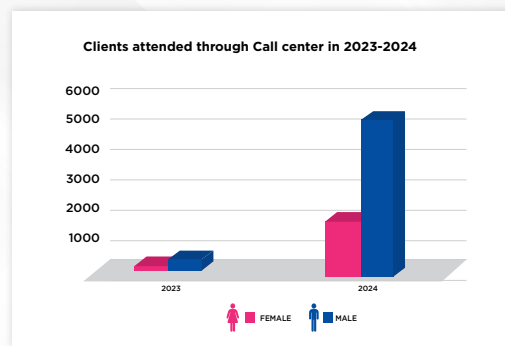


*Graph 7: Comparison of Walk-in clients attended by sex between 2022 and 2023*

As reflected in the overall sex ratio, most of our Walk-In clients are men. Many women face a range of barriers that limit their ability to physically access legal aid services. These include societal expectations, limited financial means, caregiving responsibilities, safety concerns, and a general lack of awareness about their legal rights. Women also are disadvantaged in accessing information regarding legal aid provisions. In some cases, fear of stigma or discrimination also discourages women from seeking help in person. Together, these challenges contribute to the lower number of women utilizing Walk-In legal aid services opting for other channels like call center.

### 2.1.2. Legal aid services through Call centre

This channel serves clients in remote areas where services are limited, and the clients cannot access directly legal assistance through the Walk-in channel. The clients are usually serviced through phone calls and document exchange. Further critical assistance is also accessed via paralegals who are empowered to guide through the justice process with guidance from lawyers.



*Graph 8: Comparison of clients attended via a call center by sex between 2023 and 2024*

The chart above indicates that the higher representation of male clients in legal aid services compared to female clients may be influenced by factors such as disparities in access to communication devices, income variation, societal expectations, and levels of legal awareness.

IN 2024 LHRC ATTENDED

**8,204**  
CLIENTS



**70%**  
Male Clients



**30%**  
Female Clients



**INCREASE**  
**264%**  
FROM LAST  
YEAR

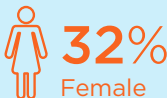
### Legal Aid Services in Court

In collaboration with the Judiciary, LHRC has successfully established legal aid desks at the Integrated Justice Centers(IJCs) in Kinondoni, Dodoma, and Arusha, as well as the One Stop Judicial Centre in Temeke. These court-based legal aid services bring support closer to where justice is administered, making it more accessible for individuals in urgent need of legal assistance.

DISTRIBUTION OF CLIENTS ATTENDED THROUGH COURT IN 2024

CATEGORY	Female	Male	Case Total
Family	414	131	545
Criminal	36	864	900
Civil	54	69	123
Land	35	67	102
Employment	6	22	28
Grand Total	545	1153	1698

Data source: LAMS 2024



While men still make up the majority, the presence of women and PWDs seeking legal aid at these centres is encouraging indicating a growing awareness and trust in accessible justice mechanisms.



The graph above shows that male clients make up the majority, particularly in cases involving children. This trend suggests a growing concern about child neglect, with many cases involving fathers not fulfilling their responsibilities. Additionally, criminal cases recorded under Children in conflict with the law matters all involve male accused persons, indicating a gendered pattern in youth-related offenses. Boys are more frequently involved in crimes due to factors like peer pressure, societal expectations of masculinity, and exposure to violence. Boys often engage in riskier behaviors and are more likely to be influenced by delinquent peer groups. In contrast, girls' offenses are often linked to abuse, trauma, or survival needs



### **2.1.3. Legal Aid Services in the Community**

LHRC utilizes national events like Judiciary Law Week, and Sabasaba as a powerful platform to bring mobile legal aid services closer to communities particularly to those who face difficulties to access justice through traditional systems. These events create a space where ordinary citizens can receive legal education, ask questions about their rights, and seek direct legal assistance without fear or cost. They are an opportunity to meet people where they are, listen to their challenges, and offer support in ways that are both practical and compassionate.

The analysis indicated that many women faced challenges in attending the events, often due to domestic responsibilities and



DURING LAW WEEK

# 192

CLIENTS WERE ASSISTED

OF THE TOTAL NUMBER, 2 CLIENTS  
BEING PEOPLE WITH DISABILITIES.



**64%**

Male Clients

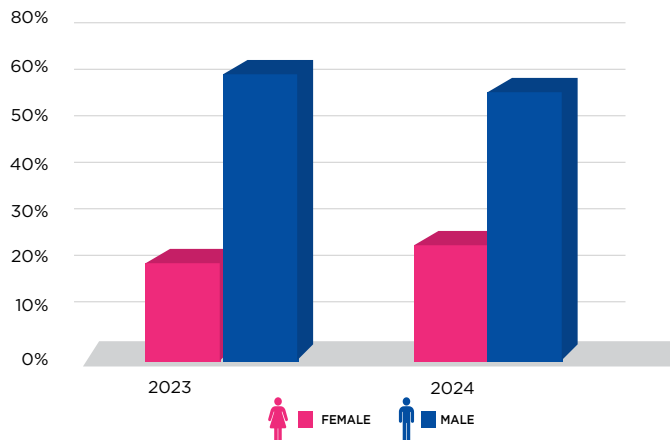


**36%**

Female Clients

limited mobility, while men generally had more freedom to participate. This gender disparity is a reminder that while legal services may be available, they are not always accessible to everyone in the same way. To reach those most in need, especially women and caregivers, LHRC has employed other affirmative actions to ensure that legal aid services are more flexible, inclusive, and community centered.

**Comparison of clients attended through mobile in 2023-2024**



*Graph 9: Comparison of clients attended in 2023 and 2024 during mobile legal aid*

There has been a significant decrease in all sex in comparison to 2023. This decline is due to various factors such as changes in outreach strategies, geographical reach, or the specific demographics targeted by mobile legal aid initiatives. Specifically, LHRC focus on mobile for this year 2024 has been prison visits and follow up previous clients for quality support and representation of children in conflict with the law in different courts.

2.1.4. Legal aid services in Prison

Legal aid provision in prisons aims to enhance access to justice by offering legal support in individual criminal cases, thereby contributing to the development and maintenance of a fair and just criminal justice system. This support extends to pre-trial detention facilities, courts, and prisons, helping to eliminate unnecessary detention, ensure timely case processing, promote fair and impartial trials, and reduce prison overcrowding.



IN 2024 LHRC REACHED

1020

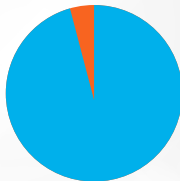
CLIENTS



INCREASE

18%

FROM LAST  
YEAR 2023



92%

Male Clients

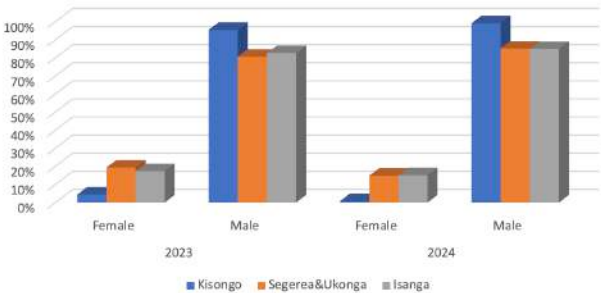


8%

Female Clients

The prisons which were visited were in Kisongo- Arusha, Isanga- Dodoma, Ukonga and Segerea prisons in Dar es salaam. Inmates were assisted through empowerment to defend their cases before the respective courts, they were also provided with legal advice, as well as making follow-ups on their challenging issues especially for those who were struggling to find their copies of judgements and removal orders.

Clients attended between 2023-2024 inPrison.



Graph 10: Comparison of clients attended in prisons between 2023 and 2024

The number of female inmates is lower than the male. According to the statistics provided by the prison administration in Arusha, there were 700 inmates. Out of 700 inmate females were just 28 which is 4% of all inmates. In that context, it can be interpreted that men are more frequently involved in criminal activities compared to women. This may be linked to the fact that men are often viewed as the primary breadwinners in society, and in the course of their daily struggles to provide, they may find themselves engaging in criminal acts.



*Picture 2: LHRC legal aid team posed for the photo together with the wardens of Arusha Central Prison immediately after completion of legal aid mission on 21st day of May 2024*

#### 2.2.4.1 Key Documented Issues for Reform at Prison

##### a. Presidential Pardon Feels Unreliable

The lack of clear criteria and sudden rule changes in the pardon process dishearten prisoners.

+ **Recommendation:** Establish transparent guidelines, independent review mechanisms, and timely communication to ensure fairness and consistency.

##### b. Unlawful Arrests and Abuse of Power

Arrests are often made by unidentified officers, increasing abuse and fear.

+ **Recommendation:** Enforce use of uniforms and IDs, introduce body cameras, and strengthen oversight of arrest procedures.

##### c. Bail Denied forailable Offences

Police often deny bail arbitrarily, violating rights and overcrowding remand.

+ **Recommendation:** Train officers on bail laws, create oversight mechanisms, and penalize unlawful bail denial.

#### **d. Inconsistent Sentencing and Ignored Remand Time**

Judicial inconsistency in deducting remand time leads to unequal justice.

**+ Recommendation:** Standardize sentencing guidelines and enforce remand time deductions across all courts.

#### **e. Abuse of Plea Bargaining**

Some inmates receive or are denied plea deals unfairly due to lack of oversight.

**+ Recommendation:** Regulate plea bargaining with clear criteria and require judicial approval.

#### **f. Children Treated as Adults in Detention**

Minors are held in adult prisons due to forced age misreporting.

**+ Recommendation:** Enforce age verification, punish coercion, and improve juvenile detention systems.

#### **g. Property Confiscation Without Legal Process**

Police confiscate personal items not related to the case, often without documentation.

**+ Recommendation:** Require proper recording of all seized items and ensure return or legal processing.

#### **h. Delayed Access to Judgments and Appeal Records**

Prisoners face long delays in receiving court documents, hindering appeals.

**+ Recommendation:** Digitize court records and ensure timely delivery of judgments to inmates.

#### **i. Limited Recognition of Prisoners' Human Dignity**

Prisoners are denied rights like attending funerals or participating in reforms.

**+ Recommendation:** Allow escorted compassionate leave and include inmates in reform dialogues.

#### **j. Outdated Laws and Weak Oversight**

The Prisons Act is outdated, and institutions lack authority for effective oversight.

**+ Recommendation:** Update prison laws and empower oversight bodies to enforce reforms.

#### **k. Barriers to Legal Representation and Foreigners' Rights**

Foreign inmates face delayed repatriation and conflicts of interest in legal defense.

**+ Recommendation:** Boost legal aid services, prevent conflict of interest, and expedite foreigner repatriation.

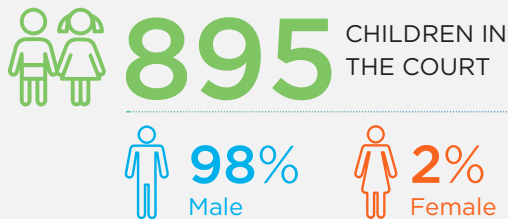


### 2.1.5. PUTTING CHILDREN'S BEST INTERESTS FIRST

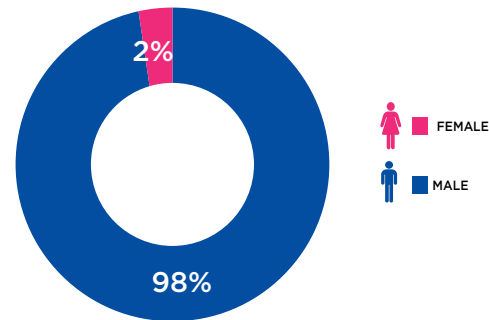
#### Children in conflict with the laws

This applies to children who are provided with mandatory legal representation in court when they do not have their own legal counsel. In line with the principle of the best interest of the child, LHRC prioritizes the provision of legal aid to children conflict with the law.

#### LHRC MANAGED TO ASSIST



The above graph 10 indicate the number of male clients is higher compared to that of female due to the nature of the offences committed which are theft, rape, and sodomy. Females are mostly the victims of these



*Graph 11: Distribution of children in conflict with the law attended by sex in 2024*

offences committed by those children in conflict with the law. The data indicates that the majority of children in remand homes and approved schools are male. This trend reflects a gap in the upbringing and social support provided to boys, particularly during adolescence.

Contributing factors include family breakdowns and prevailing patriarchal norms that discourage emotional support for boys or overlook their developmental needs. As a result, many boys grow up without adequate guidance or supervision, increasing their vulnerability to conflict with the law.

This calls for targeted interventions that promote positive male child development and responsible parenting, while also addressing harmful gender norms that hinder boys from receiving the care and support, they require.

2.1.6. Community legal education and information

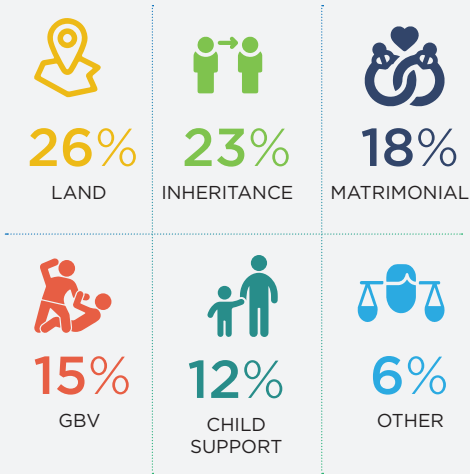
LHRC aims at improving understanding of legal issues in the community to stop legal problems from happening or getting worse. LHRC does this by providing education and information on legal rights and responsibilities directly through different events and routine through paralegals, a central part of her commitment to early intervention and prevention services.

Role of Paralegals in Improving Access to Justice

According to the Legal Aid Act 2017 and its regulations 2018 paralegals are recognized and certificated to provide legal aid services by carrying out educational programs, assisting indigent person in the procedures to obtain necessary legal documents and guiding them person to a proper forum or to access justice.

At the community level, paralegals contributed to increased legal literacy and rights awareness, shifting social norms, and strengthened grassroots capacity to respond to violations.

TOP FIVE DISPUTES



IN 2024 LHRC PARALEGALS REACHED

**9,353** INDIVIDUALS

FOR **LEGAL AWARENESS** THROUGH **COMMUNITY GATHERINGS, LGA MEETINGS, NATIONAL COMMEMORATIONS & RELIGIOUS GATHERINGS**

PROVIDED LEGAL AID SERVICES TO



**311** CLIENTS

ACROSS THE COUNTRY



**45%**  
Women



**55%**  
Men



### SECTION 3: CLIENTS ATTENDED BY CASE CATEGORY

## SECTION 3: CLIENTS ATTENDED BY CASE CATEGORY

LHRC's legal aid framework is organized into specialized units namely family, labour, land, civil, and criminal cases to provide focused support based on the type of legal issue. This structure ensures that people facing challenges such as family disputes, land conflicts, or criminal charges receive appropriate and tailored assistance.

**In 2024, LHRC experienced a notable increase in overall caseloads, particularly in land and family-related cases.**



LAND CASES ROSE

FROM **14,995** IN 2023

TO **21,473** IN 2024



INCREASE

**66%** TO **69%**  
MALE CLIENTS

INDICATING GENDER  
IMBALANCES IN LAND  
OWNERSHIP AND  
LEGAL CONTROL.



FAMILY CASES GREW

FROM **4,578** IN 2023  
TO **5,019** IN 2024



**35%**  
MALE



**65%**  
FEMALE

CONFIRMING WOMEN'S CONTINUED RELIANCE ON LEGAL AID IN MATTERS OF MARRIAGE, CUSTODY, AND SUPPORT.



IN LABOUR UNIT MALE CLIENTS INCREASED



FROM **69%** IN 2023 TO **83%** IN 2024

INDICATING DEEPENING GENDER DISPARITIES IN EMPLOYMENT-RELATED DISPUTES AND POSSIBLY A WIDENING ACCESS GAP FOR WOMEN IN FORMAL WORK SECTORS.



CIVIL CASES SLIGHTLY DECLINED



FROM **4,613**  
TO **4,284**

YET REMAINED PREDOMINANTLY MALE



**80%**  
IN 2024

FROM **77%**

THIS SUGGESTS ONGOING CHALLENGES FOR WOMEN IN NAVIGATING CIVIL LEGAL PROCESSES, OFTEN TIED TO FINANCIAL AND INSTITUTIONAL BARRIERS.



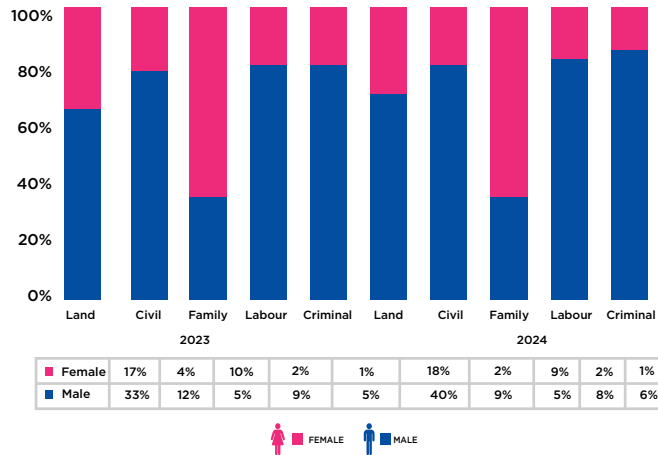
IN CRIMINAL MATTERS, MALE REPRESENTATION INCREASED



FROM **81%** TO **87%** 

REVEALING PERSISTENT TRENDS IN MALE-DOMINATED CRIMINAL JUSTICE INVOLVEMENT WHETHER AS ACCUSED, SUSPECTS, OR COMPLAINANTS.

**Comparison of Clients attendend between 2023-2024**



**Graph 12: Comparison of clients by sex and case category attended between 2023-2024**

The above data in graph 11 indicates men formed the majority of clients, particularly in land, civil, and employment matters, largely due to greater financial capacity, cultural norms, and male dominance in formal employment. Land-related cases revealed widespread challenges with ownership documentation, mortgage defaults, tenant struggles, and disputes over boundaries and matrimonial property often with limited spousal consultation.

In the civil unit, male clients sought redress for negligence and contract disputes, frequently entering contracts without fully understanding terms, often driven by financial pressure. Women dominated matrimonial and probate cases, reflecting both their vulnerability post-marriage breakdown and increased awareness of their rights. Common issues included desertion, financial hardship, and unequal access to inheritance.

In employment and labour, most clients were working-age males (25-54), but an increase in cases from the retirement-age group (55+) was also noted many facing delayed pension payments. Women primarily sought assistance in cases involving community financial institutions, like VIKOBA, where repayment struggles were common.



### 3.1. LAND CASES

In land category LHRC receives a multitude of cases ranging from evictions with 53%, trespassing 20%, boundaries disputes 12%, acquisitions 10% and 5% with other cases such as Landlord and Tenant, mortgage, sale, and easement. These cases are reflecting the intricate landscape of land-related issue in Tanzania.



**53%**

EVICCTIONS



**20%**

TRESPASSING



**12%**

BOUNDARY  
DISPUTES



**10%**

ACQUISITIONS



**5%**

OTHER CASES

LHRC received a significant number of clients across all offices with land contributing to 58% of cases received across all categories; among these males contributed 69% and female 31% an increase by 22% in comparison to 2023, with most of them being men. This is due to the fact that men often have more control over property and resources, while women continue to face barriers when it comes to owning and managing land.

**58%** LAND  
CASES



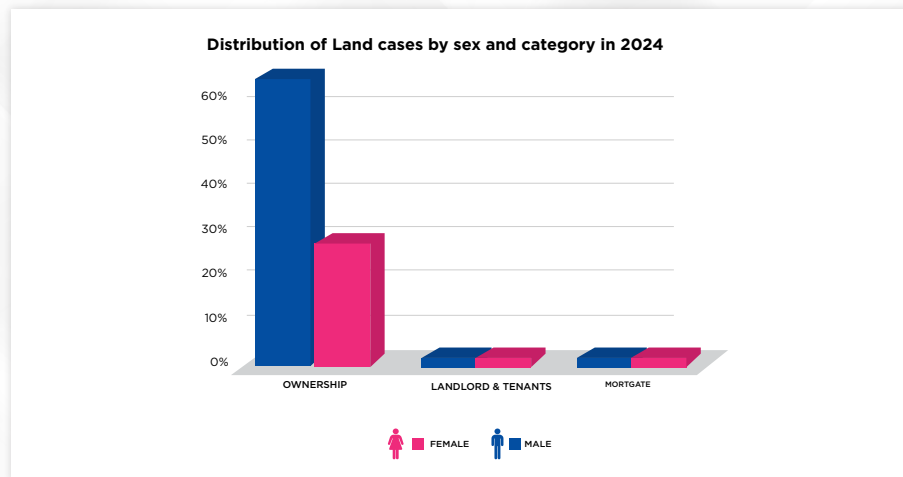
**69%**  
MALE



**31%**  
FEMALE

**22%** INCREASE

According to the analysis ownership continues to dominate land cases by 99% throughout. This is due to the fact that many people came for help because they didn't have proper land ownership documents. Without these papers, they couldn't access loans, rent out their land, or use it to grow their income. Tenant cases with almost 1% of cases, told another story of struggle people are unable to pay rent because they had lost jobs or their businesses were no longer working. In mortgage cases, families were shaken when male guarantors defaulted on loans, leading to property auctions and painful legal battles often without the rest of the family even being consulted.



*Graph 13: Distribution of cases attended by sex and case category under Land in 2024*

In the land category, boundary disputes were more commonly reported by male compared to female clients. On the ground, land disputes were common driven by unclear boundaries, poor planning, and pressure from growing populations. These conflicts sometimes escalated to clashes with government officials.

Property sales also brought complications. Some involved double sales of the same plot; others were linked to matrimonial property sold without the consent of a spouse. These cases reveal the bigger picture: managing property isn't just about documents it's also about trust, communication, and fairness within families and communities.

## VOICES OF CHANGE



### **Victory Through Justice:** Karoli Kimario Reclaims Her Rightful Land

---

*Karoli Kimario, the appellant, challenged the decision of the District Land and Housing Tribunal (DLHT) of Moshi after it unjustly ruled in favor of the respondent, Petro Makini. The dispute involved a parcel of land originally owned by Karoli's late father, which was legally inherited by Karoli himself.*

*Petro Makini had unlawfully occupied the land, asserting false ownership and subjecting Karoli to acts of violence that resulted in physical harm and emotional humiliation. The prolonged legal struggle also caused Karoli significant economic hardship.*

*Despite the DLHT ruling in favor of the respondent, Karoli Kimario remained determined to seek justice. He filed an appeal with the High Court in Moshi. After a thorough review, the High Court found merit in Karoli's appeal, reversed the DLHT's decision, and declared him the rightful owner of the disputed landmarking, a triumphant end to his legal battle and a reaffirmation of justice.*



### **A Widow's Victory:** Foibe Ayo Reclaims Her Rightful Land After Family Dispute

---

*Foibe Paulo Ayo, a resilient widow from the village of Ndatu in the Arumeru District, fought a legal battle to reclaim her rightful ownership of a 300Sqm plot of land. The land had been gifted to her and her late husband by her father-in-law in 1978, and she had used it for agricultural and pastoral activities ever since.*

*However, in 2022, Obadia Moses Nassari, her brother-in-law, illegally occupied the land, planting banana trees and maize while claiming it as part of their father's estate. Efforts to resolve the matter through family elders and local authorities proved unsuccessful, prompting Foibe to seek justice at the District Land and Housing Tribunal of Arusha. Represented by LHRC, Foibe courageously pursued her case against all odds.*

### 3.2. FAMILY CASES



FAMILY CASES  
ACCOUNTED FOR  
**14%**  
OF ALL LEGAL  
MATTERS RECEIVED



**35%**

MEN



**65%**

WOMEN

 **1%** INCREASE

IN FEMALE CLIENTS  
COMPARED TO 2023

SUGGESTING BOTH A GROWING NEED AND INCREASED AWARENESS  
AMONG WOMEN OF THEIR LEGAL RIGHTS WITHIN FAMILY SETTINGS.

The high proportion of women in this category is the evidence of the economic and social burdens they often bear after family relationships break down. Many women turn to LHRC for legal aid because they cannot afford private advocates, especially in situations involving separation, divorce, or the death of a spouse. These circumstances frequently leave women to manage responsibilities like childcare, household survival, and navigating inheritance processes all while trying to assert their rights in systems that are often slow and difficult to access.

Among the family-related issues reported, administration of estates was the most common, making up



**34%**  
OF CASES



MATRIMONIAL  
DISPUTES AT

**32%**



CHILD RIGHTS  
ISSUES AT

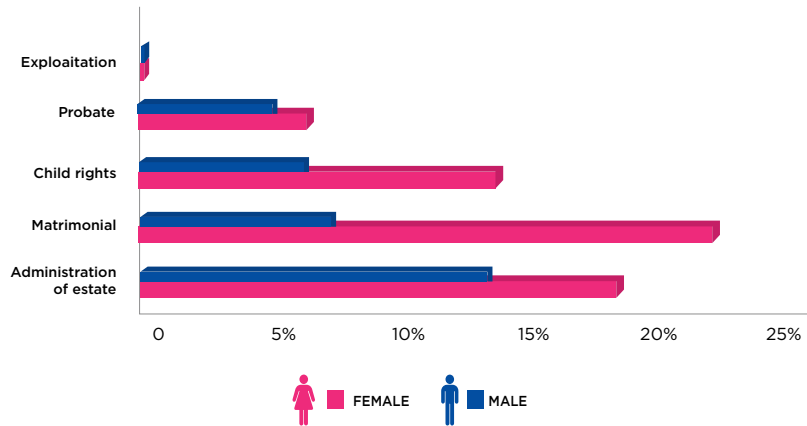
**22%**



PROBATE  
MATTERS AT

**12%**

### Clients attended by sex in 2024



*Graph 14: Distribution of clients attended under family category by sex in 2024*

These figures reveal the wide range of legal challenges families face and show how deeply legal struggles are tied to family instability, loss, and gender-based economic vulnerability.

Matrimonial, mostly men desert their wife and children due to failure to meet their economic needs.

Desertion may be that of good cause that a man disappears from his family to seek for a better life and sometime may comeback but also may not return. Due to such circumstance a woman decided to seek for divorce or separation so as she may rebuilt herself.

Unemployment is a problem in the society to both women and men, when there is unemployment means there is economic struggle and when this happens the problem escalades to affect the marital relationship hence divorce papers emerge.

# VOICES OF CHANGE



## 2From Silence to Security: A Family's Fight for Equal Inheritance Rights

*After the death of her husband, Nay Petro Kambey, a widow in a polygamous marriage from Oldonyo Sambu, faced conflict over the distribution of his estate, which lacked a written will and disproportionately favored boys per traditional customs. Determined to secure a fair future for her children, especially the girls, Nay sought help from LHRC, where she was supported in pursuing legal action through court and RITA, resulting in a documented, just division of the estate. Her daughter, Rachel Petro, played a key role by challenging patriarchal norms, attending traditional meetings, and navigating legal obstacles, including a missing court file and gender-based intimidation, until the matter was resolved. Through their persistence and LHRC's support, the family achieved peace, legal clarity, and lasting protection of their rights.*

*Rachel and Nay's story highlights how cultural practices especially those that sideline women and girls can be challenged through access to justice. They both believe that harmful traditions need to be re-examined and that women must be empowered to claim their rightful place in society.*

*"Girls contribute to the family too. These oppressive traditions have no place in today's world," Rachel insists. "We ask policymakers not to silence us or shut us down when we seek our rights most of us cannot afford lawyers or understand the system."*

*Nay adds:*

*"Without dividing property fairly, families can fall apart. People can even kill each other. This legal support has brought peace to my home, and I am grateful."*





## Securing Inheritance Rights: Naomi Laizer's Journey to Justice

---

*Naomi Mitawas Laizer, a widow and mother of three from Arusha, sought legal aid from LHRC after her husband passed away without a will in 2021. With LHRC's support, she filed for letters of administration and was officially appointed as the estate administrator in March 2024. Guided through the legal process, Naomi convened a family meeting to fairly distribute the estate, filed the required inventory and accounts, and lawfully accessed funds from her late husband's bank accounts. Through this support, she successfully secured her family's inheritance rights and prevented potential future disputes.*



## A Widow's Journey to Justice: How Mama Monica Minja Found Peace Through Legal Support

---

*After losing her husband in 2023, retired teacher and mother of four, Mama Monica Minja of Njiro, faced overwhelming uncertainty when a will surfaced but no one knew how to proceed legally. "We had the will, but we didn't know what to do next," Monica recalls. "Someone told us we had to go to court, but we had no idea how." Unable to afford a lawyer and unfamiliar with court procedures, she struggled until a stranger directed her to the LHRC. "From the moment I walked in, I was received so well. The team listened with care and explained everything clearly. I felt seen, supported and finally, hopeful." With LHRC's guidance, the estate was fairly distributed, restoring peace to her family and giving Monica clarity, justice, and a renewed sense of dignity. Mama Monica and Leone both believe that their story is not unique but that their access to support was. They now advocate for greater public education on issues like inheritance and for wider availability of legal aid services for families in distress.*

*"Not everyone has money or legal knowledge. But everyone deserves justice," says Mama Monica. "LHRC is doing God's work, and I pray that many more people are helped like I was."*



## A Mother's Fight for Custody Ends in Justice

---

*Christina, a mother of two from Kigwe Village in Bahi District, embodies the strength and perseverance of many women navigating complex legal and family challenges. After separating from her husband in 2021 due to family conflicts, she faced an unexpected and painful battle being denied the right to live with her child.*

*The separation took a deeper toll when, under the guise of attending a family ceremony in Mara, her child was taken from her and never returned. Repeated efforts to resolve the matter within the family met with silence and resistance. For nearly two years, Christina lived with the pain of separation, until she took matters into her own hands and successfully located and retrieved her child from Dar es Salaam.*

*Back in Bahi, Christina approached the Social Welfare Office, seeking assistance in enrolling her child in a local school. However, the process was blocked since her husband was the only recognized guardian in the school system. Social Welfare officials advised her to seek legal redress and referred her to LHRC.*

*At LHRC, Christina received free legal support that exceeded her expectations. The team helped her prepare court documents and guided her through the legal process. Despite the father not appearing in court, the case proceeded, and Christina was officially granted full custody of her child, along with authorization to transfer the child to a new school in Bahi.*

*"What surprised me most was that the service was free—and yet the quality was so high. I was amazed!" Christina, LHRC beneficiary*

*Now reunited with her child and legally empowered, Christina has resumed her daily responsibilities with renewed energy and peace of mind.*

*"I am happy. I feel safe with my child, and I thank LHRC for their support. I will recommend others who need help to seek their services."*

### 3.3. LABOUR CASES



LABOUR RELATED  
DISPUTES CONTRIBUTE TO

**10%** OF ALL  
CLIENTS  
IN 2024

**↑-1%**

INCREASE  
COMPARED  
TO 2023



**49%**  
EMPLOYMENT  
TERMINATION



**32%**  
BENEFITS



**12%**  
BREACH OF  
CONTRACT



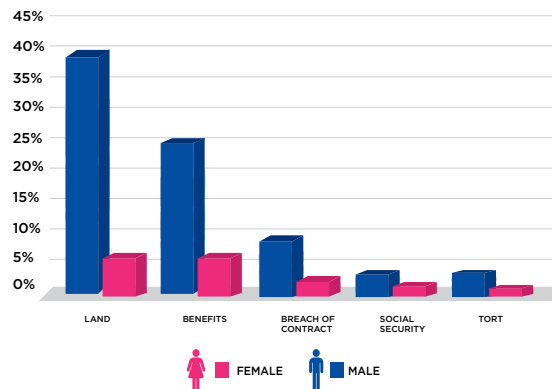
**3%**  
SOCIAL  
SECURITY



**4%**  
TORT

The data shows that more men than women are seeking help from LHRC on work-related issues. This isn't surprising, because in Tanzania, most formal jobs are

**Clients attended by sex in 2024**



*Graph 15: Distribution of clients attended under labour in 2024*

still held by men. Our employment system gives men more opportunities in sectors where labour disputes are common, while many women remain in informal or unpaid roles that often go unprotected.

As a result, men are more likely to face and report problems like unfair dismissal, lack of contracts, or unpaid wages. Also most women are scared of the justice system and are not informed about their rights in seeking redress hence many of them do not take a step to seek justice.

## VOICES OF CHANGE



### From Accusation to Compensation: A Client's Path to Justice After Wrongful Detention

*After being charged with conspiracy to commit terrorism in 2014 and spending nearly a decade on remand at Kisongo Prison, a former Stanbic Bank teller was acquitted in December 2023. Despite his long detention, the bank had never formally terminated his employment. Seeking to reclaim his rights and access his NSSF benefits, he turned to LHRC. LHRC helped him engage with the bank, which ultimately offered him a settlement of Tsh 50 million. With LHRC's legal guidance and support, he accepted the offer, restoring both his dignity and financial security after years of unjust hardship.*

#### 3.4. CIVIL CASES



CIVIL MATTERS DECLINED

FROM **4,613** TO **4,284**



YET PREDOMINANTLY MALE

**80%** FROM **77%**

MALE IN 2024

This suggests ongoing challenges for women in navigating civil legal processes, often tied to financial and institutional barriers.



CONTRACT



**33%**

MALE



**9%**

FEMALE



TORT



**27%**

MALE



**7%**

FEMALE



INSURANCE



**16%**

MALE



**3%**

FEMALE



BANKING AND  
FINANCIAL  
INSTITUTIONS



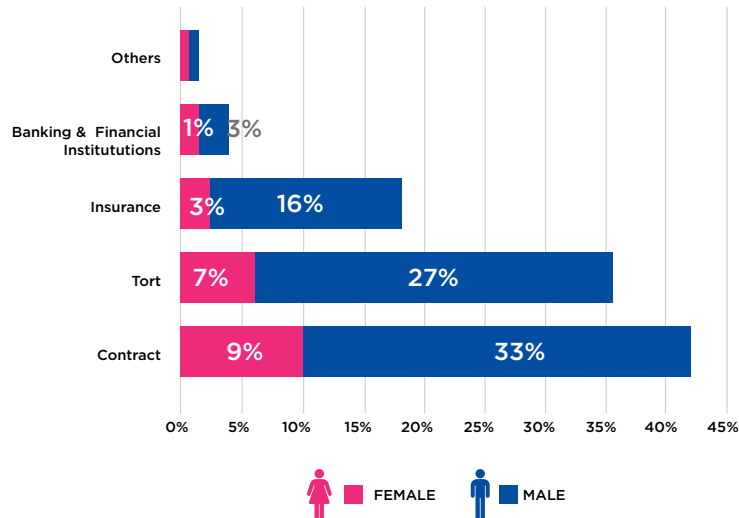
3%  
MALE



1%  
FEMALE

OTHER CASES HAD 1% WHICH INCLUDE  
PREROGATIVE ORDERS, MENTAL HEALTH  
AND OWNERSHIP.

### Clients attended under Civil in 2024



*Graph 16: Distribution of clients attended under civil category in 2024*

The above data indicates that most clients entered contracts without understanding the terms and obligations of the said contract, hence failed to understand their rights and obligation initiated in the contract, therefore seeking legal assistance when the breach arises. Other clients fall under tort of negligence and Malicious prosecution, thereby seeking monetary compensation for the negligence act causing damage to their life especially economically where they spend a lot of time and money to return to normal.

## VOICES OF CHANGE



### **Justice Secured:** The Resilience and Legal Victory of CPL Khaji Juma Mwinyi

---

*CPL Khaji Juma Mwinyi, a traffic police officer in Arusha, suffered severe injuries in a 2020 road accident caused by a carelessly driven truck. Unable to seek compensation under the Worker's Compensation Act due to his status as a police officer, he turned to LHRC for help. LHRC filed a civil suit against the driver and the truck owner, resulting in a court ruling in his favor in December 2022, awarding him over Tshs 103 million in damages. Despite an unsuccessful appeal by Britam Insurance, CPL Mwinyi finally received full compensation in May 2024, securing justice after years of hardship.*



### **Ride to Justice:** Faustine Ngoga's 19-Years Legal Journey to Compensation

---

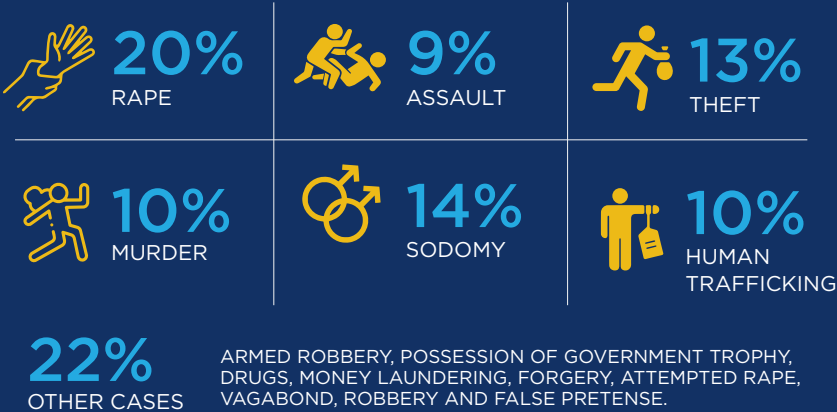
*Faustine Fidelis Ngoga, sought legal assistance from LHRC in 2006 to file a civil case against Charles Sangoro and another party, claiming TZS 70 million in compensation after an accident caused him to lose his right hand. The Magistrate Court of Dar es Salaam at Kisutu ruled in his favor, and in 2017 he filed for execution to attach and sell the opponent's house.*

*After a prolonged legal process, including a land case and multiple court orders, the opponent agreed to pay in cash instead of forfeiting the house, depositing TZS 20 million in February 2024 as the first installment, with the final payment scheduled for April 2024. The client expressed gratitude to the Kinondoni Legal Aid Clinic for their support and plans to use the compensation as a capital to start a business.*

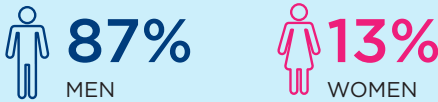


3.5. CRIMINAL CASES

LHRC supports victims of crime by offering legal advice, case follow-up, and, when feasible, observing proceedings through a watching brief. In criminal cases, LHRC's legal aid services are designed to safeguard the rights of the accused, ensure access to legal representation, and promote fair trial standards ensuring due process and the rule of law.

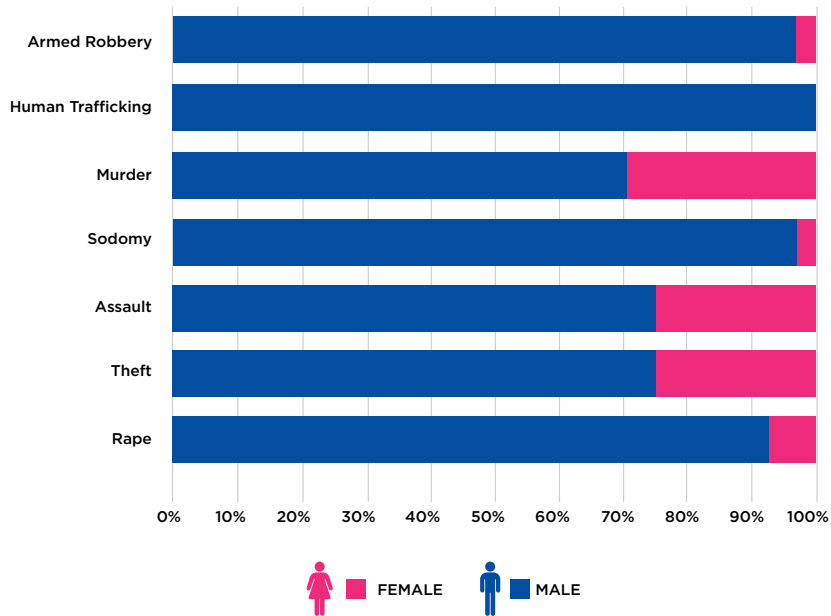


IN ALL CASES MALE DOMINATED BY MALE



WOMEN WERE MOSTLY IN THEFT AND MURDER AND VICTIMS OF RAPE.

### Client attended by Sex 2024



Men are more frequently involved in criminal cases such as rape, theft, and murder. This trend is influenced by factors including societal norms, economic hardship, systemic legal biases, and disparities in reporting. However, women are also represented in these cases primarily as victims of offenses like assault and rape, but also occasionally as offenders, particularly in theft and murder cases. Juveniles likewise feature within the criminal landscape, both as perpetrators and victims, especially in cases of theft, rape, and assault.

*Graph 17: Distribution of clients attended under criminal cases in 2024*

# VOICES OF CHANGE



## Justice After Seven Years: Aggrey Mparee Freed After False Charges

*Aggrey Taweli Mnjokava, also known as Mparee, was falsely accused in 2017 of having government trophies without permission. The case was brought against him by police officers in Babati, and he was charged under Economic Crimes Case No. 22 of 2017. On 20th December 2017, he was found guilty and sentenced to 20 years in prison by the Babati District Court.*

*Believing he had been wrongly convicted, Aggrey appealed to the High Court in Arusha. However, on 2nd September 2019, the High Court dismissed his appeal and upheld the 20-year sentence. Determined to seek justice, he filed a notice of appeal to the Court of Appeal on 4th September 2019. Unfortunately, it took nearly three years for the case to be registered officially as Criminal Appeal No. 294 of 2022.*

*In 2022, it came to light that the charges against Aggrey were completely fabricated he had not committed the crime. LHRC stepped in, followed up on the delay, and successfully pushed for the appeal to be registered and heard.*

*On 1st November 2024, after seven long years, the Court of Appeal heard Aggrey's case. The court nullified the decisions of both the trial court and the High Court, quashing the conviction and sentence. Aggrey was finally set free. Thanks to LHRC's legal support and relentless follow-up, Aggrey received the justice he deserved and was released from prison after being wrongfully jailed for years.*



## Justice Restored: Abdalah Maginga Recovers Seized Money After Wrongful Arrest

*Abdalah Maginga Wambura, a resident of Kwa Mrombo Street in Muriet Ward, Arusha, sought legal help from LHRC after a long and painful legal journey.*

*On 19th May 2014, he was arrested by the Tanzania Police Force in connection with a terrorist attack that allegedly took place at Arusha Night Park Bar on 13th April 2014. During the arrest, police officers from the Regional Crime Office in Arusha entered his home and seized several items, including a total of Tshs 7,995,000 in cash.*

*Abdalah and eight other individuals were later charged with 26 serious criminal offenses, including participating in terrorist meetings, committing acts of terrorism, murder, and attempted murder. These charges were brought before the High Court of Tanzania, Arusha Sub-Registry under Criminal Session No. 63 of 2022.*

*However, on 19th June 2023, the High Court acquitted all the accused, including Abdalah, finding no evidence to support the charges against them.*

*Following his acquittal, Abdalah began following up with the Regional Crime Office in Arusha to have his seized money and belongings returned. Since the money was never presented as evidence in court and no confiscation order had been issued, he had every legal right to claim it. Despite this, the police refused to return his property and instead threatened to re-arrest him on similar charges.*

*Feeling helpless, Abdalah turned to LHRC's Arusha Office. On 18th December 2023, LHRC filed Miscellaneous Civil Cause No. 28 of 2023, seeking a court order (writ of mandamus) to compel the Regional Police Commander to return Abdalah's seized items.*

*Thanks to the legal support provided by LHRC, Abdalah finally received justice. On 16th May 2024, the police returned his money Tshs 7,995,000 marking the end of a 10-year struggle for his rights.*

*This success story is a powerful reminder that justice can prevail when legal aid meets determination.*



SECTION 4:  
SERVICES PROVIDED  
TO LHRC CLIENTS



## SECTION 4:

# SERVICES PROVIDED TO LHRC CLIENTS

### 4.1. DRAFTING LEGAL DOCUMENTS



LHRC MANAGED TO DRAFT  
**1,986** DOCUMENTS



INCREASE  
**8%**  
FROM LAST YEAR'S



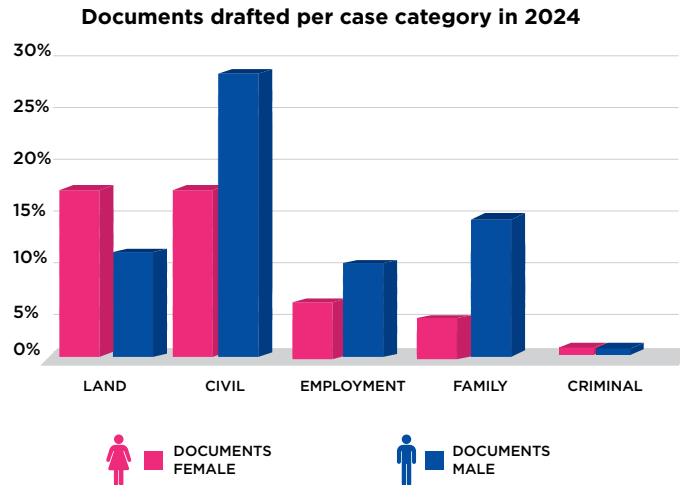
**61%**  
COLLECTED BY  
MEN



**31%**  
COLLECTED BY  
WOMEN

These documents were filed in different courts, commission of mediation and arbitration and tribunals, and some were for administrative organs. The number of documents drafted and collected by female clients represent the ratio of the total number of the clients received for legal aid.



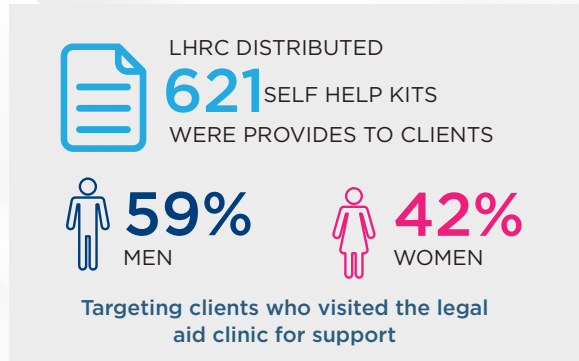


*Graph 18: Distribution of documents drafted to clients based on case category and sex in 2024*

The data indicates varying levels of engagement between men and women in accessing legal aid services across different case categories. In criminal and employment cases, men appear to have a more significant presence in seeking legal assistance, while women are relatively less represented. Equally, in family cases, women are more actively involved, potentially reflecting the unique challenges they face within familiar and domestic contexts. However, in cases related to land and civil matters, men seem to dominate the utilization of legal aid services compared to women. These disparities may stem from a combination of socio-cultural factors, economic disparities, and legal barriers that disproportionately affect men and women differently.

## 4.2. DISTRIBUTION OF SELF-HELP KITS

Self-help kits are easy-to-understand booklets designed to guide individuals through specific legal issues and procedures. These kits aim to empower people by giving them clear, accessible information to help them better understand their legal challenges and explore possible solutions.



Each kit was carefully matched to the client's particular legal issue to ensure they received relevant and practical guidance. LHRC also took advantage of key public events, such as the Women's Day, Law Week, and Legal Aid Week, to share these resources more widely as part of its ongoing efforts to raise legal awareness and strengthen public access to justice.



*Picture 2: Some of our clients celebrating their wins after effective compensation and success reconciliation*

### 4.3. CLIENTS' EMPOWERMENT AND REPRESENTATION IN COURTS



A TOTAL OF  
**6,639**



**60%**  
MALE

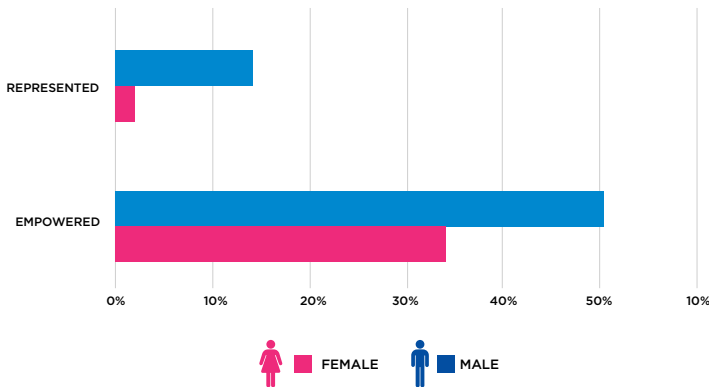


**40%**  
FEMALE

CLIENTS WERE EMPOWERED TO DEFEND THEIR OWN CASES

Majority of empowered cases are in the land unit because most cases received at the clinic are in the land categories which also has the highest number of clients received majority who are men.

**Client represented versus empowered 2024**



*Graph 19: Comparison of clients empowered for self and represented in 2024.*

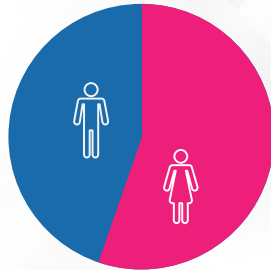
Apart from the empowered clients LHRC represents clients in court. Women are fairly represented in court but looking at the ratio of the number of the clients received and those represented in court the actual number might not be visible. The main consideration for the clients represented in court is for the complicated cases in which the clients cannot represent him/herself, aged clients, children, complicated cases, PWDs and cases of public interest.

#### 4.4. RECONCILIATION

LHRC uses reconciliation and negotiations as one of the modes in which assistance is given to clients. This reduces the number of cases that go to court as parties can amicably reason for some settlements.



TOTAL OF  
**197**  
CASES RECONCILED



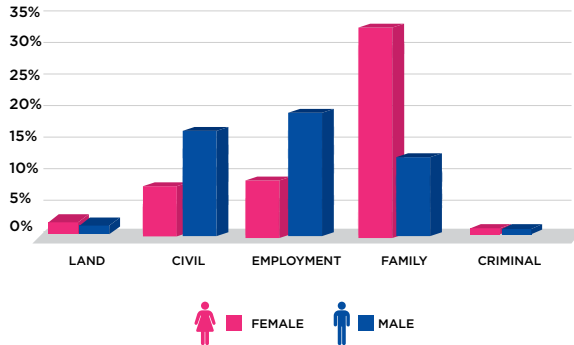
 **49%**  
MALE CLIENTS

 **51%**  
FEMALE CLIENTS

LHRC encourages clients to reconcile their cases where there is a possibility; this creates harmony in society, and it saves time to be wasted in the litigation.

The higher rate of reconciliation in employment-related cases involving men, compared to women, reflect differences in how these cases are handled or the types of disputes men typically face. It also mirrors the proportion of male and female clients who sought support under this category. On the other hand, the notably higher reconciliation rate in family-related cases involving women suggests that women may be more open to resolving such matters amicably, or that the nature of family disputes often lends itself to more feasible or desirable reconciliation outcomes.

**Reconcile Cases in 2024**



*Graph 20: Distribution of reconciled cases by main case category in 2024*

## 4.5. ACCOUNTABILITY REFORM BEYOND LEGAL AID SERVICES

### Strategic Litigation

Strategic litigation is one of the strategies used by LHRC in reforming the laws where other advocacy strategies have failed. In this reporting period LHRC received the positive judgement from the High Court of Tanzania in the following cases:

*Case Summary: Joran Lwehabura Bashange vs Minister for Constitutional and Legal Affairs & Attorney General (Misc. Civil Cause No. 12 of 2023)*

In this important constitutional case, the High Court of Tanzania struck down **Section 44(1) and (2) of the Law of Limitation Act (LLA) for being inconsistent with the Constitution of the United Republic of Tanzania.**

These provisions had allowed the **Minister for Legal Affairs** to grant extensions of time in legal matters **without involving the other party** and without the right to appeal. This raised serious concerns about **lack of fairness, due process, and potential abuse of power.**

### Key Issues Identified by the Court:

1. Risk of bias and unfairness due to decisions being made without hearing from both parties.
2. Violation of the right to be heard, which is fundamental to justice.
3. Discrimination and inequality before the law, since only one side of a case could present arguments.
4. No right of appeal, which limited legal remedies for affected individuals.
5. No procedural safeguards against misuse of ministerial powers.

### Outcome and Significance:

The court declared the provisions null and void to the extent of their unconstitutionality, reinforcing the need for:

1. Fair hearing procedures in legal decisions,
2. Judicial rather than political discretion in matters affecting rights,
3. Equality before the law, and
4. Protection of constitutional rights for all Tanzanians.

This judgment sends a strong message about the importance of rule of law, fairness, and judicial oversight, marking another step forward in promoting constitutional justice and accountability in Tanzania.

*Case Summary: Prisca Chogero vs The Attorney General (Misc. Civil Cause No. 17 of 2022)*

### Judgment Date: 18<sup>th</sup> December 2023

In this landmark case, LHRC challenged Section 37 of the Immigration Act, Cap. 54 R.E. 2016, which gave the Minister responsible for immigration matters the final and unchallengeable authority over disputes related to resident permit applications. This provision effectively blocked courts from reviewing such decisions, limiting judicial oversight and access to justice.

The High Court found Section 37 unconstitutional, declaring it in violation of Article 107A (1) of the Constitution of the United Republic of Tanzania, which guarantees the right to access justice and the independence of the judiciary.

### Key Outcomes and Benefits of the Judgment:

1. **Restores Access to Justice** – Individuals can now challenge immigration permit decisions in court.
2. **Upholds the Right to Be Heard** – Reinforces the principle of natural justice in administrative decisions.
3. **Strengthens Judicial Independence** – Ensures courts can operate without interference from the executive arm of government.
4. **Protects Citizens' Economic Rights** – Tanzanians seeking investment, business, or job opportunities tied to permits now have legal recourse.
5. **Promotes Legal Stability for Investors** – Enhancing investor confidence and contributing to national economic growth.

The court also ordered the Attorney General to amend the unconstitutional provision within 12 months of the ruling.

This victory is a testament to LHRC's longstanding commitment to constitutional reform and human rights advocacy in Tanzania.



## 4.6. LESSONS LEARNED

LHRC is a learning organization, actively gathering knowledge from diverse sources such as monitoring data, case studies, research findings, evaluations, and analyses. Experiential learning, including insights from legal aid delivery, plays a crucial role. The organization conducts annual reflection sessions to assess program success, identify areas for improvement, and make changes aligning with program expectations. We also conduct an annual client satisfaction survey to learn from our clients' experiences and expectations. The knowledge gained through these processes is directly applied to inform our ongoing interventions of the new annual workplan. During legal aid delivery LHRC has documented some of the key lessons learned as follows.

01

### **Strategic Engagement:**

Effective stakeholder engagement can lead to some degree of influence on legislative outcomes. Although only 18 percent of the recommendations were adopted, this demonstrates that stakeholder input can have an impact.

02

### **Media Engagement:**

The press conference and media coverage in outlets like Nipashe and The Guardian were crucial for disseminating information and raising public awareness about the new laws and the need for further reforms.

03

### **Strategic Follow-Up:**

The enactment of laws is only the first step; continuous follow-up is necessary to ensure that recommendations are implemented and that new laws are operationalized effectively.

#### HEAD QUARTERS

Justice lugakingira House,  
P. O. Box 75254, Kijitonyama,  
Dar es salaam, Tanzania.  
**Tel:** +255(0)27 73038/48  
**Email:** lhrc@humanrights.or.tz

#### ARUSHA REGIONAL OFFICE

Dr. Helen Kijo-Bisimba House  
Olosiva Area, Plot No. 116/5,  
P. O. Box 15243, Sakina Kwa Idd  
Arusha, Tanzania  
**Tel:**+255 626 281 244/5  
**Email:** lhrcarusha@humanrights.or.tz

#### KINONDONI LAC

Justice Mwalusanya House  
Isere St. House No. 660  
P. O. Box 79633, Kinondoni  
Dar es Salaam, Tanzania.  
**Tel:** +255 683 169 400  
**Email:** lhrckinondoni@humanrights.or.tz

#### DODOMA OFFICE

Chimuli Street, Ploat No. 20,  
P. O. Box 2289, Area D,  
Dodoma, Tanzania  
**Tel:**+255 678 933 155  
**Tel:**+255 655 444 828  
**Email:** lhrcdodoma@humanrights.or.tz



@humanrightstz



HakiTV