

**TANZANIA BUREAU OF STANDARDS**



**CLIENT SERVICE CHARTER**

**OCTOBER, 2020**

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## List of Abbreviations/Acronyms

<b>BoD</b>	Board of Directors
<b>CoC</b>	Certificates of Conformity
<b>DI</b>	Destination Inspection
<b>EAC</b>	East African Community
<b>ILC</b>	Inter-Laboratory Comparison
<b>ISO</b>	International Organization for Standardization
<b>NEP</b>	National Enquiry Point
<b>PT</b>	Proficiency Testing
<b>PVoC</b>	Pre-shipment Verification of Conformity to Standards
<b>TAE</b>	Technical Assistance to Export
<b>TBS</b>	Tanzania Bureau of Standards
<b>TBT</b>	Technical Barriers to Trade
<b>TC</b>	Technical Committee
<b>WTO</b>	World Trade Organization

## Preface

Tanzania Bureau of Standards (TBS) is the national standards body for Tanzania established by the Government as part of the efforts to strengthen the supportive infrastructure for industry and commerce sectors across the economy within the country. The Bureau was established by Parliamentary Act No. 3 of 1975 as the National Standards Institute and became operational on 16<sup>th</sup> April 1976. Subsequently, it was renamed Tanzania Bureau of Standards under Act No. 1 of 1977. On 20<sup>th</sup> March 2009, The Standards Act No. 3 of 1975 was repealed and replaced by The Standards Act No. 2 of 2009.

TBS is strongly committed to improving the quality of services it provides. As such, it is pleased to present its Client Service Charter to materialize the vision of the Bureau and the spirit of the Government, i.e. *"Serving the public in the best way has to be one of the priorities of the Government Departments and Institutions"* and to present an open and transparent approach for esteemed clients in their dealing with the Bureau.

The Service Charter is part of the Bureau's continual efforts to improve the services provided to its clients with consistence and high-quality standards and ensure delivery of improved and monitored level of services.

This Client Service Charter is the first revised version of the 2018 Client Service Charter. The purpose of reviewing the 2018 Client Service Charter was to incorporate issues of food, cosmetics and premises registration, the roles that shifted from the then Tanzania Food and Drugs Authority (TFDA) to TBS following amendments of the Finance Act No. 8 of 2019, which mandated TBS to execute the functions.

The Charter describes standards of service delivery from all the processes in the organization aiming at improving both internal and external services in order to meet and exceed clients' expectations. It provides an overview statement of the Bureau's services including its main activities highlighting the goals as far as clients service is concerned, clients' rights pertaining to the Bureau's services and mechanisms for handling complaints and getting feedback from the clients regarding the quality of services delivered.

It is expected that TBS esteemed clients will cooperate with the Bureau on improving service delivery as per indicated commitments in this Charter and provide feedback on offered services for further improvement.



**Dar es Salaam**  
**October, 2020**

**Dr. Ngenya, A.Y**  
**Director General,**  
**Tanzania Bureau of Standards (TBS)**



## **1. TBS Vision and Mission**

### **1.1 Vision**

“To be a Centre of Excellence in Standardization, Quality assurance and Metrology Services in Africa”.

### **1.2 Mission**

“To provide and promote Standardization, Quality assurance and Metrology Services for sustainable socio-economic development”.

## **2. Purpose of the Charter**

TBS Client Service Charter is a written commitment between TBS and its clients.

The Charter was developed in consultation with TBS clients, staff and other stakeholders. The Charter will be updated from time to time responding to the changing environment.

The purpose of this Client Service Charter is to inform TBS clients and stakeholders in particular and the public in general, the services TBS offers, set service standards and time for processing such services.

The Charter also explains the rights and obligations of TBS clients and the avenues of communication with TBS including feedback mechanisms and handling of client complaints.

## **3. TBS Clients**

TBS clients are as listed hereunder;

- i) Government Ministries, Departments and Agencies;
- ii) Non-Governmental Organizations;
- iii) Industrialists;
- iv) Entrepreneurs;
- v) Exporters and importers of goods, and
- vi) The general public.

#### 4. TBS services

The main services offered by TBS are as indicated hereunder:

- i) Standardization;
- ii) Certification;
- iii) Registration;
- iv) Import Inspection;
- v) Testing;
- vi) Calibration;
- vii) Training; and
- viii) Technical Assistance to Exporters

#### 5. Timeframe for service delivery

Tanzania Bureau of Standards is committed to ensure improved efficiency in service delivery to its clients' satisfactions and/or beyond their expectations. Timeframe set for various services delivered by the Bureau are as indicated in the Table below.

**Indicative Timeframe for Service Delivery of Tanzania Bureau of Standards**

S/N	Type of Service	Timeframe for Service Delivery
1	<b>Standardization Services</b>	
	Submit draft standard to Technical Committee(TC) according to the Standards Annual Work Programme	Within 20 days
	Stakeholders to comment on floated draft standards	Within 60 days
	Convene TC meeting after receiving stakeholder's comments to review and deliberate on substantial comments	Within 21 days
	Complete fast track standards after receiving enquiry	Within 6 months
	Finalize a standard after being initiated	Within 12 months
	Adopt East African Standards after being approved by EAC Council of Ministers and gazetted	Within 6 months
	Review each Tanzania Standard	After every 5 years and/or as need arises
	Issue errata slip, technical corrigendum, addendum after noting and/or receiving complaint of minor anomaly	Within 14 working days
	Respond to any technical enquiry regarding implementation/availability of standards;	Within 2 working days
	Notify technical meetings to the members	14 days before the meeting date
	Provide Public notice on the intention of declaration for compulsory standards after being approved by the BoD	Within 5 working days
	Conduct stakeholder's awareness programs on significant technical content or changes in the new or revised standards respectively after being approved	Within 60 working days
2	<b>Testing Laboratories Services</b>	
	Issue test report for pre-licence inspection products	Within 15 working days
	Issue test report for surveillance inspection	Within 22 working days



S/N	Type of Service	Timeframe for Service Delivery
	Issue test reports for market, consumer complaints and Type Testing (TT) samples	Within 10 working days
	Issue test reports for import inspection of general goods (batch certification)	Within 72 hours
	Issue test reports for import inspection of wet cargo	Within 6 hours
	Issue test reports for export products	Within 5 working days
	Respond on arrangement to witness testing after receipt of the request	Within 2 working days
<b>3</b>	<b>Equipment and standards calibration Services</b>	
	Process and issue quotation to calibration requests	within 2 working days
	Conduct calibration services after payment of the calibration cost	within 5 working days
	Report calibration status and/ or issue certificate	within 14 working days
	Respond on arrangement to witness calibration after receipt of the request	within 2 working days
<b>4</b>	<b>Proficiency Testing (PT) / Interlaboratory Comparison (ILC) Services</b>	
	Provide notification to testing/calibration laboratories on intention for provision of PT/ interlaboratory comparison samples	3 months before commencement of PT/ILC
	Receive and compile applications from testing/calibration laboratories	2 weeks after notification period
	Notify participating laboratories	one month before a date of despatching samples
	Receive and evaluate PT/ interlaboratory comparison results	Within 1 month from the due date
	Despatch PT/ interlaboratory comparison evaluation report	Within 5 working days after evaluation
<b>5</b>	<b>Certification Services</b>	
	<b>A: Products Certification Services</b>	
	<b>Initial Factory Assessment</b>	
	Respond to certification enquiry	Within 3 working days
	Conduct initial factory assessment inspection after fulfilment of certification requirements	Within 5 working days
	Notify new applicants on the certification status after the inspection	Within 21 working days
	Prepare and issue Licence/Certificate upon fulfilment of licencing/certification requirements	Within 3 working days
	<b>Maintenance of Licence/Certificate</b>	
	Conduct routine surveillance inspections	Every 6 months from the last inspection
	Provide routine surveillance inspection report	Within 5 working days after inspection
	Submit test report to client	Within 25 working days after inspection
	Initiate licence/certificate renewal	2 months before expiry
	Issue endorsement renewal of licence/certificate after	Within 2 working days



S/N	Type of Service	Timeframe for Service Delivery
	payment and fulfilment of certification requirements	
	<b>Technical Assistance to Export (TAE) Services</b>	
	Respond to TAE enquiry	Within 1 working day
	Conduct inspection for export consignments after fulfilment of inspection requirements	Within 3 working days
	Issue test and inspection reports to the client	Within 6 working days
	<b>Market Surveillance</b>	
	Issue test report to the manufacturer after the inspection.	Within 12 working days
	<b>B: Management Systems Certification</b>	
	Evaluate client's application including pre-assessment questionnaires and relevant attachments (audit stage I)	Within 5 working days
	Inform the client on the findings of the document review and actions to be taken to ensure fulfilment of application process is completed	Within 3 months
	Communicate and receive mid review on implementation status of non-conformities raised during audit stage I	3 months from the date of audit
	Notify client on the status of the application including audit program/schedules upon fulfilment of application requirements from the date of completion	Within 1 month
	Communicate audit schedules prior commencement of the respective audits	Within 2 weeks
	Conduct audit stage II from the date of audit stage I (beyond that will lead into re-application)	A maximum of 6 months
	Receive proposed corrective action plan from the client after completion of audits	Within 5 working days
	Receive final implementation status including closure of the raised non-conformities	Within 30 days
	Grant Management System Certificate upon successful completion of audits and Statutory requirements	Within 4 weeks
	Conduct surveillance audits from the date of granting Certificate	Within 12 months
	Conduct Management systems re-certification from the date of granting certificate	After every 3 years
	Receive application of re-certification from the clients before expiry of the certificate in place	Not less than 3 months
	Notify the client on the decisions made in the occurrence of incidents or serious violations in the certification system	Within 5 working days
	Auditing activity to utilize enough time based on the schedule	<b>More than 80 % of total time</b>
	<b>Import inspection services</b>	
	<b>A: Pre-shipment Verification of Conformity to Standards (PVoC) Services</b>	
	Notify the public on the contracted PVoC Service Providers	Within 2 days after contract award
	Verify Certificate of Conformity (CoC) and issue release of consignment after fulfilment of import release requirements	Within 2 working days
	Verify vehicle inspection certificates and endorse for release	Within 2 working days
	Initiate the process of PVoC contract renewal.	6 months prior to the expiry



S/N	Type of Service	Timeframe for Service Delivery
	<b>B: Destination Inspection (DI) Services</b>	
	Inspect import consignment without CoC after fulfilment of the destination inspection requirements, including payment of applicable fees	within 48 hours
	Issue conditional release permit after inspection	Within 24 hours
	Issue batch certificate after receipt of test report conforming to standards	Within 48 hours
	Issue rejection letter and notify an importer on destruction or re-export of substandard consignment after receipt of non-conforming to standards test report	Within 72 hours
	<b>C: Wet Cargo</b>	
	Arrange inspection for wet cargo after receipt of notification from the vessel's agent	Within 4 hours
	Conduct inspection	Within the time scheduled by the vessel's agent
	Issue cargo release notice	Within 12 hours
	<b>D: Used Motor Vehicles</b>	
	Issue conditional release and inspect uninspected vehicles after fulfilment of the destination inspection requirements	Within 24 hours
<b>6</b>	<b>Premise Registration Services</b>	
	Respond to registration enquiry	Within 24 hours of working days
	Conduct inspection of premises	Within 7 working days after payments
	Notify applicant on the registration status	Within 2 working days after inspection of premise
	Issue registration permit upon fulfilment of registration requirements	Within 10 working days from the date of enquiry
<b>7</b>	<b>Product Registration Services</b>	
	Respond to product registration enquiry	Within 24 hours of working days
	Conduct product evaluation and notify client on status of evaluation	Within 26 working days after payments and submission of sample
	Issue product registration certificate upon fulfilment of registration requirements	Within 30 working days from the date of enquiry
<b>8</b>	<b>Quality Control Training Services</b>	
	Disseminate the annual training calendar to stakeholders through TBS website and media	30 <sup>th</sup> June of each financial year
	Advertise training program	3 months before training date
	Respond to training enquiries	Within 2 working days
	Conduct training	As per advertised training program
	Postpone/cancel training program	1 month before commencement
	Issue training certificate	On the date of closing
<b>9</b>	<b>National Enquiry Point</b>	
	Respond to enquiries on technical regulations, standards and conformity assessment procedures	Within 2 working days
	Obtain, compile and disseminate notifications on Technical Barrier to Trade (TBT) issued by WTO Secretariat to	Within 7 days after being



S/N	Type of Service	Timeframe for Service Delivery
	stakeholders in Tanzania	received
	Report newly identified technical requirements (technical regulations, standards and conformity assessment procedures) for market access for business enterprises to the Ministry responsible for trade	The first week of the preceding quarter

## 6. TBS Responsibilities

- i) To set clear standards of service delivery to the clients' expectation, monitor and review performance and publish the results, following independent validation;
- ii) To be open and communicate clearly and effectively in simple language to help clients using TBS services and provide full information about services, cost involved and their performance;
- iii) To Consult and involve present and potential clients of TBS services, as well as those who work for them; and use their views to improve service delivery;
- iv) To make services easily available to the clients who need them and offering choice wherever possible;
- v) Treat all clients fairly, respect their privacy and dignity;
- vi) To be helpful, courteous and pay attention to those with special needs;
- vii) To put things right quickly and effectively, learn from complaints; and have a clear, well publicized and easy to use complaints procedure, with independent views;
- viii) To use resources effectively to provide best value for taxpayers and users;
- ix) Always look for the ways to improve service delivery; and
- x) To work with other service providers to ensure service deliveries are simple to use, effective, coordinated and deliver a better service to the clients.

## 7. Client's Rights and Responsibilities

### 7.1 Client's rights

TBS Client have the right to;

- i) Access TBS services and facilities and be heard fairly;
- ii) Be treated promptly with dignity, respect, in transparent manner and fairly during the provision of services they sought from the Bureau in accordance with the governing laws and procedures;
- iii) Have updated information regarding TBS services;
- iv) Have privacy and confidentiality in treatment of information;



- v) Be timely availed with relevant standards;
- vi) Receive timely notification of standardization work programme;
- vii) Receive timely notification of significant technical content of the standards for compliance arrangements;
- viii) Lodge a complaint or suggestion freely to the Bureau; and
- ix) Appeal regarding TBS services.

## **7.2 Client's responsibilities**

TBS Client have the responsibility to;

- i) Adhere to the governing laws, regulations and procedures;
- ii) Attend punctually scheduled activities arranged by the Bureau;
- iii) Treat TBS staff with courtesy; and
- iv) Provide promptly accurate, relevant and appropriate information sought from the Bureau.

## **8. Feedback on TBS service delivery**

Clients have the rights to provide feedback in terms of complements, suggestions and/or complaints to TBS in person or via email, by post, facsimile, telephone and suggestion boxes located in all TBS offices. TBS is committed to promptly acknowledge to all clients feedback and respond to all complaints and suggestions for the continuous improvement of service delivery.

Emails: [complaints@tbs.go.tz](mailto:complaints@tbs.go.tz) or [malalamiko@tbs.go.tz](mailto:malalamiko@tbs.go.tz)  
Hotline: 0800110827

## **9. Location and Contact details**

Tanzania Bureau of Standards (TBS) has headquarters and zonal offices as mentioned below;

**TBS Headquarters,  
Director General,  
Tanzania Bureau of Standards (TBS),  
Junction Morogoro/Sam Nujoma Roads, Ubungo  
P. O. Box 9524,  
Dar es Salaam,  
Tanzania.**

**Telephone:** +255 22 2450206/+255 22 2450298/ +255 22 2450949/+255 22 2451763 +255 22 2451764/ +255 22 2451765/+255 22 2451766

**Telefax:** +255 22 2450959  
**E-mail:** info@tbs.go.tz  
**Website:** www.tbs.go.tz  
**Toll free number:** 0800110827 (Using Vodacom, Airtel, Tigo and TTCL)  
**Social media:** Instagram: tbs\_viwango  
Twitter: TBS\_Tanzania  
**Working hours:** Monday to Friday 07h30-16h00

**TBS Import Inspection Office**

TPA One Stop Centre  
Bandari House, 8<sup>th</sup> Floor, Sokoine Drive  
Dar es Salaam

**Working hours Monday to Sunday, 24 hrs**

**Zonal Offices**

**Central Zone**

Kambarage Building, 6<sup>th</sup> Floor  
P. O. Box 2956  
Dodoma  
Tel. No: +255 0262320310  
Fax. No: +255 0262320310

**Lake Zone**

NSSF Building, 3<sup>rd</sup> Floor  
P. O. Box 1814  
Mwanza  
Tel. No: +255 0282505044  
Fax. No: +255 0282505044

**Northern Zone**

NSSF Mafao House Building, 2<sup>nd</sup> Floor  
P. O. Box 2399  
Arusha  
Tel/Fax No: +255 0272520143

**Southern Highlands Zone**

NHIF Building, 7<sup>th</sup> Floor  
P. O. Box 1674  
Mbeya  
Tel. No: +255 0252502848  
Fax. No: +255 0252502848

**Southern Zone**

MTUWASA Building  
P. O. Box 1396  
Mtwara



Tel. No: +255 0232334477  
Fax. No: +255 0232334477

**Western Zone**

NSSF, Mafao House Building, 2<sup>nd</sup> Floor  
P.O.BOX 1276  
Kigoma

Tel: 028 2804023/Fax: 023 2334477

**Working hours: Monday to Friday 07h30-16h00**