



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF INDUSTRY AND TRADE
TANZANIA BUREAU OF STANDARDS (TBS)



CLIENT SERVICE CHARTER

17-8

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CLIENT SERVICE CHARTER

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QUALITY POLICY STATEMENT

“Tanzania Bureau of Standards (TBS) is committed, as mandated, to deliver quality products and services in standardization, safety management, conformity assessment and metrology. TBS strives to meet legal requirements and customer needs and expectations, even exceeding them so as to retain customer loyalty.

TBS provides resources and continually improves its processes to ensure that employees are capable of timely and consistently providing quality products and services”.



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ABBREVIATIONS AND ACRONOMY

CoC	Certificate of Conformity
CoR	Certificate of Roadworthiness
GMP	Good Manufacturing Practices
ILC	Inter-Laboratory Comparison
ISO	International Organization for Standardization
i-SQMT	Integrated Standardization, Quality Assurance, Metrology and Testing
PT	Proficiency Testing
PVoC	Pre-shipment Verification of Conformity to Standards
TAE	Technical Assistance to Exporters
TBS	Tanzania Bureau of Standards
TPC	Tested Product Certificate
TT	Type Testing

PREFACE

Tanzania Bureau of Standards (TBS) is the national standards body established by the Act of Parliament, the Standards Act, Chapter 130. The Bureau was 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. Specifically, the Bureau is mandated to prepare standards, to promote standardization and to undertake measures for safety and quality control of products of all description in industry and commerce.

The Client Service Charter forms part of the Bureau's ongoing efforts to ensure that services delivered to its clients meet consistent and high-quality standards, while also ensuring that such services are continuously improved and properly monitored. Through this Charter, the Bureau clearly sets out its service standards and commitments in order to implement its vision and mission, in line with the direction and spirit of the Government in delivering quality public services.

This Client Service Charter is the first revised version of the 2020 Client Service Charter. The purpose of reviewing the 2020 Client Service Charter was to incorporate issues of changes made to the organization structure of December, 2021, TBS Strategic Plan (2021/2022 – 2025/2026), provision of fuel marking services and aligning with Government guidelines. The Charter will be updated from time to time responding to the changing business environment.

The Charter describes standards of service delivery from all the processes in the Bureau 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.

The Bureau is expecting its clients to provide cooperation and feedback on offered services for further improvement.



Dr. Ashura A. Katunzi
DIRECTOR GENERAL



1. VISION, MISSION AND CORE VALUES

1.1 Vision

“Sustainable standardization for high quality livelihood society”.

1.2 Mission

“To promote standardization, safety and quality assurance in industry and commerce through standards development, certification, registration, inspection, testing and metrology services for sustainable socio-economic development”.

1.3 Our Core Values

In providing services to our clients, we are guided by the following values and principles: -

1.3.1. Integrity

We ensure continuous and consistent provision of services with high degree of honesty and impartiality by adhering to moral and ethical principles and values.

1.3.2. Customer focused

We prioritize customers' needs first, therefore committed to responding timely and proactively to their expectations.

1.3.3. Team Work

We work together by sharing experiences while respecting each other to realize institutional goals.

1.3.4. Accountability

We shall be responsible to our actions, decisions and outcomes in executing our functions.

1.3.5. Transparency

We ensure open sharing of information and proper provision of feedback to our stakeholders in equal treatment.

2. THE PURPOSE OF THE CHARTER

The purpose of this Client Service Charter is to inform TBS clients, stakeholders and the general public on the services offered by TBS and the time frame for providing 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. OUR CLIENTS

Our clients are as follows:-

- i. Government Ministries, Departments and Agencies;
- ii. Industries;
- iii. Entrepreneurs;
- iv. Exporters and importers of goods;
- v. The general public;
- vi. Oil marketing companies;
- vii. Development Partners;
- viii. Learning Institutions and Researchers;
- ix. Hospitals;
- x. Contractors; and
- xi. Laboratories.

4. OUR SERVICES

The Bureau provides the following Services: -

- i. Standardization;
- ii. Training and Consultancy;
- iii. Testing of commodities;
- iv. Calibration;
- v. Proficiency Testing or Inter Laboratory Comparison;
- vi. Certification;
- vii. Registration;
- viii. Reports/Information related to the Bureau;

- ix. Disposal of unfit, sub-standard or prohibited products;
- x. Import inspection;
- xi. Fuel marking; and
- xii. Other Services.

5. OUR SERVICE STANDARDS

The Bureau will provide services to its clients based on the following standards: -

5.1 Standardization

Sn	Service	Service Standards
5.1.1	Provision of existing standard document	Within three (3) working hours upon client fulfilment of the requirements
5.1.2	Development of new standard document	Within one (1) year
5.1.3	Provision of technical interpretation and guidance on standard and specification	Within five (5) working days

5.2 Training and Consultancy

Sn	Service	Service Standards
5.2.1	Provision certificate on standardization, quality control, quality assurance and laboratory techniques	Within seven (7) working days upon completion of training
5.2.2	Provision of consultancy services on standards, quality assurance, safety, metrology and testing, and issue report	Within five (5) working days upon completion of consultancy

5.3 Testing of commodities

Sn	Service	Service Standards
5.3.1	Issuance of test report for building, mechanical and electrical materials on customer request / Type Testing (TT)	Within five (5) working days upon fulfilment of requirements
5.3.2	Issuance of test report for pipes, solar products and batteries	Within 10 working days upon fulfilment of requirements
5.3.3	Issuance of test report for cement and cement related products	Within 35 working days upon fulfilment of requirements
5.3.4	Issuance of test report for food chemistry products/samples on customer request /Type Testing (TT)	Within 10 working days upon fulfilment of requirements
5.3.5	Issuance of test report for microbiological samples on customer request /Type Testing (TT)	Within 10 working days upon fulfilment of requirements
5.3.6	Issuance of test report for chemicals, allied products and environmental samples on customer request / Type Testing (TT)	Within 10 working days upon fulfilment of requirements

5.3.7	Issuance of test report for packages and packaging materials on customer request /Type Testing (TT)	Within five (5) working days upon fulfilment of requirements
5.3.8	Issuance of test report for textiles and leather products on customer request /Type Testing (TT)	Within seven (7) working days upon fulfilment of requirements

5.4 Calibration

Sn	Service	Service Standards
5.4.1	Issuance of calibration certificate for onsite calibration of precision instruments, gauges and scientific apparatus	Within 15 working days after confirmation
5.4.2	Issuance of calibration certificate for in-laboratory calibration of precision instruments, gauges and scientific apparatus	Within 10 working days after delivery of the instrument
5.4.3	Provision of technical assistance on metrology matters and issuance of reports	Within seven (7) working days upon completion of the technical assistance
5.4.4	Issuance of permit for witnessing calibration	Within two (2) working days

5.5 Proficiency Testing or Inter Laboratory Comparison

Sn	Service	Service Standards
5.5.1	Provision of notification to laboratories on intention for provision of PT/ interlaboratory comparison samples	90 days before commencements of PT/ILC
5.5.2	Provision of notification to participating laboratories	Within 30 days before distribution of samples of PT/ILC
5.5.3	Issuance of PT/ILC results	Within 45 days after distribution of samples

5.6 Certification

Sn	Service	Service Standards
5.6.1	Issuance of license to use standards mark/ tested product certificate (TPC)	Within 27 working days upon fulfilment of requirements
5.6.2	Issuance of license to use standards mark for cement samples and cement related products	Within 45 working days upon fulfilment of requirements
5.6.3	Issuance of endorsement for renewal of license to use standards mark/TPC	Within two (2) days after fulfilment of requirements

5.6.4	Issuance of license to use standards mark/TPC for abroad factories	Within 30 days after inspection
5.6.5	Issuance of Management System Certificate	Within six (6) months following the Stage 1 audit for the management system standards, subject to fulfillment of the required conditions. The management system includes the following:-
		• ISO 9001: Quality Management Systems (QMS); • ISO 22000: Food Safety Management Systems (FSMS); • TZS 1770: Hazard Analysis and Critical Control Points (HACCP); • ISO 21001: Educational Organization Management Systems (EOMS); • ISO 14001: Environmental Management Systems (EMS); • ISO 45001: Occupational Health and Safety Management Systems (OH & SMS); and • ISO 50001: Energy Management System (EnMS).

5.7 Registration

Sn	Service	Service Standards
5.7.1	Registration of premises and issuance of premises registration permit for non-manufacturing premises for food and cosmetics	Within seven (7) working days after fulfilment of requirements
5.7.2	Issuance of premises registration permit renewal for non-manufacturing premises for food and cosmetics	Within two (2) working days after fulfilment of requirements
5.7.3	Registration and issuance of registration certificate for imported pre-packed food and cosmetics products	Within 24 working days after fulfilment of requirements
5.7.4	Issuance of registration certificate renewal of imported pre-packed food and cosmetics products	Within 24 working days after fulfilment of requirements
5.7.5	Issuance of Good Manufacturing Practices (GMP) certificate for high-risk food products	Within 30 days after completion of GMP inspection
5.7.6	Issuance of advertisement and promotional materials approval for food and cosmetics products	Within 10 working days after fulfilment of requirements

Sn	Service	Service Standards
5.7.7	Issuance of evaluation report of label artwork	Within seven (7) working days

5.8 Reports/Information related to Bureau

Sn	Service	Service Standards
5.8.1	Provision of information on standard, quality assurance, metrology, safety and testing matters	Within two (2) working days after fulfilment of requirements
5.8.2	Issuance of report on Technical Assistance to Exporters (TAE) for certified products and small quantity consignment of less than 5kg	Within one (1) working day after fulfilment of requirements
5.8.3	Issuance of report on Technical Assistance to Exporters (TAE) for uncertified products	Within 10 working days after fulfilment of requirements

5.9 Disposal of unfit, sub-standard or prohibited products

Sn	Service	Service Standards
5.9.1	Issuance of disposal certificate of unfit, sub-standard or prohibited products	Within two (2) working days after the completion of disposal

5.10 Import inspection

Sn	Service	Service Standards
5.10.1	Issuance of batch certificate for imported general goods	Within 48 hrs after fulfilments of requirements
5.10.2	Issuance of import clearance permit for imported general goods and wet cargo	Within two (2) days after fulfilments of requirements
5.10.3	Issuance of wet cargo release notice	Within 6 hrs after fulfilments of requirements
5.10.4	Issuance of certificate of roadworthiness (CoR) for used imported motor vehicles	Within one (1) day after inspection
5.10.5	Issuance of verified certificate of conformity (CoC) for imported general goods	Within 48 hrs after receipt of application

5.11 Fuel marking

Sn	Service	Service Standards
5.11.1	Mark of petroleum products	Within 30 minutes after fulfilment of requirements

5.12 Other Services

Sn	Service	Service Standards
5.12.1	Response to client complaints	Within 14 working days after registration for non-investigative and urgent complaints
5.12.2	Response to client complaints	Within 30 days after registration for investigative complaints
5.11.3	Response to customer's inquiries	Within one (1) working day
5.11.4	Response to incoming telephone calls	Within three (3) rings
5.11.5	Reply to client's letters/e-mail	Within five (5) working days after receipt
5.11.6	Acknowledgement to receipt of a client's letter	Within two (2) working days

6. BUREAU RESPONSIBILITIES TO THE CLIENTS

The Bureau will be responsible:-

- To provide timely and impartial services
- To respect clients' privacy and dignity
- To be helpful, courteous and pay attention to those with special needs;
- To provide services by adhering to governing laws, regulations and procedures; and
- To provide timely feedback on customer complaints and enquiries.

7. CLIENT'S RIGHTS AND RESPONSIBILITIES

7.1 Client's rights

The Client has the following rights: -

- i. To get quality services;
- ii. To be treated promptly with dignity, respect, in transparent manner and fairly;
- iii. To lodge a complaint or suggestion freely to the Bureau;
- iv. To have updated information regarding TBS services; and
- v. To have privacy and confidentiality in treatment of information.

7.2 Client's responsibilities

The Client has the following responsibilities: -

- i. To adhere to the governing laws, regulations and procedures;
- ii. To attend punctually scheduled activities arranged by the Bureau;
- iii. To treat TBS staff with courtesy; and
- iv. To provide promptly accurate, relevant and appropriate information sought by the Bureau.

8. CLIENT'S FEEDBACK ON SERVICE DELIVERY

Clients have the rights to provide feedback in terms of complements, suggestions and/or complaints to TBS via TBS i-SQMT Portal (www.tbs.go.tz>e-services>i-SQMT portal>complaints or enquiry), e-Mrejesho, in person, call center (0800110827), via email (complaints@tbs.go.tz/malalamiko@tbs.go.tz), telephone, by post in our social media: Twitter (TBS_ Tanzania), Instagram (tbs_viwango), You tube (TBS Viwango TV) 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.

9. BUREAU IDENTITY AND CONTACT DETAILS

The Headquarters of the Tanzania Bureau of Standards is located in Dar es Salaam City, at the junction of Morogoro and Sam Nujoma Roads, Ubungo District. The Bureau has nine (9) Zonal Offices across Tanzania Mainland.

10. ACCESSIBILITY OF THE CHARTER

After launch, the charter will be accessible via the TBS website and Library.



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BORDER OFFICES FOR EASTERN ZONE

Horohoro border

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TBS IMPORT AND EXPORT CONTROL OFFICE

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TBS ZONAL OFFICES

DAR ES SALAAM ZONE

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Mbweni office

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EASTERN ZONE

CENTRAL ZONE

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NORTHERN ZONE

(Arusha, Kilimanjaro and Manyara)

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BORDER OFFICES FOR NORTHERN ZONE

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Kilimanjaro International Airport (KIA)

Tel: +255 753965567

WESTERN LAKE ZONE

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Regional Commissioner Office

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Magongo - Geita

BORDER OFFICES FOR LAKE ZONE

Mutukula border

Tel: +255 768377574

Kabanga border

Tel: +255 746 435439

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EASTERN LAKE ZONE

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BORDER OFFICES FOR EASTERN LAKE ZONE

Mwanza Airport

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SOUTHERN HIGHLANDS ZONE

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BORDER OFFICES FOR SOUTHERN HIGHLANDS ZONE

Tunduma border

Tel: +255 752046646

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(Mtwara, Ruvuma and Lindi) PSSSF Building, Sokoine House 3rd Floor,

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TANZANIA BUREAU OF STANDARDS (TBS)

“Building a good customer experience does not happen by accident” -

“To give real service you must add something which cannot be bought or measured with money, and that is sincerity and integrity”

“Customer service is not a department, it's everyone's job”

