



LEGAL AID

ANNUAL REPORT 2025





COVER PHOTO:

LHRC Advocacy Officer hands legal publications to a visitor at the LHRC booth during Law Week commemorations February 2025.

WRITERS & EDITORS

WRITERS

- × Fulgence Massawe
- × Neema Lotang'amwaki
- × Fortunate S. Kayuni
 - × Hamis Mayombo
 - × Hamisi Mkindi
- × Raymond Kanegene

EDITORS

- × Dr. Anna Henga

OUR PARTNERS



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



Sweden
Sverige



Norway

Wellspring
Philanthropic Fund



FORD
FOUNDATION



LIST OF ACRONYMS/ ABBREVIATIONS

LIST OF ACRONYMS/ ABBREVIATIONS

AGM	Annual General Meeting
ACHPR	African Court on Human and Peoples Rights
BRADEA	Basic Rights and Duties Enforcement Act
CAT	Court of Appeal of Tanzania
CCM	Chama cha Mapinduzi
CHADEMA	Chama cha Demokrasia na Maendeleo
DHLT	District Land and Housing Tribunal
JoT-eCMS	Judiciary's electronic case management system
LAMS	Legal Aid Management System
LHRC	Legal and Human Rights Centre
MP	Member of Parliament
NSSF	National Social Security Fund
PWDS	People With Disabilities
SACCOS	Savings and Credit Cooperative Society
TZS	Tanzanian Shillings
UN	United Nations
VICOBA	Village Community Bank

TABLE OF CONTENTS

iii

WRITERS
& EDITORS

iv

OUR
PARTNERS

v

LIST OF ACRONYMS/
ABBREVIATIONS

ix

MESSAGE FROM THE
ACTING EXECUTIVE
DIRECTOR

x

WHO
ARE WE?

xii

CONTEXT OF
LEGAL AID IN
TANZANIA



01 SECTION 1: OUR CLIENTS



18 SECTION 2: ACCESS TO JUSTICE



31 SECTION 3: CLIENTS ATTENDED BY CASE CATEGORY LEGAL AID ANNUAL REPORT 2025



53 SECTION 4: SERVICES PROVIDED TO LHRC CLIENTS

MESSAGE FROM THE ACTING EXECUTIVE DIRECTOR

The year 2025 was both a milestone and a test for Legal and Human Rights Centre (LHRC). As we celebrated 30 years anniversary of advancing human rights and access to justice in Tanzania, we were reminded of the importance of our mission and the trust placed in us by the communities we serve.

Despite this achievement, 2025 also presented unique challenges. As a general election year, the country experienced heightened political tension and pockets of civic unrest in October, which significantly limited our ability to conduct mobile legal aid services, an important channel for reaching remote and underserved populations. Nevertheless, we sustained service

delivery through our walk-in clinics, call centre in clinics, call centre, court based assistance, and partnerships with community paralegals.

Throughout the year, LHRC supported more than 46,000 clients, offering legal advice, mediation, representation, and empowerment across land, family, labour, civil, and criminal matters. These numbers reflect the continued demand for justice services and the resilience of our team in a complex operating environment.

As we move forward, LHRC remains committed to strengthening access to justice, reviving and expanding mobile legal aid as conditions permit, enhancing digital and community based legal support, and deepening



Adv. Fulgence Massawe
Acting Executive Director
Legal and Human Rights Centre (LHRC)

partnerships that enable us to reach the most vulnerable.

We extend our sincere appreciation to our partners, Board, staff, and volunteers for their steadfast support. As we step into the next chapter beyond our 30th anniversary, we do so with renewed determination to build a just and equitable society for all.

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.



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, 55% of whom are Male and 45% of whom are Female. Board members have various professional backgrounds, including legal, media, social sciences, human rights, and finance.



*Justice (Ret'd) Dr. Fauz A. Twaib
Chairperson of the Board, Legal
and Human Rights Centre (LHRC)*



*Josephine A. Mwankusye
Vice Chairperson
of the Board*



*Dr. Anna Henga
Secretary of the Board*



*Dr. Abdullah H. Mohammed
Member of the Board*



*Lutgard Kokulinda Kagaruki
Member of the Board*



*Dr. Ally Hussein Laay
Member of the Board*



*Dr. Ringo Tenga
Member of the Board*

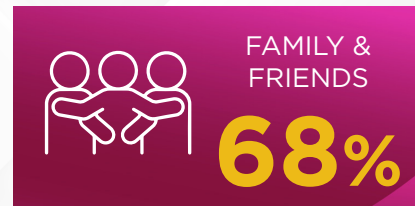


*Anabahati J. Mlay
Member of the Board*



*Hellen D. Kilontsi
Member of the Board*

HOW DID OUR CLIENTS HEAR ABOUT US



**OFISI YA WASAIDIZI WA SHERIA NA
HAKI ZA BINADAMU (W) NYASA.**



**CONTEXT OF LEGAL
AID IN TANZANIA**

CONTEXT OF LEGAL AID IN TANZANIA



Political and Legal

In 2025, the legal aid environment in Tanzania reflected broader governance and rule of law challenges within the justice system. One of the most concerning trends was the abuse of police powers, including the fabrication of criminal charges against civilians and the denial of bail in bailable offences. Several cases demonstrated the misuse of serious non-bailable charges, such as armed robbery, to justify prolonged detention. These practices undermined constitutional safeguards and increased reliance on writs of habeas corpus as a remedy against arbitrary detention. In some instances, detainees were denied access to lawyers and family members, exposing them to prolonged detention and weakening fair trial guarantees.

Institutional inefficiencies within the justice system also contributed to significant delays in the administration of justice. District Land and Housing Tribunals (DLHTs) continued to experience prolonged case hearings and delayed judgment delivery, with some land disputes remaining unresolved for more than two years. The movement of court files between higher and lower courts was slow, resulting in additional delays in rehearing cases ordered by appellate courts. In some districts, the rotational presence of tribunal chairpersons further limited access to tribunal services. These challenges discouraged litigants, increased case backlogs, and undermined public confidence in the justice system.



Social Factors

Social dynamics and changing family structures also influenced legal disputes and access to justice during the reporting period. Gaps in family and paternity laws continued to create legal uncertainty, particularly where DNA results disproved paternity but the law failed to provide clear remedies. In such cases, children risked being left legally fatherless while mothers faced limited accountability for disclosure. Family and inheritance disputes also increased due to deception in matrimonial relationships, including cases where individuals contracted multiple marriages unlawfully, creating complex estate

disputes upon death.

Concubines or individuals in long-term cohabitation relationships remained legally vulnerable when relationships ended, as existing legal frameworks do not automatically grant rights to property or maintenance. The absence of Social Welfare Officers in several districts further weakened enforcement of custody and child welfare orders, limiting protection for children and vulnerable families. Employment disputes involving persons with disabilities also remained underreported, raising concerns about continued barriers to labour market participation and protection of disability rights.



Economic Factors

Economic constraints and labour practices significantly shaped access to justice and legal disputes. Security guards, for example, continued to work excessive hours without overtime compensation due to employment contracts that violated labour standards. Similarly, small-scale miners remained excluded from effective occupational injury compensation mechanisms, leaving many workers without remedies in cases of workplace accidents or injuries. These conditions highlighted ongoing vulnerabilities among informal and low-income workers.

Financial barriers also limited access to justice for many litigants. Ward Tribunals and Ward Marriage

Reconciliation Boards were reported to impose unlawful service charges for mediation and reconciliation services. Legal aid certificates issued to indigent clients were rejected by some District Land and Housing Tribunals and by the Court of Appeal, contradicting the Legal Aid Act and limiting exemptions from court fees. In addition, the Legal Aid Act does not cover the costs of court brokers and process servers, forcing

poor litigants to pay for service of summons and court documents despite being exempted from court fees. High probate costs, including requirements for publication in newspapers and the Government Gazette, also created financial burdens for families seeking to administer estates or access benefits from institutions such as the National Social Security Fund (NSSF).



Technological Factors

Technological developments in the justice sector presented both opportunities and challenges for access to justice. The expansion of the Judiciary's electronic case management system (JoT-eCMS) and the introduction of virtual hearings aimed to improve efficiency, reduce case backlogs, and modernize court administration. These reforms signaled the judiciary's commitment to adopting digital tools to enhance service delivery. However, the increasing digitalization of court processes also exposed significant inequalities in access to technology. In some instances, litigants

were required to provide email addresses or storage devices to obtain court records, effectively excluding individuals without digital literacy or access to electronic devices. This challenge was particularly evident in primary courts where the electronic system is not fully operational and where many litigants come from rural or low-income backgrounds. While virtual hearings reduced the need for physical court attendance, they also risked deepening inequality for individuals without smartphones, computers, or stable internet connectivity.

LEGAL AID PROVISION AT LHRC

1.1. BACKGROUND

Legal aid provided by LHRC is grounded in the Legal Aid Act, 2017 and its accompanying regulations, which mandate the provision of legal assistance to individuals who cannot afford legal services. In 2025, LHRC continued to advance this mandate within a dynamic and evolving justice landscape, responding to both longstanding and emerging challenges affecting marginalized populations. Legal aid services is one of the LHRC priority area in increasing access to justice. LHRC operates legal aid clinics in Kinondoni (Dar es Salaam), Arusha, and Dodoma, which continued to function as central hubs for providing legal advice, mediation, representation, and for identifying systemic gaps requiring advocacy intervention.

Throughout 2025, legal aid remained an important tool for poverty reduction and social inclusion. By offering free legal assistance, LHRC enabled disadvantaged individuals and communities to pursue justice in matters

related to land rights, labour disputes, family conflicts, inheritance, criminal justice, and gender-based violence. These services are essential for promoting fairness, protecting rights, and enabling people to access public services and remedies that would otherwise be out of reach.

Legal aid also plays a transformative role in strengthening accountability and the rule of law. By empowering citizens with knowledge of their rights and enabling them to navigate complex legal systems, LHRC contributes to reducing inequalities and closing justice gaps. This aligns with national and regional commitments including the Sustainable Development Goals (SDG 16 on access to justice), Agenda 2063, and the spirit of the Tanzania Development Vision 2025. In 2025, LHRC's work continued to reflect these aspirations by promoting inclusive, responsive, and people-centred justice systems.



SECTION 01: OUR CLIENTS

SECTION 01: OUR CLIENTS

DEMOGRAPHIC DISTRIBUTION OF OUR CLIENTS



IN 2025 LHRC
SERVED

46,164

Clients



26%

Increase from

36,778

Clients in 2024



65%

Males



35%

Females



1%

AMONG ALL CLIENTS
ATTENDED PWDS
REPRESENTED



0.75%

Male



0.25%

Female

105% OF THE PLANNED
ANNUAL TARGET,

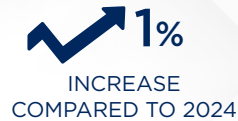
This disparity is attributed to persistent barriers such as limited awareness of legal rights among women, socio-cultural norms that discourage women from seeking formal legal assistance, and economic constraints that restrict their ability to access services. The increase in clients accessing LHRC's services in 2025 is largely due to greater awareness of legal aid in communities. Many clients became champions, sharing information with

friends, family, and neighbors about where to turn for support. This was also complimented by community radio programs, social media campaigns, and referrals from like-minded organizations and government institutions. Also, LHRC affirmative action's such as provision of legal aid services at Maternity Clinics which targeted more reach of women.

CLIENTS BY AGE IN 2025



27%
OF TOTAL



20%
OF TOTAL

REGARDING DISABILITY





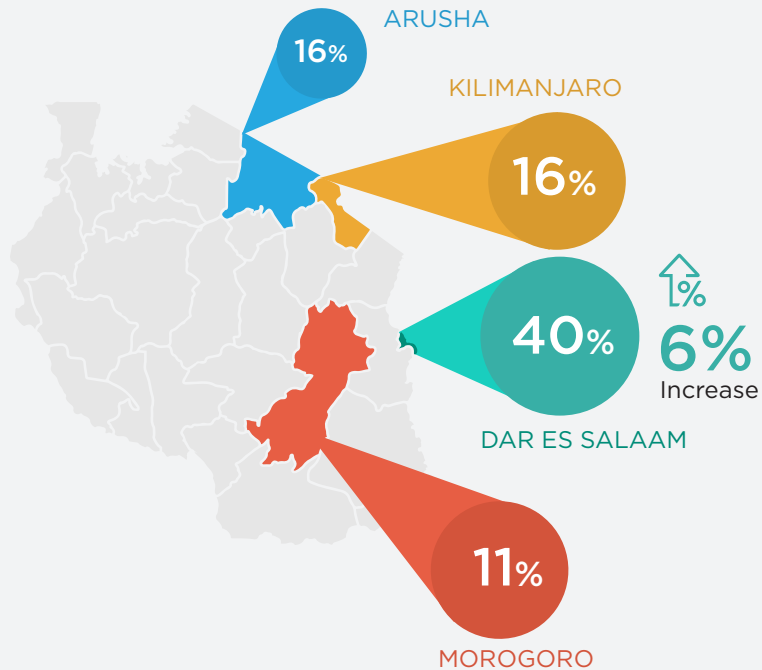
CHILDREN SUPPORTED IN
CONFLICT WITH THE LAW



FINANCIALLY



GEOGRAPHICALLY



EDUCATION



57%
CLIENTS
COMPLETED
PRIMARY
SCHOOL

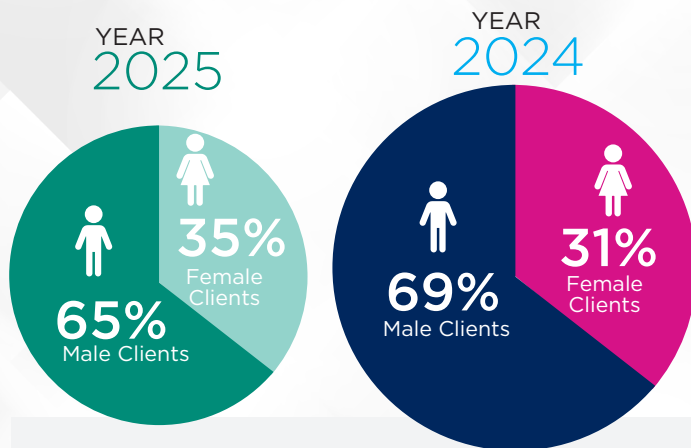


24%
CLIENTS
COMPLETED
SECONDARY
SCHOOL



7%
CLIENTS
COMPLETED
FORMAL
EDUCATION

DISTRIBUTION OF CLIENTS BY SEX



Female Increased
42%



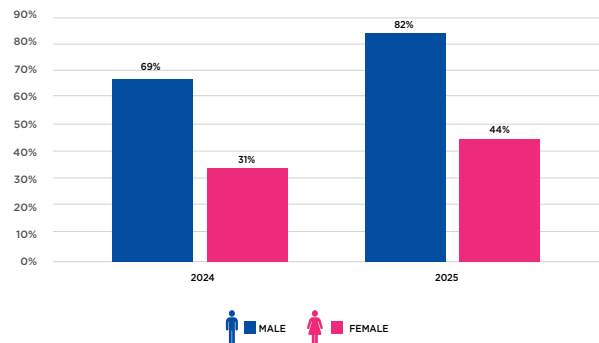
PWDS

0.75%
MALE

0.25%
FEMALE

Calling the need for continued targeted outreach and inclusive strategies to ensure equitable access to legal aid for marginalized populations.

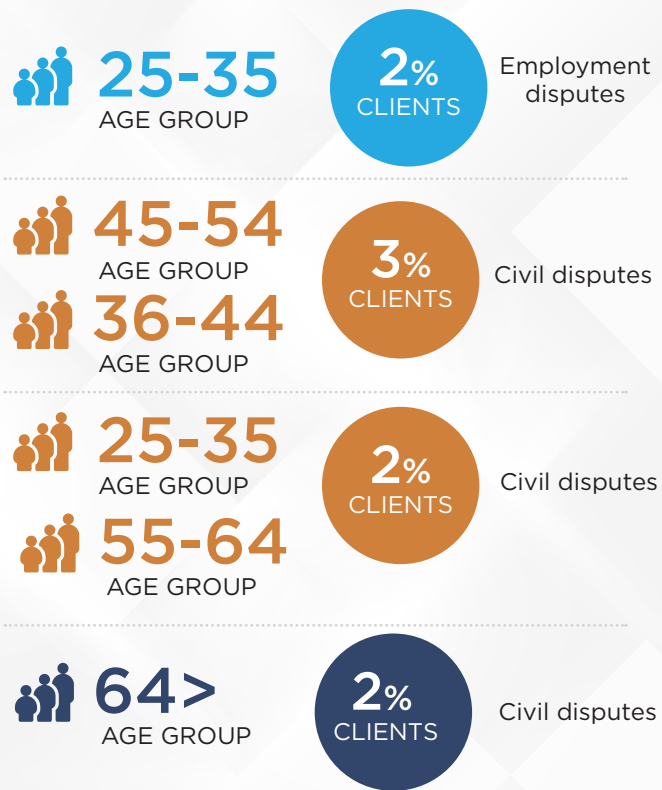
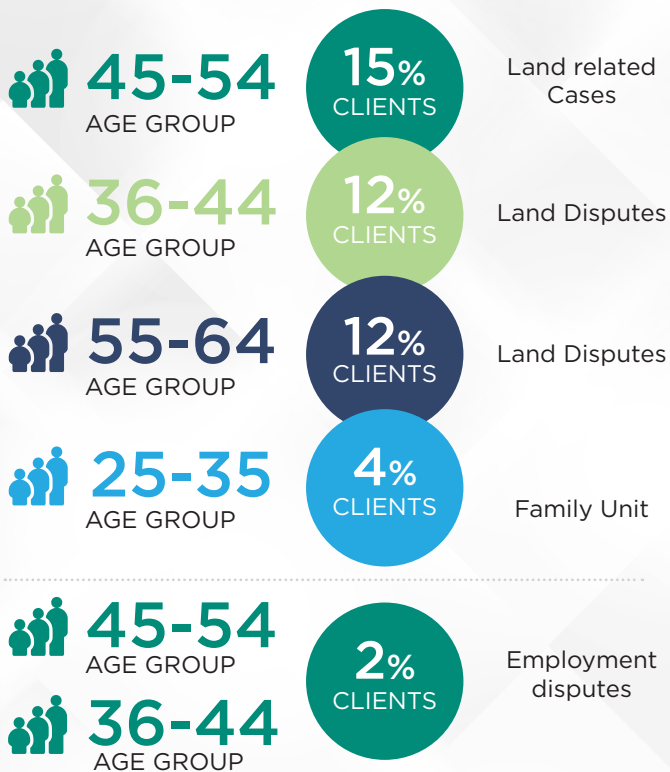
Percentage increase of Clients between 2024-2025



Graph 1: Percentage increase of clients attended between 2024 -2025.

The significant increase in the total number of clients served demonstrates an expanded reach of LHRC's legal aid services and growing demand for human rights-based legal support. The increase in the proportion of male clients alongside a corresponding rise in female clients suggests gradual progress toward more gender-balanced access to legal aid, although men continue to constitute the majority of service users.

DISTRIBUTION OF CLIENTS BY AGE





CASE CATEGORY	BELOW 18	18-24	25-35	36-44	45-54	55-64	65+
Employment	0%	0%	2%	2%	4%	2%	1%
Family	0%	1%	4%	3%	4%	3%	1%
Land	0%	1%	7%	12%	15%	12%	12%
Civil	0%	0%	2%	3%	4%	2%	2%
Criminal	1%	0%	0%	0%	0%	0%	0%

Table 1: Age distribution by Main case Categories.

The age distribution indicates that LHRC legal aid services are predominantly accessed by economically active and older adults, particularly those aged 45–54, reflecting heightened exposure to land ownership, inheritance, employment, and civil disputes at this life stage. The strong concentration of land-related cases among middle-aged and older clients highlights the centrality of land as a critical livelihood and asset issue in Tanzania. The presence of younger clients in family-

related cases suggests that legal challenges related to marriage, custody, and family responsibilities are more prevailing earlier in adulthood.

Overall, these trends highlight the need for age-responsive legal aid interventions, with tailored outreach and legal education targeting both younger populations on family and employment rights and older populations on land and property rights.

DISTRIBUTION OF CLIENTS BY DISABILITIES

Promoting diversity and inclusion, particularly to persons with disabilities (PWDs), remained a key priority for LHRC in the delivery of legal aid services in 2025.



1%

Pwd Clients
Attended



0.25%
FEMALE



0.75%
MALE



53%

Physical
Disabilities



13%
FEMALE



39%
MALE



19%

Hearing
Impairments



7%
FEMALE



11%
MALE



12%

Blindness



1%
FEMALE



13%
MALE



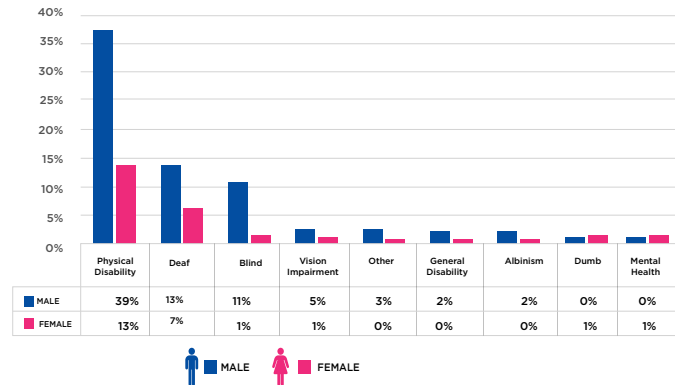
5%

Vision Impairment
Of the total PWDs served

-5%

Other disability categories, including
albinism, speech impairments, mental
health conditions, and general disabilities,

Distribution of Clients by Disabilities



Graph 2: Distribution of Legal aid clients attended by type of disabilities.

The above graph indicates that while LHRC has made deliberate efforts to prioritize inclusion of persons with disabilities, their overall representation among legal aid clients remains low, suggesting persistent access barriers. The majority of clients with physical disabilities may reflect

relatively greater visibility and accessibility of services for this group compared to other types of disabilities. The notably low participation of women with disabilities highlights compounded gender and disability-related barriers, including stigma, mobility constraints, financial constraints and limited awareness of legal and human rights. These results signify the need for targeted outreach, disability-responsive service delivery, and strengthened partnerships with organizations of persons with disabilities with particular attention to increasing access for women and persons with less visible disabilities.

DISTRIBUTION OF CLIENTS BY INCOME LEVEL

Income level remains a key determinant in clients' access to LHRC legal aid services.



CLIENTS

64%



HAD INCOME OF RANGE

0 - 99,999



41% Male



23% Female



CLIENTS

28%



HAD INCOME OF RANGE

100K-399K



19% Male



9% Female



CLIENTS

4%



HAD INCOME OF RANGE

400K-699K



3% Male



1% Female



CLIENTS

5%

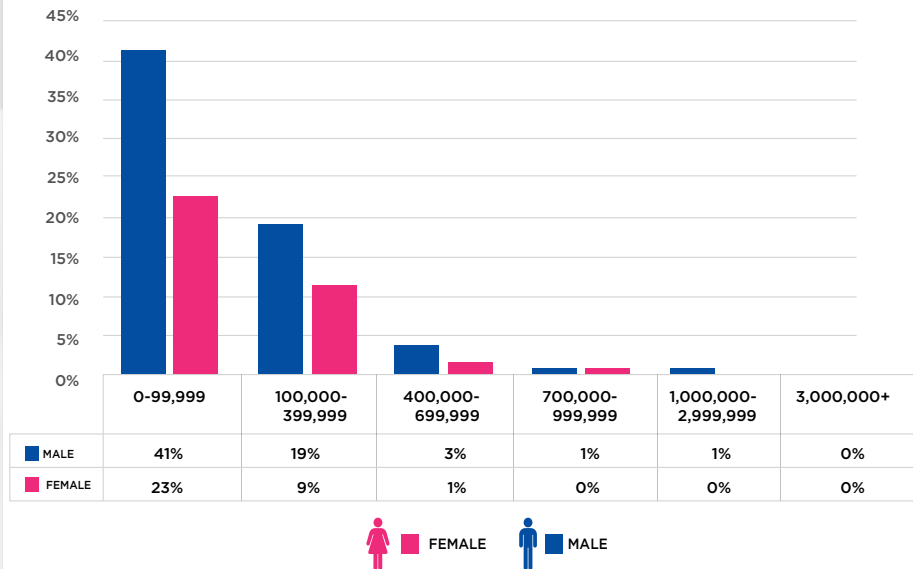


HAD INCOME OF RANGE

700K-999K And above
TZS 1,000,000

Constituted a minimal share of service users.

Distribution of Clients by Income Level



Graph 3: Distribution of Legal aid clients by income level

The graph above indicates that LHRC legal aid services predominantly reach low-income populations, reaffirming the organization's mandate to support marginalized groups. The concentration of clients within the lowest income

(TZS 0-99,999) suggests that financial vulnerability remains a major driver for seeking legal assistance.

The consistently higher proportion of male clients across all income categories reflect gendered access barriers, awareness levels, or socio-economic dynamics that influence obtaining for support. The slight increase in low-income clients compared to 2024 further demonstrates a growing demand for legal aid among the poorest segments of the population, highlighting the continued relevance of LHRC's legal aid interventions.

DISTRIBUTION OF LEGAL AID CLIENTS BY EDUCATION LEVEL.

IN 2025

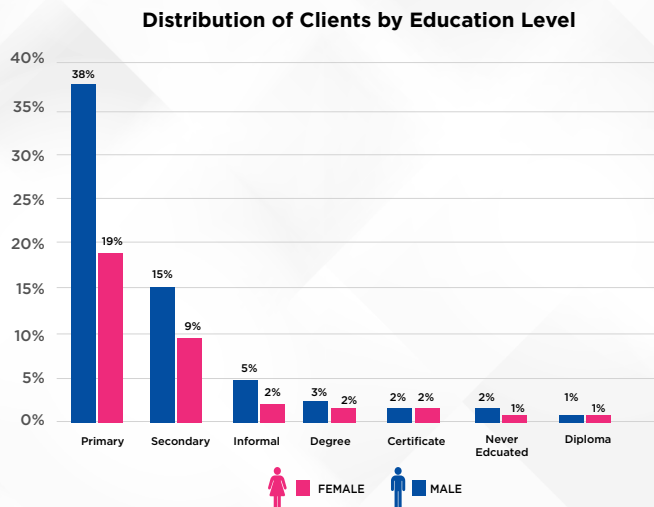
57%
 CLIENTS
 PRIMARY EDUCATION


24%
 CLIENTS
 SECONDARY EDUCATION


7%
 CLIENTS
 INFORMAL EDUCATION


5%
 CLIENTS
 DEGREE LEVEL

While other level criteria such as certificate, never educated and Diploma clients attended were less than five percent.

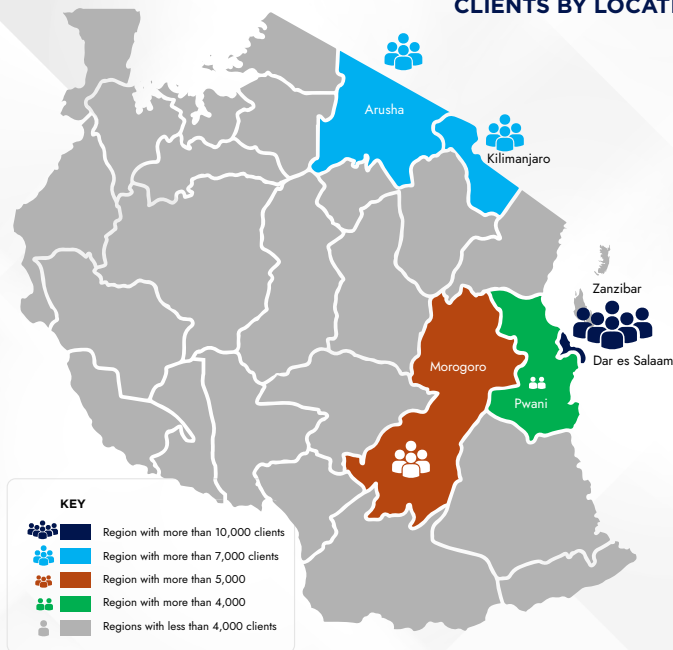


Graph 4: Distribution of Legal aid clients by Education level

The education profile of clients indicates that LHRC legal aid services largely reach individuals with lower levels of formal education, who are often more vulnerable to human rights violations and face greater barriers in accessing justice. The high proportion of clients with primary or informal education stresses the importance of delivering legal aid services in accessible, simplified formats and local languages. The relatively small share of clients with higher education levels suggests that individuals with more formal education have greater capacity to navigate legal systems independently.

WHERE OUR CLIENTS ARE COMING ACROSS TANZANIA

DISTRIBUTION OF OUR CLIENTS BY LOCATION



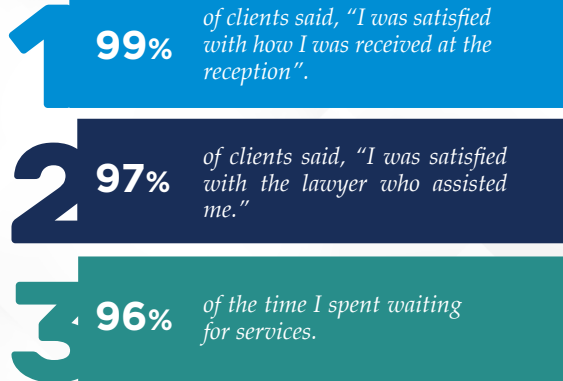
Most LHRC clients originate from regions where LHRC offices are based or in neighboring areas, indicating strong geographical reach around office locations. Dar es Salaam accounts for the largest share of clients at 40 percent, followed by Arusha and Kilimanjaro at 16 percent each. Morogoro and Pwani contributed 11 percent and 9 percent respectively while other regions remained with 8 percent.

Geographical distribution of clients indicates that proximity to LHRC offices remains a key determinant of service uptake. Regions located near LHRC legal aid centres account for the highest share of clients, while more remote regions are comparatively underrepresented. This suggests that transport costs, travel time, and limited local availability of legal aid services continue to constrain access for populations living farther from urban centers. The findings point to the need for expanded mobile legal aid clinics, decentralized service delivery, and strengthened local referral networks to ensure more equitable access to justice across regions.

“ WHAT OUR CLIENTS SAY ABOUT US

The annual client satisfaction survey was conducted to assess service quality and to better understand clients' experiences and expectations. A total of 156 clients participated in the survey, where male comprise 59% while female 41%, reflecting a diverse range of service delivery channels and the geographical coverage of LHRC Legal Aid offices.

KEY FINDINGS



WHAT OUR CLIENTS SAY ABOUT OUR LEGAL AID PROVISION

Restoration of Hope and Emotional Support

LHRC's support restored their hope and gave them emotional strength to continue pursuing justice.

“

“There were days I wanted to give up... but LHRC kept reminding me that the law was on my side.”

”

“

“There were moments I lost hope, But LHRC told me not to give up, and that gave me strength”.

”

“

“They gave me hope when I had none.”

”

This shows that Legal aid services go beyond technical representation; they provide psychological reassurance and sustain encouragement during difficult legal processes.

Empowerment Through Knowledge and Legal Awareness

Clients frequently express knowledge, confidence, and understanding of their rights and legal processes.

“

“Without LHRC, I wouldn't have known how to navigate the process or assert my rights.”

”

“

“Now I know that even a poor woman can stand in court and be heard.”

”

“LHRC helped me understand that defending the truth was also protecting my mother’s legacy.”

“LHRC gave me courage and showed me that the law was on my side.”

This indicates that Legal Empowerment enables clients, especially vulnerable individuals, to confidently engage with justice systems and assert their rights.

Restoration of Dignity and Self-Worth

Many testimonies reflect how justice restored personal dignity, reduced stigma, and renewed self-respect.

“When I heard the judgment, I felt my dignity return.”

“This decision restored not only our rights, but also our dignity.”

“I felt a sense of relief and dignity I hadn’t felt in years.”

“They restored my peace of mind and dignity.”

This suggest that Legal outcomes contributed to emotional healing and social reintegration, reaffirming clients’ sense of worth and identity.

Tangible Justice Outcomes and Life Restoration

Clients emphasized concrete results such as returning to work, receiving pensions, securing maintenance, or protecting property.

“Returning to work felt like being given my life back.”

“Thank you for helping me prepare these maintenance applications... I will never stop fighting for my child’s rights.”

“When I finally received my pension, I felt a sense of relief.”

“Without LHRC standing by me, I would have lost everything I worked for.”

Legal aid explained into real-life improvements economic security, family protection, and social stability.

From these quotes it shows that clients value fair treatment and meaningful participation in justice processes, not just legal victories but inclusive and humane justice. Across all quotes, legal aid is portrayed not merely as legal representation, but as a transformative intervention that restores hope, dignity, knowledge, and tangible life stability particularly for marginalized individuals.

Voice, Fairness, and Access to Justice

Several clients emphasized being heard, represented, and not forgotten within the justice system.

“They made sure my voice was heard.”

“If LHRC had not stood with me, I would have been forgotten.”

“Justice is not only about winning a case; it is about being able to live peacefully afterward.”

“Justice for a child is not only about punishment; it is about giving them a real chance to become better.”



SECTION 2: ACCESS TO JUSTICE

SECTION 2:

ACCESS TO JUSTICE

LHRC's long-standing work to expand access to justice continued to guide its legal aid efforts across the country throughout 2025. Anchored in the Constitution which guarantees equality before the law and the right to be heard and supported by the Legal Aid Act, 2017, the organization's clinics offered legal advice, mediation, and representation to individuals who would otherwise struggle to navigate the justice system. Alongside assisting clients, LHRC invested heavily in community legal education to help people understand their rights and feel confident in asserting the protections provided under national law.

Although the demand for legal aid remains far

greater than the resources available, the programme continued to reveal the everyday challenges that Tanzanians face when seeking justice. These real-life experiences informed LHRC's advocacy in 2025, guiding its work on improving laws, policies, and institutional practices. The programme also strengthened Tanzania's commitments to international standards such as the UN Principles and Guidelines on Access to Legal Aid and Sustainable Development Goal 16, which emphasize equal access to justice for all. Through this combination of direct support and evidence-based advocacy, LHRC's legal aid programme remains a vital force for a fairer and more just society.

2.1. LEGAL AID SERVICES ACCORDING TO CHANNEL

The complexity of Tanzania's social, geographic, and political environment means that access to justice cannot be delivered through a single model. LHRC's long-standing experience shows that justice seekers face overlapping barriers shaped by gender, poverty, location, and social status. For many women and girls, fear of stigma, economic dependence, and harmful gender norms make it risky to seek legal help. Persons with disabilities encounter physical and communication barriers, while children and detainees are often unable to move freely or advocate for themselves. In an environment where fear of retaliation and digital exclusion further limit choices, the cost of seeking justice is often too high for the most vulnerable.

LHRC responds by bringing justice closer to people through a diversified, client-centre legal aid system that meets clients where they are. This includes walk-in legal aid clinics for those who can reach them, court-annexed legal aid for those already in the justice system, mobile legal aid services for remote and underserved communities, prison-based legal support for detainees, and tailored assistance for children in conflict with the law. By combining these approaches, LHRC is able to reach women, children, and persons with disabilities who would otherwise remain invisible, while adapting to civic space restrictions and emerging patterns of vulnerability.



69%
Walk Ins
In 2024

71%
In 2025

Indicating continued preference for face-to-face legal assistance.



23%
Call Center



4%
Court
Annexed
In 2024

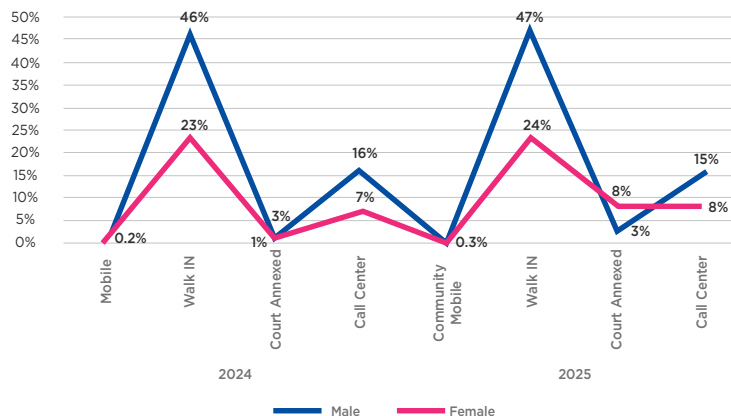


11%
In 2025



1% COMMUNITY
MOBILE LEGAL
AID

Comparison of Clients attended according to channel between 2024 and 2025



Overall, the data indicate that physical access points continue to dominate legal aid service delivery, while technology-based and institutional channels are steadily supporting service expansion. The growth in court-annexed services and stable use of call-centre services demonstrates the value of diversified service delivery models in improving inclusive access and responsiveness of legal aid services.

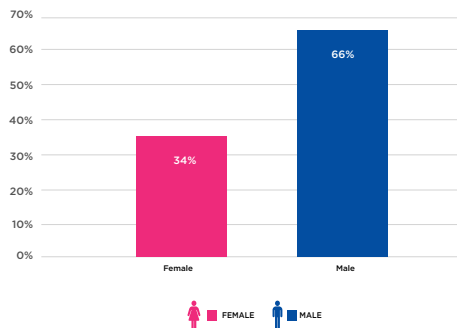
Graph 5: Distribution of Clients attended according to channel between 2024 and 2025

2.1.1. Walk in the channel.

The Walk-In channel remained one of the most preferred avenues through which clients accessed legal aid services at LHRC in 2025. Many individuals continued to visit our legal aid clinics in Kinondoni, Arusha, and Dodoma, valuing the face-to-face engagement and the

opportunity to receive direct support from legal officers. Although it remains the leading access point, the Walk-In channel showed signs of gradual change as more clients turned to the Call Centre and other remote service options.

Clients attended through walk-in channel



Graph 6: Distribution of Walk-in clients attended by sex in 2025.



71%
WALK IN
In 2025



INCREASE
1%



66%
Men Clients



34%
Women Clients



1%
PWDs



75%
Men



25%
Women

2.1.2. Legal aid services through Call centre

The Call Centre continues to play a crucial role in expanding access to justice particularly for individuals who live in remote or hard to reach areas, as well as those who are unable to visit LHRC offices due to mobility, financial, or time constraints. In addition to providing legal information and preliminary advice, the Call Centre serves as an important platform for clients to follow up on ongoing cases before various administrative bodies, law enforcement agencies, and quasi judicial mechanisms. Its convenience, availability, and lower cost for clients have made it an increasingly trusted option for receiving timely legal assistance.



23%
Call Center

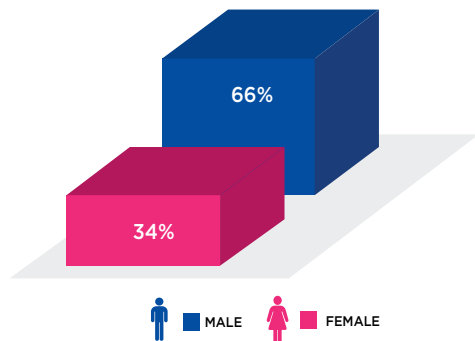


66%
Men



34%
Women

Clients attended by Call Centre Channel



Graph 7: Distribution of call centre clients attended by sex in 2025.

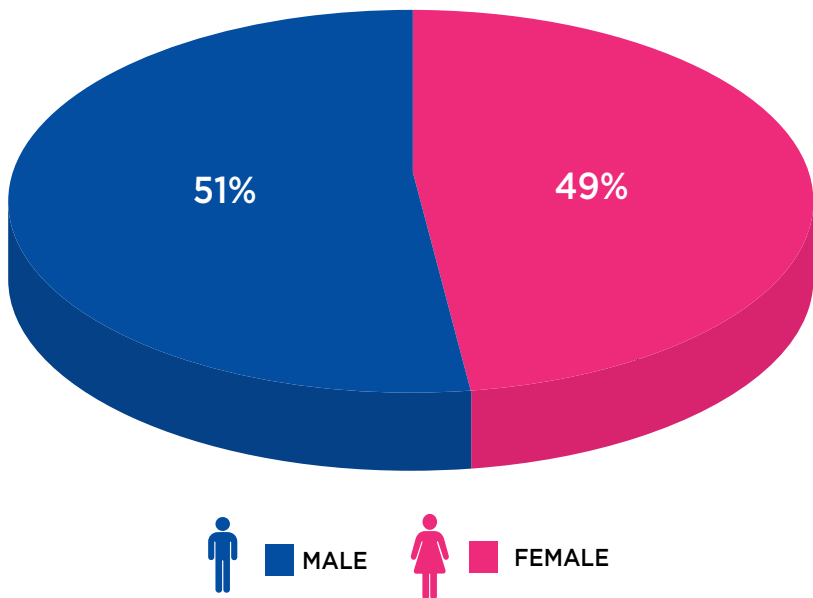
As awareness of LHRC’s technology-enabled legal aid services continues to increase, the Call Centre has become a critical digital platform for expanding access to justice. By leveraging remote service delivery, LHRC effectively bridges geographic and socio-economic barriers, enables the organization to reach a broader population, and reduces congestion at physical legal aid clinics. The growing reliance on this channel reflects evolving client preferences and emphasizes the importance of integrating technology into legal aid services to ensure they remain accessible, responsive, and client centred.

2.1.3. Legal Aid Services in Court

These court-based services are a direct outcome of LHRC’s strategic partnership with the Judiciary of Tanzania, which has enabled the establishment of One Stop Centres that bring legal assistance closer to where judicial decisions are made. By positioning legal officers within court facilities, LHRC helps clients, particularly those unfamiliar with legal procedures, receive timely guidance and support. This approach reduces barriers to justice and strengthens LHRC’s efforts to ensure that vulnerable groups are not left to navigate the court system on their own.



The Temeke One Stop Centre, which functions as a designated family court, continued to attract a higher number of women seeking assistance in matrimonial, maintenance, and other family-related matters contributing to the balanced gender distribution observed in this channel.



Graph 8: Distribution of Court Annexed clients attended by sex in 2025

2.1.4. Legal Aid Services in the Community

In 2025, LHRC's ability to provide community-based legal aid was significantly reduced compared with previous years. As a general election year, much of the national environment was tense, and incidents of post election violence in

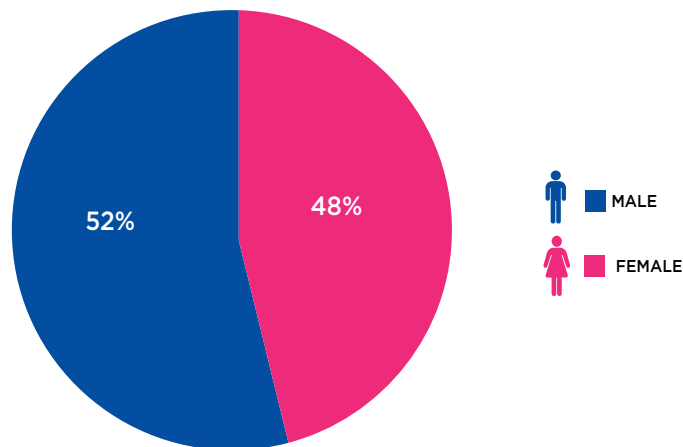
several areas created conditions that were not conducive for conducting traditional mobile legal aid outreach in remote communities. For safety reasons and to avoid exposing both staff and community members to potential harm, LHRC scaled down field deployments during the most sensitive periods of the electoral cycle.

Less Than
1%
Clients

52%
Men

48%
Women

Clients attended by community-based channel



Graph 9: Distribution of Community-based clients attended by sex in 2025

Most of the clients served under this channel were reached during national events and public gatherings, particularly during Law Week, organized annually by the Judiciary to mark Law Day. These events provided safe, structured environments where LHRC could continue offering legal assistance and legal literacy even in a year where mobility in the field was limited. Despite the reduced outreach, these engagements allowed LHRC to maintain its presence in the community and respond to individuals seeking legal support during a politically sensitive period.

2.1.5. Putting children's best interests first

 **418**
CHILDREN

WHO CAME INTO CONFLICT WITH THE LAW, OFFERING LEGAL REPRESENTATION PRIMARILY AT THE JUVENILE COURT HOUSED WITHIN THE TEMEKE ONE STOP JUDICIAL CENTRE.

95% 
Boys

INVOLVED SERIOUS OFFENCES SUCH AS SODOMY, RAPE, ASSAULT, AND CONSPIRACY,

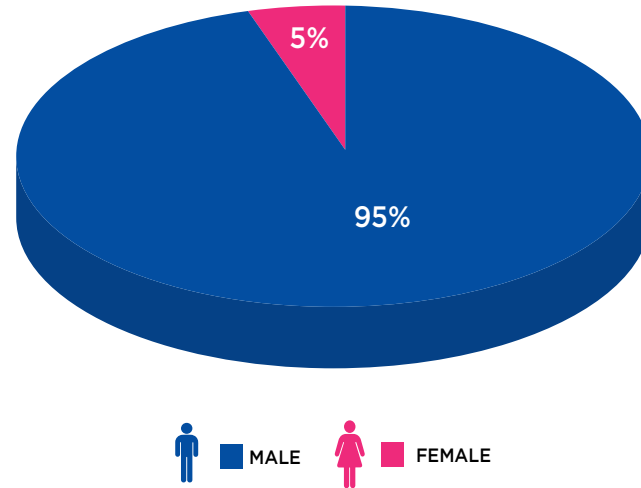
5% 
Girls

APPEARED MAINLY IN OFFENCES SUCH AS THEFT AND A SMALL NUMBER OF CONSPIRACY CASES.

Although their numbers were comparatively low, the presence of girls in these categories highlights the need to pay attention to the different pathways through which boys and girls encounter the justice system.

LHRC's work at the Temeke One Stop Centre ensured that children received legal representation at the point where decisions about their rights and welfare were being made. Many of these children faced complex social circumstances, and LHRC's presence helped them navigate the justice process with dignity and understanding.

Distribution of Children in Conflict with the Law



Graph 10: Distribution of children in conflict with the law in 2025.

The heavy predominance of boys shows the need for stronger preventive and diversion programmes targeted at young males, while the small but important group of girls requires support that is sensitive to their unique vulnerabilities. Through this engagement, LHRC continued to promote a child friendly justice system that prioritizes rehabilitation and fair treatment for every child, regardless of gender.

2.1.6. Role of Paralegals in Improving Access to Justice

Paralegals continue to play an important role in advancing access to justice for marginalized and underserved communities across Tanzania. As part of its long-standing commitment to promoting human rights and legal empowerment, LHRC works closely with community-based paralegals to bridge the gap between citizens and formal justice systems. These paralegals are often the first point of contact for individuals seeking legal assistance, providing timely advice, mediation, and referrals that help prevent disputes from escalating and ensure that justice

is accessible at the grassroots level.

Through ongoing training, technical support, and coordinated supervision, LHRC strengthens the capacity of paralegals to deliver quality legal aid and respond to a wide range of community justice needs. The service not only enhances legal awareness but also promotes peaceful dispute resolution and protects vulnerable groups including women, children, and persons facing socioeconomic hardship. In this way, the paralegal program remains a cornerstone of LHRC's mission to promote justice, accountability, and human rights for all.

Service offered by Paralegals

2.1.6.1. Legal Advice to Clients

LHRC continued to promote access to justice at the community level through legal aid services offered by its network of paralegals.

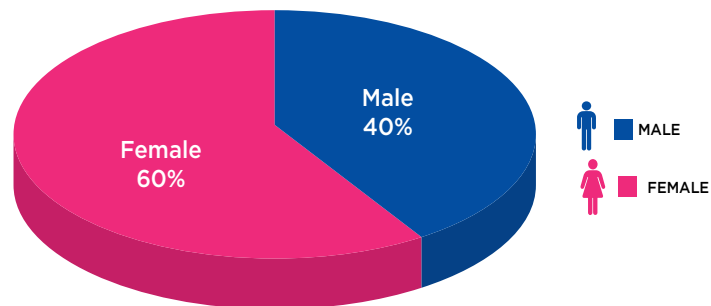
 **4,483**

PEOPLE RECEIVED ADVICE

 **40%**
Men

 **60%**
Women

Distribution of Clients Attended by Paralegals in 2025



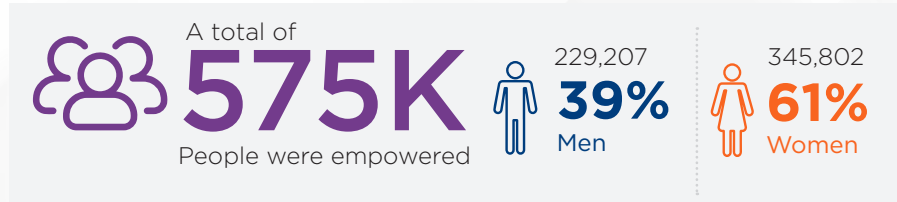
Graph 11: Distribution of clients attended by paralegals in 2025

Paralegals handled a wide range of cases, including land disputes, matrimonial and probate matters, civil and criminal issues, and incidents of violence against women and children. Many of the women who sought assistance were dealing with family-related conflicts, property rights challenges, and gender-based violence. These issues are closely linked to longstanding gender inequalities, lack of awareness about rights, and limited financial independence, all of which make women more vulnerable to legal violations.

Men who sought assistance mostly faced land disputes, civil cases, and criminal matters. Their cases are often related to community conflicts, economic activities, and interactions with law enforcement. While men do face challenges in accessing justice, their barriers are generally less tied to discrimination and more to the nature of the disputes they encounter.

2.1.6.2. Empowerment

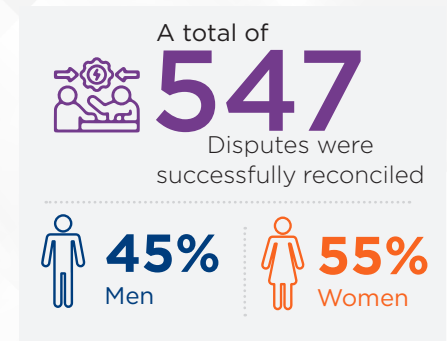
In 2025, paralegals continued to play a central role in empowering communities at the grassroots level. They reached people through a variety of community settings, including village assemblies, VICOPA groups, community meetings, ward tribunals, religious gatherings, marketplaces, and health facilities. Through these platforms, paralegals provided legal education, raised awareness on rights and responsibilities, and guided community members on how to address everyday justice challenges.



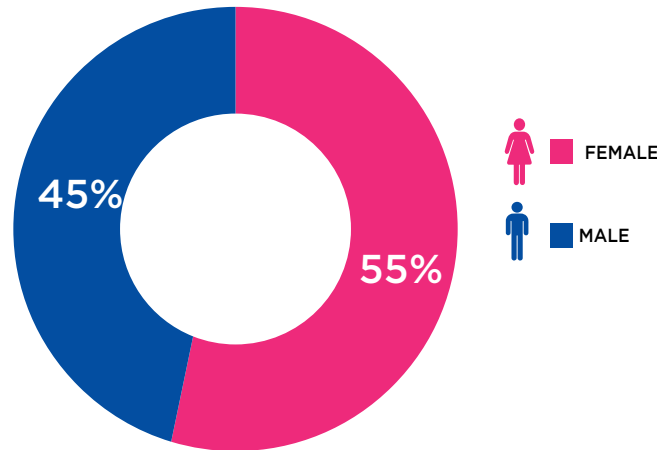
The higher participation of women reflects their strong interest in learning about rights related to family, property, safety, and community participation, as well as the continued need for targeted empowerment efforts that address gender-based vulnerabilities.

This outreach work has helped strengthen community understanding of the law, encouraged peaceful dispute resolution, and built confidence among citizens especially women to seek justice and claim their rights.

2.1.6.3. Reconciliation



Reconcilled Cases in 2025



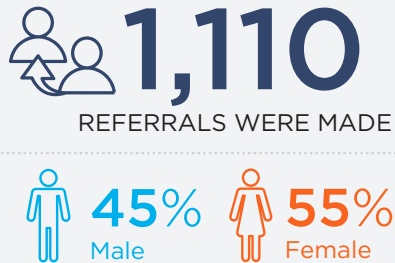
Graph 12: Distribution of reconciled cases among clients attended by paralegals in 2025.

The disputes addressed included land conflicts, matrimonial matters, probate and letters of administration, as well as various civil cases. Reconciliation remained an effective and preferred approach within many communities, as it offers a faster, less costly, and more restorative alternative compared to formal litigation.

Paralegals being trusted, accessible, and well-integrated members of their communities played an important role in facilitating these resolutions. Their involvement helped reduce tensions, promote peaceful coexistence, and ensure that vulnerable groups, especially women, received fair and timely support.

2.1.6.4. Referrals

In 2025, paralegal units continued to provide legal advice and facilitate referrals for clients requiring additional support beyond community-based assistance.



Clients were referred to various formal institutions depending on the nature of their cases, including the judiciary, Social Welfare Office, Police Gender and Children's Desk, Marriage Reconciliation Boards, and Ward Tribunals. These referrals ensured that clients received appropriate follow up, protection, and legal support in line with established procedures and statutory requirements.

The referral system remains an essential bridge between community-level justice mechanisms and formal state institutions. By guiding clients to the right offices, paralegals help safeguard rights, enhance accountability, and ensure that vulnerable individuals particularly women and children receive the comprehensive support they need.

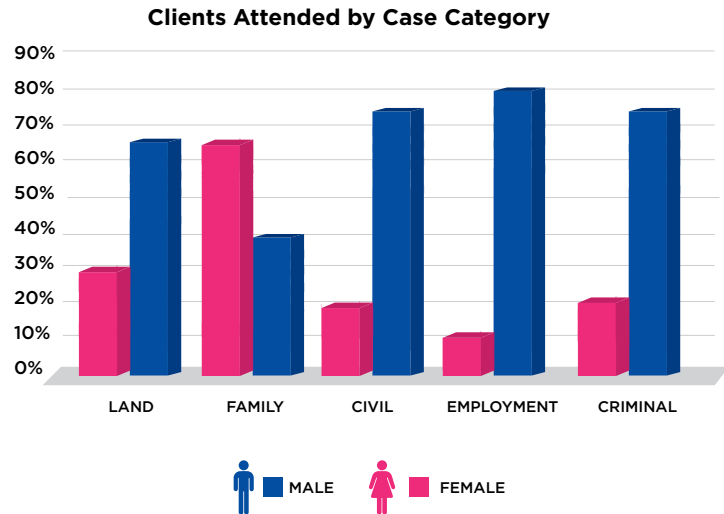


SECTION 3: CLIENTS ATTENDED BY CASE CATEGORY

SECTION 3:

CLIENTS ATTENDED BY CASE CATEGORY

The distribution of clients attended across major case categories shows a clear pattern in the types of legal matters brought to LHRC throughout the year. Land, family, civil, employment, and criminal cases all featured prominently in the caseload, with noticeable gender variations across each category. While men consistently account for a larger share of clients in every area, women remain significantly represented particularly in family matters, where their proportion is comparatively higher. This overall pattern reflects both the demand for legal support in rights related disputes and the differing ways men and women engage with the justice system across various areas of law.



Graph 13: Distribution of Clients attended by case categories in 2025

Taken together, the year's data show a clear picture of how gender shapes the types of legal problems faced by different groups. Men appear more frequently in categories connected to land, labour, business, and criminal justice, while women are overwhelmingly represented in family

related issues. These patterns highlight both social realities and long standing inequalities, reminding us why LHRC's work remains critical in ensuring that justice is accessible, fair, and responsive to the lived experiences of every individual who seeks support.

3.1. LAND CASES

The numbers of clients attended tell an important story about the issues communities are facing and how men and women experience the justice system differently.



LAND DISPUTES
27,257
CLIENTS

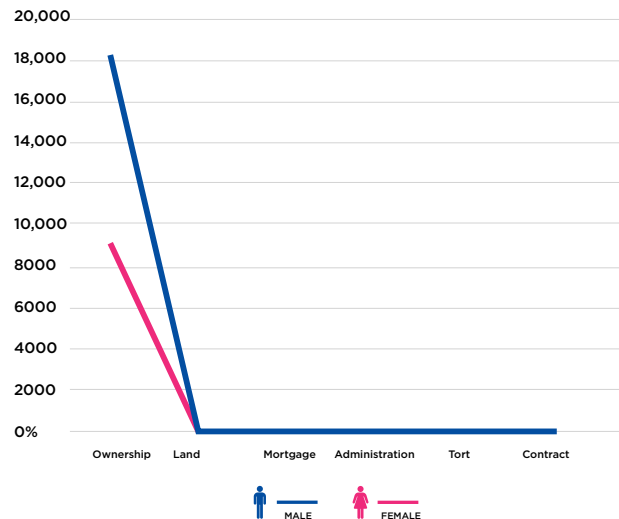


63%
MEN



33%
WOMEN

Distribution of Land Cases by Sub Category



Graph 14: Distribution of Land Cases by Sub-Category in 2025

The analysis of land-related cases shows a striking concentration in one area: disputes over ownership make up about 98 percent of all matters handled under the land category, leaving only 2 percent to issues such as landlord-tenant conflicts, mortgage disputes, estate administration, trespass, and contractual disagreements. This overwhelming dominance of ownership cases suggests that many individuals continue to face significant challenges in securing, proving, or defending

their rights to land often due to unclear documentation, inheritance complications, boundary conflicts, or informal transactions. The minimal presence of other types of disputes indicates that they occur far less frequently or are resolved outside formal mechanisms. Overall, the pattern points to ownership insecurity as the central driver of land disputes, shaping both the caseload and the areas where legal support and capacity-building efforts may be most needed.

VOICES OF CHANGE



A Victory for Justice: Samwel Mafuta's Story

For nearly two decades, Samwel Mrefu Mafuta lived with the fear that he might lose the land he worked so hard to buy. In March 2006, he legally purchased the plot from Mr. Lerorien Ndiyongi, completed all the required documentation, and immediately began building. To Samwel, the land was more than property it was his future. "I put all my savings into that land," he says. "It was meant to be a place of safety for my family." Years later, his life was turned upside down when Lowasa Ndiyogi Leroriyen suddenly claimed that the land did not belong to him. What started as a simple disagreement grew

into a serious court case before the District Land and Housing Tribunal of Arusha. "I felt helpless," Samwel recalls. "I knew the truth, but I did not know how to fight for it alone." When the pressure became too much, Samwel sought help from LHRC. With LHRC's legal support, he was able to stand up for his rights in court. His case was built on clear evidence: a valid purchase agreement, proof that construction had started in 2006 and not in 2010 as claimed, and facts showing that the land boundaries presented by the opposing party were incorrect. The land, valued at about TZS 45 million, represented years

of sacrifice and hard work. *“There were days I wanted to give up,” Samwel admits, “but LHRC kept reminding me that the law was on my side.”* Step by step, the legal team guided him through the process, ensuring that his voice was heard and his story understood.

On 29 January 2025, after a long and exhausting legal journey, the Tribunal delivered its judgment. Samwel was officially declared the rightful owner of the land. The court ordered the opposing party to vacate the land immediately, issued

a permanent injunction to stop any further interference, and directed that legal costs be paid by the losing party. When the decision was announced, Samwel felt his burden lift. *“It was like breathing again after holding my breath for years,”* he said. His victory is not only about land, but also about dignity, fairness, and the power of legal aid to protect ordinary people. Samwel’s story shows that when someone is supported to stand up for their rights, justice is not just a word in the law books it becomes real.



Defending a Mother’s Legacy: How Legal Aid Secured Justice for Wilson Mollel

Wilson Andrea Mollel, as administrator of his late mother Paulina Noel Kaaya’s estate, faced a legal challenge from his younger brother, Samson, who claimed sole ownership of a 7¼-acre piece of land. *“This land is the only thing our mother left for us,” Wilson explains. “I wanted to make sure her wishes were respected and that every child received what was rightfully theirs.”* With support from LHRC Arusha Office, Wilson presented evidence showing that their late father had already distributed land equally among the children and

that the disputed land belonged to their late mother until her passing. *“I felt overwhelmed standing against my own brother in court,” he recalls, “but LHRC helped me understand that defending the truth was also protecting my mother’s legacy.”* The tribunal ruled in Wilson’s favor, confirming him as the lawful administrator and instructing him to distribute the land to the rightful heirs. This case highlights how legal aid ensures justice is served, protecting families from unlawful claims while upholding fairness and dignity.



When Law Protects the Vulnerable: A Land Justice Story

Mariam, a small businesswoman from Dar es Salaam, found herself in a painful dispute with her own son over a piece of land she had owned since the year 2000, following a court decision that granted land to residents who paid compensation after an earlier conflict with a cement company. *“That land is my only security,” she said. “It is where I built my life and planned my future.”* In 2015, while she was away in Mbeya for medical treatment, the government ordered landowners to begin an assessment process. Trusting her family, Mariam asked a relative to manage it on her behalf, but her son took control without her consent. When she returned in February 2022 and asked for her land back, he refused. “I was shocked,” she recalled. *“I never imagined my own child would deny me what I struggled for.”* After family efforts to resolve the matter failed, Mariam turned LHRC for help. With full legal support from LHRC, her case was prepared and filed before the District

Land and Housing Tribunal. Throughout the hearings, LHRC stood by her side, guiding her and ensuring her evidence was properly presented. *“I was afraid to go to court,” she said, “but LHRC gave me courage and showed me that the law was on my side.”* In April 2025, the Tribunal ruled that Mariam was the lawful owner of the land and ordered that it be returned to her. When the decision was challenged on appeal, LHRC continued to represent her before the High Court. *“Even when the case went to another court, I trusted LHRC to fight for me,”* she said. In August 2025, the High Court dismissed the appeal and upheld the Tribunal’s decision. Today, Mariam has fully regained her land and continues her farming and small business activities in peace. Looking back, she says, *“Without LHRC, I would have lost everything. They helped me stand up for my right, and now I can live and work on my land again.”*



When the Law Finally Spoke: A Land Dispute Resolved

For years, Selemeni lived under the fear of losing land that rightfully belonged to his family. After facing repeated trespass and interference, he sought legal support to protect the property he managed as both administrator and heir. *"This land is where my family survives. I could not just watch it being taken away,"* he shared. With legal assistance, a land application was filed, and the case was fully heard by the court. The Tribunal ruled that the land lawfully belonged to the family, confirming his ownership rights.

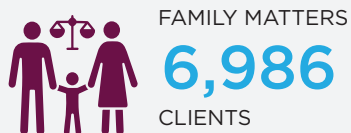
However, even after the judgment, peace did not come immediately. The opposing side continued to file new cases over the same land in different courts, causing long delays and emotional distress. *"Every time I thought the matter had ended, another case was opened,"* he recalled. Some of the cases were withdrawn, others were dismissed for failure to proceed, and one was struck out after the court found that the matter had already been decided. Throughout this period, the client

remained under pressure and uncertainty but continued to receive legal guidance and reassurance. *"They encouraged me not to give up and reminded me that the law was still on my side,"* he said.

In 2025, the court lifted the stay of execution and allowed the original judgment to be enforced. The Tribunal appointed a court broker to carry out the process, and the client was formally handed back the disputed land. *"When I stood on the land again, I felt like my life had been restored,"* he said.

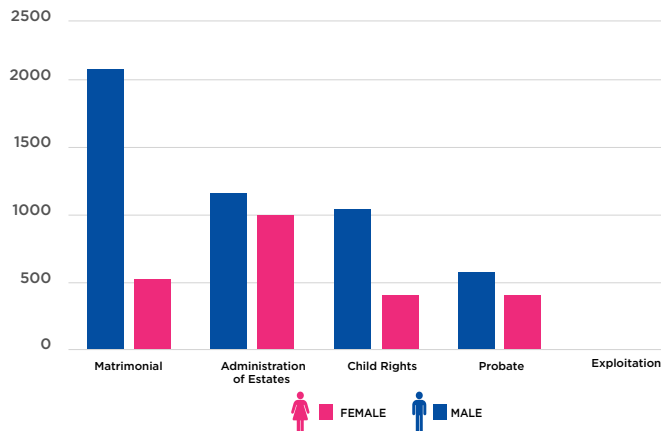
Today, the client lives and works on the land without disturbance. He has resumed farming and other income-generating activities to support his family. *"Justice is not only about winning a case; it is about being able to live peacefully afterward,"* he reflected. His story shows how persistence, lawful court decisions, and access to legal support can protect ordinary citizens from prolonged land disputes and restore their dignity and livelihoods.

3.2. FAMILY CASES



Many of these cases involved issues such as divorces, child maintenance, or inheritance disputes. The high number of women in this category reflects the pressures they face in trying to secure safety, stability, and financial support for themselves and their children. It also shows the trust women place in LHRC when navigating emotionally difficult disputes.

Distribution of Family Cases by Sub Category



Graph 15: Distribution of Family cases by subcategory in 2025



MATRIMONIAL
MATTERS
43%



ADMINISTRATION
OF ESTATE
24%



CHILD RIGHTS
22%



PROBATE
11%

VOICES OF CHANGE



A Woman story: Securing Justice and Maintenance for Michelle

Madina Majuva, a 38-year-old plumber, faced a deeply personal challenge when the father of her child refused to provide for the child and denied paternity. “I felt lost and unsure where to turn,” Madina recalls. In 2023, she LHRC for help, seeking guidance on how to secure her child’s rights. With LHRC’s support, she was empowered to prepare a reply to the petition for parentage in Juvenile Application No. 63 of 2023 before the Juvenile Court of Dodoma. The case culminated in a DNA test that confirmed Paul Miikoi was indeed the father of Michelle, marking the first step toward justice.

After the parentage was established, LHRC continued to support Madina in securing maintenance for her child. With

our assistance, she prepared an application for maintenance Juvenile Civil Application. The court subsequently ordered Paul to pay TZS 100,000 per month to support Michelle’s basic needs. “Thank you for helping me prepare these maintenance applications, and I will never stop fighting for my child Michelle’s rights.” Madina said with gratitude.

Madina’s journey highlights the growing awareness among women about their children’s rights and their resilience in pursuing justice. Her case demonstrates how legal aid not only empowers mothers to claim what is rightfully theirs but also ensures that children receive the care and support they need to thrive.



Protecting Women's Rights Through Appellate Justice

Naomi, a small-scale farmer and mother of children in Kisarawe, walked into LHRC feeling defeated and unheard. After her marriage ended, she went to court hoping for a fair share of the property she had helped build and the chance to care for her children. Instead, the District Court decision left her devastated: most of the matrimonial property was awarded to her former husband, and custody of the children was taken from her. *"It felt like I had lost everything at once," Naomi recalls. "My home, my children, and even my dignity."* With no legal knowledge and little income, she feared she would never be able to challenge the decision on her own.

With support from LHRC, Naomi filed an appeal and was guided step by step through the process. During the appeal, her contribution to marriage and the best interests of the children were clearly presented before the court. Naomi followed every hearing anxiously, hoping the judges would finally listen to her side of the story. *"I only wanted justice," she says. "I wanted my children to grow up with their mother and to have something to start life with."* The appeal court carefully reconsidered the earlier decision and recognized that the first judgment had not

adequately protected her rights as a mother and spouse. When the appellate judgment was delivered, Naomi could hardly believe what she heard. The court revised the property division, awarding her a larger share of the matrimonial assets, and most importantly, granted her custody of the children. The court also ordered her former husband to contribute monthly to the children's maintenance and set clear arrangements for visitation during holidays and weekends. Tears filled her eyes as she left the courtroom. *"This judgment gave me back my children and my hope," she says. "Now I can plan for their future without fear."*

Today, Naomi is rebuilding her life with her children by her side. What once felt like an unfair ending has turned into a new beginning. Through legal guidance and determined advocacy, LHRC helped transform a painful loss into renewed stability for a mother and her children. *"If I had not received this support, I would have accepted injustice as my fate," Naomi reflects. "Now I know that even a poor woman can stand in court and be heard."*



Navigating Loss and Securing Justice: The story of a Widow

In 2024, a widow approached LHRC seeking guidance on administering her late husband's estate. Her situation was complex: her late husband had children from another relationship, and tensions arose over who should lawfully inherit. *"I felt overwhelmed and unsure of where to start,"* she recalls. *"The family was divided, and I didn't know how to protect my children or my rights."*

LHRC provided timely legal advice, explaining her rights, the inheritance laws, and the proper procedures for estate administration. With this support, she attended the clan meeting and was appointed administratrix of the estate. *"Without LHRC, I wouldn't have known how to navigate the*

process or assert my rights," she said.

She then returned for further assistance in preparing a petition for a grant of letters of administration. With LHRC's guidance, she successfully filed at the District Court, which issued the grant in 2025. This allowed her to access her late husband's PSSSF benefits, complete the construction of her family home, and distribute the remaining estate fairly among lawful beneficiaries.

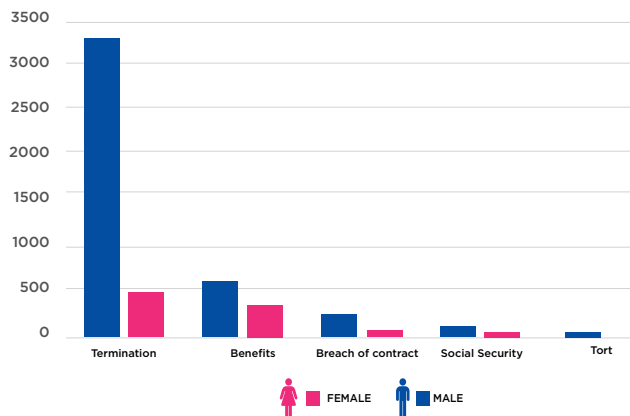
Grateful and relieved, she shared, *"I now have confidence and knowledge to manage what is rightfully ours. LHRC didn't just help me legally—they restored my peace of mind and dignity."*

3.3. LABOUR CASES



This reflects the composition of the workforce in many sectors where LHRC receives labour related complaints particularly industries dominated by men. Women's lower numbers may also point to barriers such as fear of losing their jobs, lack of awareness of their rights, or the informal nature of much of the work they do.

Labour Cases attended by Sub Category



Graph 16: Distribution of Labour cases by subcategory in 2025



VOICES OF CHANGE



From Uncertainty to Vindication: A Journey Back to Work

Our client, a dedicated public employee, faced an unexpected claim that he owed a substantial sum in salary arrears for a period when he had not held the position. *"I felt completely powerless," he recalls. "After years of service, suddenly I was being told I owed money I had never received."* The stress of the allegation left him anxious and uncertain about his career. When he approached LHRC for support, our team immediately began advocating on his behalf. We engaged with the relevant authorities, sent follow-up letters, and persistently sought clarification and resolution. *"LHRC never gave up on me," he said. "They listened, they fought for me, and they kept me*

hopeful when I had almost lost faith."

After more than two years of uncertainty and unemployment, the matter was finally resolved, and our client was reinstated in his position. *"Returning to work felt like being given my life back," he reflected. "I am deeply grateful for the support that made this possible."*

This case highlights the importance of due process and institutional accountability. It demonstrates how dedicated legal support can protect employees from wrongful claims, restore livelihoods, and affirm human dignity.



A Fight for Justice: Overcoming False Accusations

In 2023, our client, a dedicated employee, faced a shocking accusation of theft involving a significant sum of money. He was arrested and arraigned before the local court, even though he had done nothing wrong. The case we later discovered had been fabricated, with witnesses contradicting each other

and key evidence clearly unreliable. *"When I first heard the accusation, I felt like my world had collapsed," he recalls. "I was terrified, confused, and didn't know how I could defend myself."*

Turning to LHRC for support, our legal team carefully

reviewed all the documents and evidence. We filed an appeal at the District Court, which was unfortunately unsuccessful. However, knowing the case was falsified, we persisted and took the matter to the High Court. On 12 June 2025, the High Court delivered a decisive verdict: the client was fully acquitted, and both the initial conviction and sentence were quashed. The court highlighted that the prosecution had failed to meet the required legal standards, affirming the principle that no one should be punished without proof. *"I finally felt a weight lifted*

off my shoulders," the client shared. "Without LHRC standing by me, I would have lost everything I worked for. They gave me hope when I had none."

This case highlights vital lessons: a person is innocent until proven guilty, persistence in seeking justice is essential, and strong protection is needed to prevent abuse of power and fabricated claims. It reminds us that with the right support, justice is possible even in the face of overwhelming odds.



Restoring Dignity and Ensuring Justice for a Retiree

In 2022, a retired public servant approached LHRC after years of dedicated service, seeking help to claim her rightful pension. Despite a lifetime of work, she had not received her benefits due to delays caused by her employer's non-compliance with mandatory payments to the pension fund. *"I spent decades serving my country faithfully, yet I felt powerless and forgotten when it came time to receive my pension," she recalls.*

LHRC stepped in to support her, advocating for her rights and engaging with the relevant authorities. In 2024, her perseverance, combined with legal support, finally bore fruit. Her employer settled the outstanding obligations, allowing her

to receive her gratuity and monthly pension. *"When I finally received my pension, I felt a sense of relief and dignity I hadn't felt in years," she shared.*

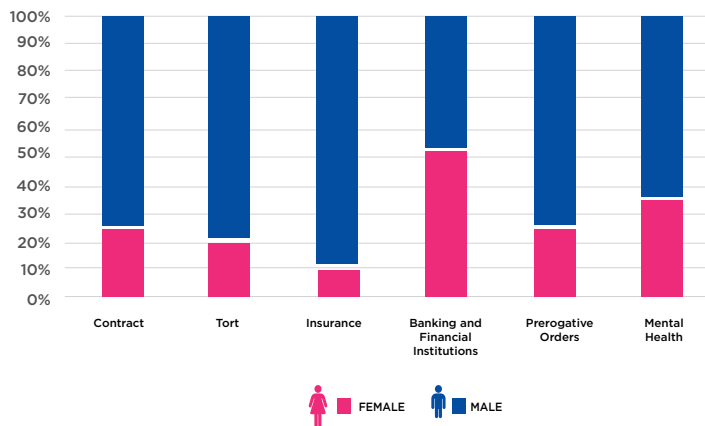
This case highlights how legal aid can empower vulnerable individuals to navigate complex systems and hold institutions accountable.

By ensuring she received what was rightfully hers, LHRC not only restored her financial security but also reaffirmed the principle that no one should be left behind. Today, she enjoys her retirement with peace of mind and renewed confidence in justice.

3.4. CIVIL CASES



13% CIVIL CASES



Graph 17: Distribution of Civil cases by subcategory in 2025

Many of these matters arise from business, insurance, tort, property transactions, and other financial or contractual engagement areas where men still participate more heavily. The lower number of women could signal obstacles to economic participation or limited access to legal support when disputes arise.

The graph indicates that male clients make up the majority across most legal sub categories, particularly in Contract, Tort, and Insurance matters, where women constitute only a small fraction generally between 10% and 25%. This pattern also appears in Prerogative Orders and Mental Health cases, where although the proportion of women is somewhat higher, men still dominate overall. These trends suggest that men are more frequently involved in or affected by disputes in areas such as contractual obligations, personal injury claims, and insurance-related conflicts, potentially reflecting gendered differences in economic participation, employment patterns, or exposure to certain types of legal risk.

VOICES OF CHANGE



The case of Musa: How Legal Aid Restored Dignity to a Wrongly Convicted Worker

Before his arrest, Mussa, a 41-year-old resident of Arusha, lived a quiet life working as a salesman to support his family. His job required him to sell products and account for the money entrusted to him by his employer. *"I worked honestly and depended on this job for my family's survival," he recalls.* His life took a painful turn when he was suddenly accused of stealing TZS 6,347,770, an allegation he insists on was false. *"I was shocked," Mussa says. "I knew I had not taken any money, but no one wanted to listen."* He was arrested and taken to court, where he was charged with theft and later convicted, despite weak investigations and conflicting testimonies from prosecution witnesses.

During the trial and initial appeal, Mussa felt trapped in a system that had already judged him. *"It felt like my life had ended," he explains. "People looked at me like a criminal, yet I knew I was innocent."* In 2023, he approached LHRC for legal assistance. After reviewing his case, LHRC established that the charges against him had been fabricated and that the conviction was unlawful. With LHRC's support, he filed an appeal at the District Court, but the appeal was dismissed. Even then, LHRC

encouraged him not to give up. *"They told me the truth was on my side and that I should not lose hope,"* Mussa remembers. Determined to clear his name, LHRC assisted him to pursue a further appeal to the High Court.

After a long and exhausting legal struggle, justice finally came. On 12 June 2025, the High Court ruled in his favor, finding that the case had not been proved according to the legal standard required. The Court quashed the conviction and set aside the sentence in its entirety. *"When I heard the judgment, I felt my dignity return,"* Mussa said. *"I had carried shame for something I did not do. Now I can stand proudly again."*

Mussa's story highlights the serious risks of fabricated charges and weak evidence, as well as the importance of exhausting all legal remedies. It stands as a reminder that a person is innocent until proven guilty and that justice can still be achieved through determination and proper legal support. *"If I had given up after the first appeal, I would still be suffering today,"* Mussa reflects. *"This case taught me that you must fight for your rights until the truth is heard."*



Legal Aid in Action: Securing Redress for an Accident Survivor

Abuu, a young businessman and father, never imagined that a single accident would change his life so drastically. In 2022, he was involved in a road accident that left him with a painful hip dislocation and unable to work as before. *"I could not even move properly, and my small business stopped,"* he recalls. *"What worried me most was how I would take care of my family."* With no savings and no legal knowledge, Abuu turned to LHRC in September 2022 seeking help to claim compensation for his injuries. LHRC supported him through legal advice and mediation, and in July 2023, the case was settled amicably, with the offender agreeing to compensate him with a tuktuk (bajaji). Abuu believed the matter was finally over. *"I trusted that the agreement would be respected,"* he says. *"I thought my suffering had come to an end."*

However, months passed without the offender honoring the agreement. Repeated promises were made but never fulfilled. Abuu kept returning to LHRC, worried and frustrated. *"Every time they say, 'next week,' but next week never came,"* he explains. LHRC continued to summon the other party and followed up persistently, but they failed to appear. When it became clear that the agreement was being ignored, Abuu was

advised to proceed with execution of the settlement in August 2024. Even then, the process was not easy. By May 2025, Abuu was still waiting as the debtor continued to delay payment. *"There were moments I lost hope,"* he admits. *"But LHRC told me not to give up, and that gave me strength."*

In May 2025, LHRC facilitated another mediation session between the parties. This time, a new agreement was reached: the offender committed to pay Abuu TZS. 9,000,000 in two installments. Shortly after, Abuu received the first payment of TZS. 6,000,000. Holding the money in his hands, he felt relief for the first time since the accident. *"This is not just money,"* he says. *"It means I can start again. I can take care of my family and rebuild my business."* The remaining TZS. 3,000,000 is scheduled to be paid before December 2025.

For Abuu, the journey from injury to compensation was long and exhausting, but he did not walk it alone. Through continuous legal support, mediation, and determination, LHRC helped him transform a broken promise into real relief. *"If LHRC had not stood with me, I would have been forgotten,"* he says quietly. *"They made sure my voice was heard."*

3.5. CRIMINAL CASES

IN CRIMINAL MATTERS,
LHRC HANDLED

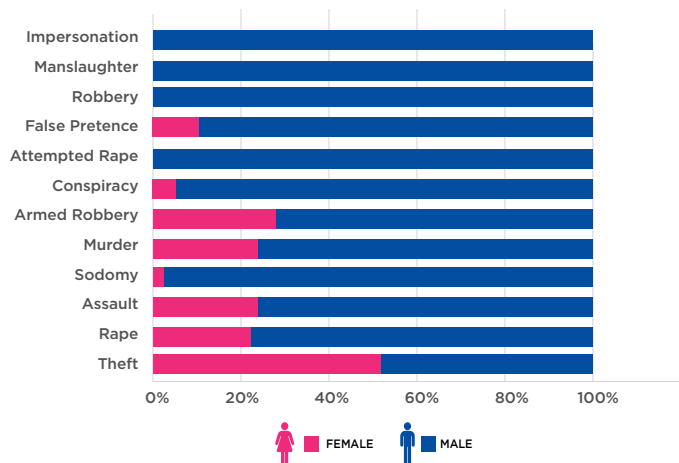
 **1,048**
CRIMINAL CASES

 **77%**
MEN

 **23%**
WOMEN

A few categories show a slightly higher proportion of female clients, though men still remain the majority. These include theft, rape, assault, and armed robbery, where female participation ranges roughly between 20–40%. The most notable of these is theft, which shows the highest share of female clients compared to all other offences, suggesting that women are more likely to appear as complainants, survivors, or accused persons in theft cases than in

Criminal Cases attended by Sub Category



Graph 18: Distribution of Criminal cases by subcategory in 2025

violent or high risk crimes.

Overall, the graph highlights a strong gender imbalance across criminal law categories, with men forming the majority of clients in every offence type. The only meaningful female representation appears in theft, assault, and sexual offence categories such as rape reflecting broader gendered patterns in victimization, reporting, and legal system engagement.

VOICES OF CHANGE



From Accused to Acquitted: Saving a Child from a False Charge

Before her arrest, Sabrina, a 14-year-old girl, was working as a housemaid in order to survive. Far from home and dependent on her employer, she lived in a situation where she had little power and no one to speak to for her. When she decided she could no longer continue with the job and asked her to be taken back to her family, her request took a frightening turn. Instead of being supported, she was accused of stealing TZS 2,000,000 from her employer and was immediately arrested. *“I was scared and confused,” Sabrina later said. “I just wanted to go home, but suddenly they said I was a thief.”* Because of her youth and the authority of the adults accusing her, Sabrina was extremely vulnerable and at risk of admitting herself to an offence she did not commit simply out of fear and pressure.

During the case, LHRC stepped in to protect Sabrina’s rights and provide child-friendly legal support. When her file was received, it became clear that she needed urgent protection, not punishment. Immediate steps were taken to ensure her safety, and she was placed under the care of Social Welfare while the case continued, since she had no bail and no family nearby. Later, her parents were traced and were able to take responsibility for her. *“They explained everything to me and told me I had the right to speak the truth,”*

Sabrina recalls. *“That is when I felt I was not alone.”* Throughout the proceedings, her lawyers ensured that the court understood her age, her vulnerability, and the power imbalance between her and the employer, preventing her from being intimidated into confessing to something she had not done.

After a full hearing, the court found that the prosecution had failed to prove the offence of theft beyond reasonable doubt. Sabrina was found not guilty and acquitted of all charges. For her, the decision meant freedom and the chance to start again. *“I thought my life was finished,”* she said quietly. *“Now I can go back to my family and be a child again.”*

This case is a true success because it prevented a serious miscarriage of justice against a vulnerable child. Without legal representation, Sabrina’s fear, lack of legal knowledge, and pressure from her employer could easily have led to a false confession and wrongful conviction. Her acquittal shows how legal aid can protect children in conflict with the law and ensure that justice is based on truth, not fear. Sabrina’s story is a reminder that every child deserves protection, dignity, and a fair chance to be heard.



Challenging Abuse of Power: A Landmark Legal Victory for Citizens

Since 2016, Four former leaders and staff of a public employees' Savings and Credit Cooperative Society (SACCOS) were accused of causing financial loss to their cooperative and were subjected to heavy financial surcharges amounting to billions of Tanzanian shillings. The individuals included the former Chairperson, Manager, Office Clerk, and a Member of the Society.

They were surcharged by the Registrar of Cooperative Societies without being given an opportunity to be heard, contrary to principles of natural justice. With support from LHRC, they challenged the decision through administrative appeals. While their appeal was still pending, criminal charges were initiated against them for alleged economic offences arising from the same facts.

After years of legal uncertainty, the criminal case was dismissed on a point of law. It later emerged that the appeal to the Minister responsible for cooperatives had been improperly determined by an Acting Permanent Secretary who lacked legal authority to do so. LHRC supported the clients seeking judicial review before the High Court.

In 2025, the High Court ruled in their favor, nullifying the decisions of both the Registrar and the Minister. The Court held that the authorities had acted unlawfully by failing to respect the right to be heard and by exercising powers they did not legally possess. The Court ordered that any future surcharge process must comply

strictly with the law and due process.

One of the clients stated: *"For years we lived under fear, stigma, and financial pressure. This decision restored not only our rights, but also our dignity."*

The case addressed critical questions about the limits of administrative and prosecutorial power. It examined whether authorities could lawfully surcharge cooperative leaders without giving them an opportunity to be heard, whether an official without proper legal mandate could determine an appeal, and whether criminal proceedings could be initiated while civil regulatory processes were already in motion.

Ultimately, the High Court nullified the unlawful surcharge decisions, reaffirming the fundamental right to be heard before any administrative sanctions are imposed. The ruling clarified that criminal jurisdiction cannot be used as a substitute for civil or regulatory procedures and strengthened the principle that public officials must exercise their powers strictly within the law.

The case exposed the misuse of administrative and prosecutorial powers, showing how failure to follow due process can result in prolonged injustice, reputational harm, and psychological distress for affected individuals. It also underscored that administrative power must always be exercised lawfully, criminal justice cannot serve as a shortcut for regulatory failures, and constitutional rights especially the right to be heard remain central to fair governance.



From Incarceration to Freedom: The Story of a Man Given a Second Chance

In 2024, LHRC received the case of a man serving a 10-year prison sentence after being convicted of cattle theft. With no legal representation at the appeal stage and limited understanding of the law, he felt hopeless. *“I thought my life was over. I didn’t know how to fight the conviction,”* he shared.

During LHRC’s Prison Mobile Legal Aid visit, our officers listened to his story and informed him of his right to appeal, even after the time limit had passed. Recognizing a possible miscarriage of justice, LHRC assisted him in filing an application for extension of time to appeal to the High Court.

By September 2024, the High Court granted the application, giving

him a chance to be heard. With LHRC’s continued guidance, he presented his appeal effectively. In July 2025, the High Court quashed the conviction and sentence, noting significant errors in the original trial. After years of uncertainty and fear, he walked out of prison a free man.

Today, he has reunited with his family and begun rebuilding his life. *“The support I received from LHRC was a turning point it gave me hope when I had none,”* he said. His journey from incarceration to freedom is a testament to the power of legal aid in restoring dignity, justice, and the opportunity to start anew.



Applying the Best Interest of the Child in Practice

When the juvenile was first referred for legal representation, he was facing two serious criminal charges involving allegations of unnatural offences. One case involved a family member, and the other involved a neighbor. During the initial consultation, the child admitted responsibility for the acts. It was immediately clear that this was not only a legal matter but also a child protection crisis. Further assessment revealed that returning the child to his home environment would place him at risk. His father declined to take him back or to provide bail, explaining that the family was emotionally overwhelmed and fearful of further harm. *“I love my child, but our home is not safe for him or for others right now,” the father explained.*

Recognizing that punishment alone would not serve the child’s best interests, the legal team raised the matter before the court and proposed a rehabilitative and child-friendly solution in line with the Law of the Child Act. Both the defense and the prosecution agreed that placing the child in an approved school would provide protection, structured guidance, and an opportunity for reform rather than exposing him to a harmful or punitive environment. The court convicted the child but ordered a one-year placement

in an approved school instead of imprisonment. This decision marked a turning point in the child’s life. *“I want to change and become a better person,” he said after the ruling.*

This intervention reflects the practical application of the best interests of the child principle. Instead of returning the child to an unsafe family situation or exposing him to a harsh correctional environment, the justice system adopted a rehabilitative path focused on healing and behavior change. The approved school offers education, life skills, discipline, and moral guidance, increasing the child’s chances of reintegration into society and reducing the risk of reoffending.

The separation period has also allowed the family space to process the trauma and prepare emotionally for future reunification. As one officer involved in the case noted, *“Justice for a child is not only about punishment; it is about giving them a real chance to become better.”*

Through this approach, the child’s dignity was preserved, his welfare protected, and his future redirected toward reform rather than rejection.



SECTION 4: SERVICES PROVIDED TO LHRC CLIENTS

SECTION 4:

SERVICES PROVIDED TO LHRC CLIENTS

LHRC delivers legal aid through a combination of information, advisory, and representational services. Key service modalities include legal education and rights awareness, preparation of legal documents, client empowerment for self-representation, direct legal

representation in strategic and complex cases, follow up of client cases in different courts and tribunals, distribution of self-help kits, and alternative dispute resolution through reconciliation where suitable.

4.1. DRAFTING LEGAL DOCUMENTS

 LHRC
MANAGED
TO DRAFT
2,276
DOCUMENTS

 INCREASE
15%
FROM LAST YEAR'S



61%
MEN



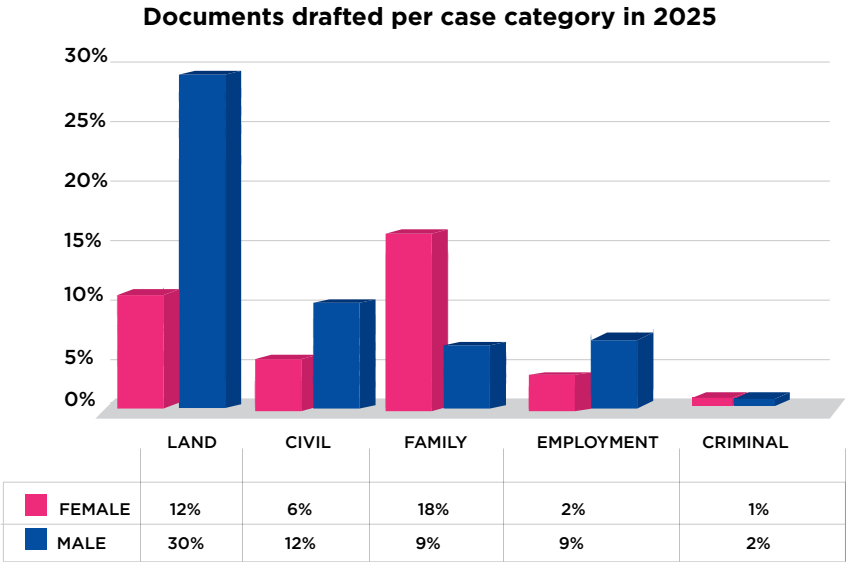
39%
WOMEN



INCREASE
8%
FROM LAST YEAR'S

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 clients represent the ratio of the total number of the clients received for legal aid.

The above pattern tells a story about who holds power and where people are able to seek justice. Men’s cases are more visible in areas linked to money, land, and formal work, which reflects their stronger control over assets and their easier access to formal legal systems. Women’s cases are more common in family matters, showing how their struggles are often rooted in relationships, care responsibilities, and dependence on others for economic security. Criminal matters account for the smallest share of documents for both women and men. This is largely due to LHRC’s mandate, since criminal investigations and prosecutions are primarily the responsibility of the police and other state authorities. For many women in particular, fear, stigma, and retaliation make it even harder to pursue criminal cases and mostly they appear as victims.



Graph 19: Distribution of documents drafted to client by sex and case category in 2025

4.2. CLIENTS' EMPOWERMENT AND REPRESENTATION IN COURTS



LHRC EMPOWERED

10,710

CLIENTS



63%
MALE



37%
FEMALE

TO DEFEND THEMSELVES ON THEIR RESPECTIVE
CASES BEFORE THE COURTS OF LAW

IN TERMS OF LEGAL
REPRESENTATION
LHRC SUCCESSFULLY
REPRESENTED

547
CLIENTS

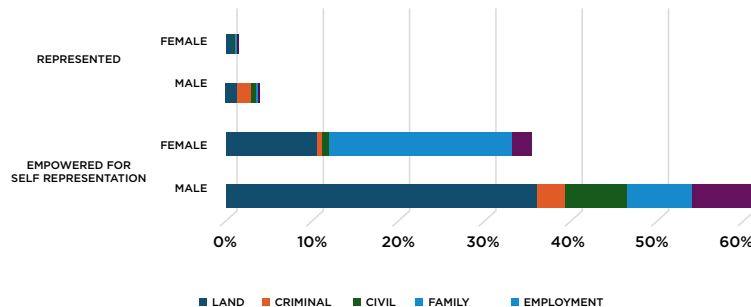


73%
MALE



27%
FEMALE

Client represented versus empowered



Graph 20: Comparison of clients Empowered for self-representative versus clients represented in court in 2025.

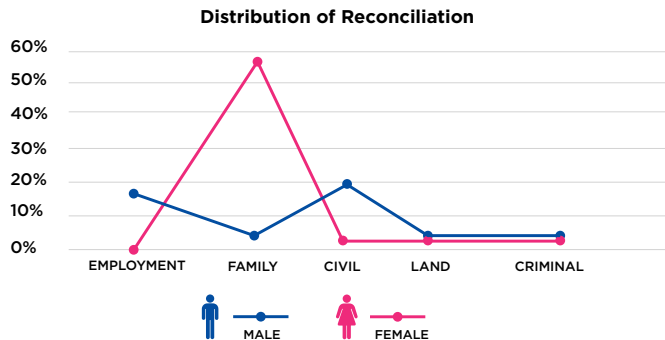
Men are more visible in self-representation for land, civil, and employment disputes. These are areas linked to property, contracts, and income, where men often have more confidence, mobility, and social backing to engage with formal systems. Women's self-representation is most prominent in family-related cases. This points to where women's struggles are most acute: in relationships, caregiving roles, and household security.

4.3. RECONCILIATION

LHRC uses reconciliation and negotiation as a justice approach that is not only legal, but deeply human. Instead of pushing every dispute into court, LHRC creates space for people to talk, be heard, and find solutions that preserve dignity and relationships. For many clients, this means resolving conflict without the stress, cost, and fear that often comes with formal court processes. This approach is especially important for women and other vulnerable groups.



All disputes subjected to reconciliation made **0.2%** of all attended clients in 2025



Women are more likely to bring cases rooted in family and household relations, where power imbalances, emotional ties, and economic dependence are strong.

For men, reconciliation can also provide a way to resolve land, civil, or employment disputes without prolonged confrontation, helping prevent conflicts from hardening into long legal battles.

Graph 21: Distribution of cases reconciled by case category and sex in 2025.

4.4. FOLLOW UP OF CASES



LHRC MADE
FOLLOW UP
2122
CASES



73%
MEN

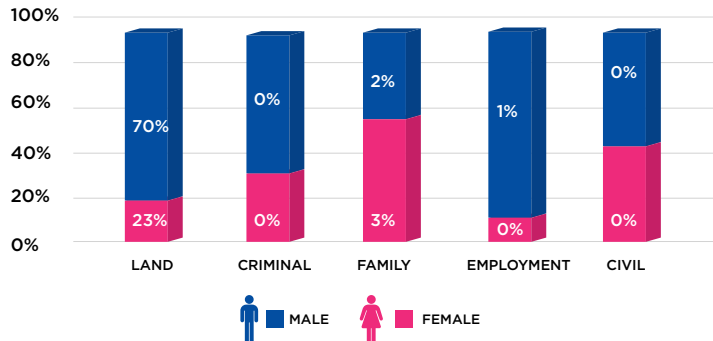


27%
WOMEN

The follow up was made at Tribunal,
Courts and Government offices.

The pattern of follow-up cases shows that most follow-up efforts are concentrated on land matters, with men accounting for the largest share and women forming a smaller but still significant portion. This reflects the reality that land disputes are among the most complex and slow-moving cases, often requiring repeated visits to tribunals, courts, and government offices before any decision or compensation is secured.

Clients Followed Up



Graph 22: Distribution of clients followed up according to case category and sex in 2025.

4.5. DISTRIBUTION OF SELF-HELP KITS

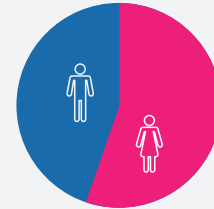
Self-help kits are user-friendly booklets designed to guide individuals through specific legal issues and procedures. These self-help kits aim to empower people by providing clear, accessible information that helps them understand their legal challenges and explore possible solutions.



LHRC DISTRIBUTED
707
SELF-HELP KITS



INCREASE
14%
FROM LAST YEAR'S



The distributed self-help kits were distributed to

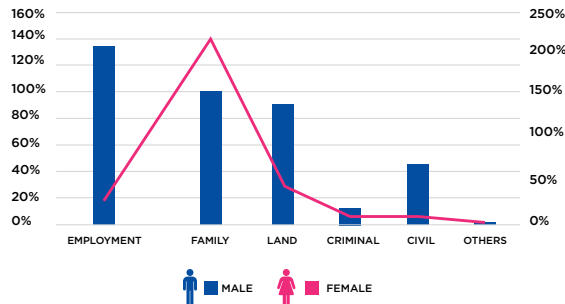


54%
MALE



46%
FEMALE

Self Help Kit Distribution



Graph 23: Distribution of self-help kit distributed by sex and case category in 2025.

Each kit was carefully tailored to address the client's specific legal issues, ensuring relevant and practical guidance. LHRC also leveraged key public events, including Women's Day, Law Week, and Legal Aid Week, to distribute these resources more widely, increasing access to raising legal awareness and improving public access to justice.

The distribution shows that self-help kits effectively respond to distinct legal needs of men and women, with strong uptake among women for family cases and among men for employment and land disputes.

4.6. ACCOUNTABILITY REFORM BEYOND LEGAL AID SERVICES THROUGH STRATEGIC LITIGATION

1. African Court Condemns Mandatory Death Penalty in Tanzania

In 2025, LHRC made meaningful progress in her work to advocate for the abolition of the death penalty through her support to a landmark case before the African Court on Human and Peoples' Rights (ACHPR).

In the matter of Emmanuel Yusufu Noriega v. United Republic of Tanzania (Application No. 013/2018), the Court delivered a powerful judgment on 26 June 2025, finding that the mandatory death penalty in Tanzania.

- × Violates the right to life.
- × The Court also ruled that hanging as a method of execution is cruel, inhuman, and degrading.

With this decision, the Court directed the Government of Tanzania.

- × To amend its laws within six months to remove both the mandatory nature of the death penalty and the use of hanging.
- × It also ordered that the applicant's sentencing be reheard so that the court can consider the individual circumstances of the case.

2. Strengthening Constitutional Safeguards in Parliamentary Accountability and Access to Justice

In March 2025, the Court of Appeal of Tanzania (CAT) overturned a High Court ruling that had dismissed a case challenging the recognition of a

cross-party Member of Parliament, confirming that it could proceed as a constitutional matter. LHRC supported the appeal, ensuring the case would be heard by a fresh panel of judges. This is the result of Cecil David Mwambe, elected as Member of Parliament for Ndanda Constituency in 2015 under Chama cha Demokrasia na Maendeleo (CHADEMA), sparking national debate when he switched allegiance to the ruling CCM party in February 2020, shortly before the general elections. This cross-party move raised a key legal question: did he automatically lose his parliamentary seat under Article 71(1)(f) of the Constitution? CHADEMA argued that he had lost his MP qualification, but the former Speaker, the late Job Ndugai, continued to recognize him as an MP without a by-election. The ruling strengthens citizens' right to access justice, affirming that

courts cannot block constitutional challenges on technical grounds. It enhances judicial accountability, transparency, and the rule of law, ensuring that individuals can seek remedies when parliamentary or government actions may violate the Constitution.

By confirming that disputes under Article 71(1)(f) which governs MPs leaving the party that sponsored them, can be treated as constitutional cases, the Court also safeguards freedom of association, electoral integrity, and multi-party accountability, protecting citizens' rights and ensuring democratic principles.

3. Enhancing Constitutional Supremacy and Citizens' Right to Defend Human Rights in Tanzania

On 13 June 2025, the Court of Appeal of Tanzania delivered a historic judgment that strengthened the Constitution and the right of every citizen to defend it. The Court struck down several provisions of section 4 of the Basic Rights and Duties Enforcement Act (BRADEA) that had created unnecessary barriers for citizens seeking to challenge unconstitutional actions in public interest.

The case, brought by human rights defender Onesmo Olengurumwa, challenged rules that forced citizens to prove personal harm, restricted who could be sued, and required unclear steps before filing constitutional

cases. The Court affirmed that any Tanzanian, not just those directly affected, has the right to defend the Constitution, and that even top public officials can be held accountable.

This judgment is a major win for ordinary citizens and civil society. It makes it easier for people to speak out against abuses of power, unlawful laws, or harmful State actions. It strengthens public interest litigation as a tool for justice, protects vulnerable groups who might not be able to take cases on their own, and reinforces the principle that the Constitution is the supreme law. The Court has directed Parliament to repeal the unconstitutional provisions within 12 months, ensuring that these protections are fully restored.

LESSONS LEARNED

01 Gender inequality remains a core driver of exclusion from justice:

Men continue to reach legal services more easily because they control more land and economic resources. Many women, however, are held back by inheritance customs, low legal awareness, and lack of income. This shows that legal support must go beyond laws and address the everyday realities that stop women from claiming their rights.

02 Digitalization improves efficiency but risks widening inequality:

For people with smartphones and internet access, digital court systems save time and money. For others, especially rural residents, older people, and poor households, they create a new barrier. Justice becomes something you need data bundles and digital skills to reach, which risks excluding the very people who need it most.

03 Land disputes reflect who really owns power.

Most land cases come from middle-aged adults, not young people. This mirrors who controls land in practice and shows how difficult it is for youth and women to access or defend land rights. Without deliberate action, these patterns will continue from one generation to the next.

04 Child custody cases are becoming a new battleground.

The growing number of custody claims by fathers signals changing family conflicts, sometimes driven more by disputes between parents than by children's well-being. This reminds us that family justice systems must stay focused on protecting children, not rewarding power struggles.

05 The cost of local justice pushes the poor away.

When ward tribunals and marriage boards charge high mediation fees, poor families simply walk away. For them, justice becomes something only those who can pay can reach, turning small disputes into long-term injustices.

07 Case Merit and Guidance

Many clients approach LHRC with cases that are time-barred, lack merit, or have incomplete information, highlighting the need for early counseling and realistic guidance. This presents an opportunity for LHRC to re-strategize its legal empowerment work, particularly in strengthening public awareness on procedures for seeking legal assistance and the importance of acting within prescribed timelines.

06 Working together makes justice possible.

Collaboration with social welfare officers, gender desk police, and local leaders has helped resolve many cases outside court. For clients, this means fewer delays, less fear, and solutions that come closer to home showing that justice works best when institutions work together around people's needs.

08 Inadequate Client's Follow-Up of cases

Clients often rely entirely on LHRC for case follow-up, emphasizing the importance of empowering them to track and engage with their cases.

09 Delays in Resolution of cases at different jurisdictions

Delays in District Land and Housing Tribunals and unrecorded outcomes from mediation or reconciliation of slow case resolution create frustration for clients.

10 Delayed Timely filling of cases by clients

Some clients hesitate to file claims or respond to judgments on time, limiting the office's ability to provide assistance despite the merit of their cases.

11 Increased need for Legal Representation Capacity

Rising demand for legal representation, especially among women and the elderly, contrasts with limited advocacy resources, making representation challenging.

HEAD QUARTERS

Justice Iugakingira 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