

TBS CLIENT SERVICE CHARTER IN SUMMARY

TBS is committed to ensure improved efficiency in service delivery to its clients' satisfaction and or beyond their expectations by rendering the following services;

Standardization services

- * Standards are finalized **within 12 months** after being initiated.
- * Standardization process is participatory. Stakeholders can comment on floated standards **within 60 days**.
- * Respond to any technical enquiry regarding implementation / availability of standards **within 2 working days**.
- * Acquisition of requested standard is **within 2 working days** after payment.

Laboratories and Calibration services

- * Issue test report **within 15 working days** except for products which their results exceed 15 days.
- * Respond on arrangement to witness testing and calibration after receipt of request **within 2 working days**.
- * Conduct calibration services after payment of calibration fee **within 5 working days**.
- * Report calibration status and/or issue certificate **within 14 working days**.

Product and System Certification services

- * Conduct initial factory assessment inspection after fulfillment of certification requirements and notify new applicants on the certification status after inspection **within 21 working days**.
- * Respond to certification enquiry **within 3 working days**.
- * Conduct routine surveillance inspections **after every 6 months** from the last inspection.
- * Issuance of licence/ certificate upon fulfillment of certification requirements **within 21 working days**.
- * Grant Management System Certificate upon successful completion of audits and Statutory including closure of the raised non-conformities **within 4 weeks**.

Import inspection services

- * Verify Certificate of Conformity (CoC) of general goods and vehicle inspection certificates after fulfillment of import release requirements **within 2 working days**.
- * Inspect import consignments without CoC and issue clearance permit after fulfillment of destination inspection requirements **within 48 hours**.

National Enquiry Point

- * Obtain, compile and disseminate notifications of Technical Barriers to Trade (TBT) issued by WTO Secretariat to stakeholders in Tanzania **within 7 working days**.

Client rights and responsibilities

Client rights

- To access services and facilities and be heard fairly
- To be treated promptly with dignity, respect, in transparent manner and fairly
- To have updated information
- To have privacy and confidentiality
- To be timely availed with relevant information
- To lodge a complaint(s) / suggestion(s)
- To appeal regarding TBS services

Client responsibilities

- To adhere to the governing laws, regulations and procedures
- To attend punctually scheduled activities arranged by the Bureau
- To treat TBS Staff with courtesy
- To provide promptly accurate, relevant and appropriate information sought by the Bureau