

UNITED REPUBLIC OF TANZANIA



GOVERNMENT CHEMIST LABORATORY AUTHORITY

CLIENT SERVICE CHARTER

ISO 9001:2015 CERTIFIED

Government Chemist Laboratory Authority,
05 Barack Obama Drive, P.O. Box 164,
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**GOVERNMENT CHEMIST
LABORATORY AUTHORITY**

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ABBREVIATIONS

AIDS	Acquired Immunodeficiency Syndrome
CSC	Client Service Charter.
DNA	Deoxyribose Nucleic Acid.
GCLA	Government Chemist Laboratory Authority
HIV	Human Immuno Deficiency Virus
HDNA	Human Deoxyribose Nucleic Acid
ICCA	The Industrial And Consumers Chemicals Act
ISO	International Organization for Standardization
MDAs	Ministries Department And Agencies
NGOs	Non-Governmental Organizations
NHIF	National Health Insurance Fund
QMS	Quality Management Systems
SADCAS	Southern African Development Community Accreditation Services

STATEMENT BY THE CHIEF GOVERNMENT CHEMIST



The Government Chemist Laboratory Authority was established as an Authority by the Government Chemist Laboratory Authority Act No.8 of 2016. The mandatory functions are related to the implementation of the three laws namely: The Industrial and Consumer Chemicals (Management and Control) Act, Act No. 3 of 2003, The Human DNA Regulation Act, Act No. 8 of 2009 and the Government Chemist Laboratory Authority Act, Act No. 8 of 2016. The Government Chemist Laboratory Authority has been entrusted to provide high quality, cost-effective testing/ analytical, advisory, research and consultancy services.

The functions of the Authority among others include; laboratory analysis of various samples related to forensic biology and human DNA services, forensic chemistry and forensic toxicology to facilitate the provision of justice in the courts and law; food, drugs and herbs to ascertain safety and quality for human protection; chemicals and allied products to ascertain its quality for industrial use; environmental

samples for protection of the environment and occupational samples for protection of workers safety at work place.

The Authority has also the responsibility to provide court expert witness where needed for facilitation of justice and advise the Government, Ministries, Institutions, Individuals and General Public based on scientific laboratory analysis.

As our commitment in providing quality laboratory and regulatory Services, the Authority has reviewed the Client Service Charter, which is a tool that provides linkage between GCLA and our Clients and it specifies standards and timeframes for service delivery. The Charter also specifies rights, responsibilities and layout procedures on how the clients can contact the Authority's Management or any staff where necessary.

The Authority do believe that, effective implementation of this Charter will continuously improve service delivery and utilization of GCLA services to Governments, Private Sector, Non-governmental Organizations, Other Stakeholders.



Dr. Fidelice M.S. Mafumiko
CHIEF GOVERNMENT CHEMIST

1.0 INTRODUCTION

The Client Service Charter (CSC) is a guide to customers for services delivery and it stipulates standards and timeframes for provision of Authority's services. This CSC review is the third after the second which was conducted in 2016 and have been reviewed to accommodate factors which include among others; technological changes and customer feedback.

Therefore, this Charter is a product and the embodiment of the good working relationship that is envisioned to maintain with all of our esteemed customers, partners and GCLA staff at large.

2.0 VISION, MISSION, QUALITY POLICY, CORE VALUES AND MANAGEMENT PRINCIPLES

2.1 Our Vision

To become a reputable world-class analytical laboratory for executing health, social well-being and environmental interventions.

2.2 Our Mission

To provide quality and cost-effective laboratory and regulatory services to the Government, Institutions, Private sector and the general public for the purpose of safeguarding human health, environment and for the execution of justice.

2.3 Quality Policy

The GCLA Quality Policy is to provide Quality Laboratory and Regulatory (Industrial and Consumer Chemicals and Human DNA)

services to the Government, Institutions and the general public for safeguarding human health, environment and social well-being.

This Quality Policy will be achieved through:

- (a) Ensuring the highest possible standards of laboratory analysis of Forensic sciences, Human DNA, Toxicology, Drugs of Abuse, Food, Drugs, Herbs, Occupational, Environmental and Chemicals and Industrial products samples.
- (b) Ensuring credibility and impartiality of test results, maximum fulfillment of Customer expectations for quality of services and its price and meeting test dates.
- (c) Commitment to comply with regulatory requirements and continuous improvement of the Quality Management Systems (QMS).
- (d) Providing employees with knowledge, skills, and tools necessary to allow for the completion of accurate and timely work and promote excellence in the workplace.
- (e) Establishing and reviewing quality objectives at various levels of the organization.
- (f) Communicating the Policy to Stakeholders and Employees.
- (g) Effective implementation of Quality Management Systems compliant with ISO 9001 and 17025, including complying with the Accreditation Body (Southern African Development Community Accreditation Services - SADCAS) requirements.

Quality Management Systems and its processes, including policy will be systematically reviewed for continuing suitability to identify opportunities for improving its effectiveness and enhancing customer satisfaction.

2.4 Our Core Values

In pursuit of the provision of quality services we shall be guided by eight (8) core values, which are:

a) Quality Service Delivery

We believe in excellent service delivery and customer satisfaction. We will employ resources at our disposal in the pursuit of professional and quality service delivery. We will remain responsive to client's needs and demands. GCLA's name in the market will be synonymous with quality, responsiveness and excellence

b) Moral and Ethical Practices

We will practice in accordance with the set code of conduct, rules, regulations and acceptable behavior in our given professions.

c) Professionalism

As the Authority invests in a multi-professional dimensions, we believe in excellence and professionalism in our endeavor to serve and preserve life.

d) Accountability

We believe in being responsible and accountable for our actions.

e) Team Spirit

We believe in team spirit that shall sustain efficiency and effective service delivery. Individual contribution in a team will be highly encouraged and valued.

f) Diversity

We believe in diversity. Our policies will reflect the belief of equality and equity in offering an environment for individuals of different cultural backgrounds, education, religion, tribe and gender, to work in their professions and achieve job satisfaction.

g) Transparency

We believe in sharing information both within and outside the organization. We will endeavor to recognize participatory decision-making.

We will communicate with our customers and stakeholders in a proactive and responsive manner.

h) Loyalty to Government

We shall be loyal to the duly constituted Government of the day and therefore implement policies and lawful instructions given by the Minister and other Government leaders.

2.5 Core Management Principles

In addition, in the provision of quality service, we shall also be guided by core management principles as follows:

a) Provision of quality services

We will endeavor to offer high-quality services, which are in line with the National and International set standards.

b) Equity of Access to our Services

Our services are open to all customers irrespective of their social-economic status and background.

c) Ethical Conduct

We shall continue to conduct ourselves most professionally and independently and maintain cost-effective services.

d) Affordability of Services

We will continually review our internal processes to ensure the provision of cost-effective services.

e) Partnership and Service Provision

We will work with Ministries, Departments and Agencies (MDAs), NGOs and other service providers to facilitate them to deliver better services to their end-users.

f) Client Focus

We will always be guided by available clients and market requirements and other factors that will lead to customer satisfaction, loyalty and retention. Our responsibilities for cross-cutting activities include:

- (i) Product and Environmental Analysis Services;
- (ii) Forensic Science and DNA service;
- (iii) Regulatory and Control Services;
- (iv) Poison Control Information services;
- (v) Human Resources for Health Development;
- (vi) HIV/AIDS;
- (vii) Disease Control; and
- (viii) Gender Equity.

3.0 THE PURPOSE OF THIS CHARTER

This Client Services Charter (CSC) aims at raising awareness of the quality of the services that GCLA offers, rights and responsibilities of our clients and how to provide feedback to complaints where services are not commensurate with their expectations. In order to achieve the purpose of this charter the following should be accomplished:

- (a) Constant revisit of operations and service delivery procedures to ensure the high-level standard of business compliance;
- (b) Strengthen and maintain the application of modern business practices to ensure quality service delivery;
- (c) Expand the customer base to ensure maximum access to GCLA services and improve Public and Statutory Organization's operations; and
- (d) Strengthen and maintain proper resource management to ensure optimization of both human and material resource utilization.

4.0 GCLA SERVICES AND KEY RESULTS AREAS

4.1 GCLA Services

The core functions of GCLA are provision of laboratory analytical services to facilitate forensic investigations to enhance justice and rule of law; ascertain safety and quality of agricultural and industrial products; facilitate treatment on cases involving laboratory analysis for sexual ambiguity and sibling testing for kidney transplanting; address society concerns on matters related to paternity, disaster victim identification and accidents. Furthermore, the Authority is a

sole regulator of industrial and consumer chemicals to ensure safe use of chemicals to minimize adverse effects to human health and the environment. Also, GCLA has the responsibility of regulating Human DNA services to ensure the analytical results are only used for the intended purposes. Likewise, GCLA has a responsibility to regulate chemical, forensic and DNA Laboratories to ensure that laboratories are operated and managed by qualified personnel. Moreover, GCLA is also mandated to operate National Poison Control Center (NPCC) which coordinates poisoning incidences and provision of information related to management of poisons in the country.

4.2 Key Results Area

The following are Key Result Areas as described in GCLA Medium Term Strategic Plan:

- (a) Accurate, Precise Analytical laboratory Results;
- (b) Sound Management of Regulatory Services;
- (c) Effective Business Management Practices;
- (d) Effective Management of Information System;
- (e) Improved procurement of supply chain management;
- (f) Improved management of financial, human and physical resources;
- (g) Compliance with turnaround time;
- (h) Improved customer's satisfactions;
- (i) Improved implementation, monitoring and evaluation of GCLA Plans; and
- (j) Improved Internal Control Systems on GCLA operations.

5.0 CLIENTS AND STAKEHOLDERS EXPECTATIONS

5.1 Client/Stakeholder

GCLA main clients are as follows:

- (a) Ministries, Departments and Agencies (MDAs);
- (b) Judiciary, Police and Hospitals;
- (c) Drugs Control Enforcement Authority (DCEA);
- (d) Learning and Research Institutions;
- (e) Parastatal organizations;
- (f) International organizations’;
- (g) Faith-based organizations;
- (h) Mass media;
- (i) Parliament;
- (j) Professional bodies;
- (k) Suppliers;
- (l) Chemical dealers;
- (m) Manufacturers;
- (n) NGOs;
- (o) Donors;
- (p) Exporters and importers;
- (q) Private Entities;
- (r) Traditional and Alternative Medicine Practitioners; and
- (s) General Public.

5.2 Client Expectations

5.2.1 General Expectations

General expectations of our Clients are as follows:

- (a) Good quality test/analytical results;
- (b) Efficiency in customer service;

- (c) Proper financial and physical resource Management and accountability;
- (d) Timely delivery of services;
- (e) Effective management and control of chemicals;
- (f) Realistic and implementable plans; and
- (g) Effective communication system and transparency.

5.2.2 Qualitative Standard Expectations

GCLA envisions to meet Qualitative Standard expectation through the following commitments:

(a) Our Guaranteed Standards

We will strive at all times to continuously improve the standards of service provision to our clients.

(b) Being Open and Providing Clear Information

We will be open and communicate clearly and effectively in plain language, to help people using our services; and we will provide clients with information about services, their costs and how we will perform annually.

(c) Putting Things Right When They Go Wrong

We will strive always to put things right quickly and effectively, learn from complaints and have clear, well-publicized, and easy to use complaints procedure, with possible of independent review wherever possible

(d) Responsiveness

We will respond promptly to all customers seeking our services.

(e) Clarity

We will ensure that all our letters and Laboratory analytical reports are written with clarity to avoid ambiguity.

(f) Accuracy

We will ensure that whatever services we provide will be done in the highest degree of accuracy in conformity with the set standards.

(g) Response Time For Client Contacts

We will deal with letters, e-mails, telephone and fax messages promptly and feedback will be provided within two (2) working days from the date of receipt.

6.0 RELATIONSHIP AND RESPONSIBILITIES TO CLIENTS

Our intention is to establish and maintain good working partnerships and excellent relationships with our clients through a clear understanding of our mutual expectations, rights and responsibilities. We have set out below what we consider to be clients' rights and responsibilities. For our part we promise to maintain the highest standards possible in respect of the following:

- (a) **Advice:** We will always endeavor to provide consistent, accurate and impartial advice on investment or disinvestment decisions as well as other matters in relation;
- (b) **Staff Manner:** We will acquire, train and require our staff to be friendly, helpful, respectful, action-oriented and sensitive to the clients' individual needs; and
- (c) **Information sharing:** We will provide our stakeholders with necessary information on the operations of the GCLA

7.0 CLIENT RIGHTS AND RESPONSIBILITIES

We have promised in this Charter what we believe our clients have the right to expect in terms of standards. Similarly, we believe that clients have certain responsibilities to abide in order to help us provide good services to them and to ensure a successful on-going relationship.

7.1 Client Rights

In addition to the right to high standards of service delivery we consider that clients have the following rights:

- (a) Get adequate and affordable services,
- (b) To be treated with courtesy,
- (c) Review and appeal,
- (d) Lodge a complaint and advice
- (e) Privacy and confidentiality,
- (f) Get information about themselves subject to laid down procedures,
- (g) Access facilities and test procedures in a manner, which meets their needs; and
- (h) Refund of money for non-performed services.

7.2 Client Responsibilities

GCLA Clients are expected:

- (a) To treat our staff with courtesy;
- (b) To attend scheduled appointments punctually;
- (c) To respond to request for information by GCLA accurately; thoroughly and in a timely manner;
- (d) To abide by any legal requirements;

- (e) Obligations that they must meet in order to be eligible for services sought; and
- (f) To pay costs for services rendered.

8.0 COMPLAINTS HANDLING

8.1 Records of Complaints

We will record all complaints, compliments and suggestions. We will use these for evaluation and monitoring processes and thus form the basis of annual self-assessment benchmarking by the Management team of GCLA. We guarantee that all information, including personal names and details, will be treated with the utmost confidentiality.

8.2 Complaint Resolution

We guarantee to respond in acknowledgement, answers or progress reports of all complaints within Seven (7) working days from the date of receipt of the complaints. The complaints will be coordinated and provided by Head for Communication and Public Relations Unit.

8.3 External Dispute Handling and Appeal Mechanism

Our internal complaints handling system does not prevent clients from using external dispute handling and appeal mechanisms or in any way reduce their rights of appeal to the Permanent Secretary, Ministry of Health, Community Development, Gender, Elderly and Children.

8.4 Feedback and Complaints

We welcome constructive criticisms and feedback about our services, as well as compliments and suggestions on how to serve you better. Furthermore, we promise that complaints and

suggestions will be taken seriously and dealt with as quickly as possible within 7 working days by Head for Communications and Public Relations Unit.

8.5 How to Submit a Complaint and/or Feedback

Complaints may be made by Post, Telephone, Fax, E-mail, Website or in-person by contacting the following:

The Chief Government Chemist, Government Chemist
Laboratory Authority,
05 Barack Obama Drive
P.O. Box 164, Dar es Salaam,
United Republic of Tanzania
Telephone: (+255) (0) 22 2113383/4
Fax: (+255) 22 2113320
E-mail: feedback@gcla.go.tz.
Website: www.gcla.go.tz

Our offices are open From 8.00 a.m. To 4.00 p.m. on weekdays

9.0 REPORTING PERFORMANCE AGAINST STANDARDS

We will continue to make our self publicly accountable for our performance and operations by publishing our Client Service Charter and information on our level of compliance to promises, commitments and guarantees we have made. In addition, we will regularly monitor the level of client's awareness of the charter. Data and information obtained will be included in the process of annual Self-Assessment by using the Business Excellence Model.

Specifically we will:

- (a) Publish performance against its Charter commitments in the Annual Budget Report;
- (b) Provide Charter performance information to our Board of Directors through the Performance Appraisal Report;
- (c) Provide Charter performance information annually through performance appraisal report;
- (d) Report on performance to key clients and stakeholders. This will help to ensure openness and accountability so that an on-going relationship with clients and stakeholders are maintained; and
- (e) Publish a summary, regarding complaints data, and our general response to complaints, in our annual performance appraisal report.

10.0 MAINTAINING AND REVIEWING THIS CHARTER

10.1 The Purpose of Review

This Charter should be a living document that evolves in line with changes that occur in laboratory analytical and regulatory services as a whole, that affects our clients; we wish to ensure its on-going relevance and effectiveness and will regularly review to find out whether:-

- (a) The Charter continues to reflect our approach to client service and any significant new initiatives in this area - particularly through the progress of the Reform Programme;
- (b) The service commitments and standards are still aligned to the needs and priorities;
- (c) The Charter continues to meet the Client Service Principles and Core Values;
- (d) If the format, design and availability meet Client needs;
- (e) If we are maintaining reliable and effective data collection on client feedback, service standards and complaints; and

In addition, the review and continual improvements will be made to our complaints handling processes to ensure that it meets the expectations of our clients.

11.0 CONSULTATION IN REVIEW

In order to be open and accountable, we will consult appropriate clients and stakeholders during our review process, and consult external sources such as our Parent Ministry, Public Service Management, Private Sector and the General Public as well as

Service Delivery Surveys and Customer Focus Groups. We intend to Review this Charter regularly as need to do so arises.

12.0 WORKING HOURS

Working Hours at the Government Chemist Laboratory Authority which provides its services from Monday to Friday except for National Public Holidays as indicated below:

Working Hours	Time for Attending Customers
Monday – Friday	Monday – Friday
08:00AM – 04:00PM	09:00AM – 3:00PM



11 TIMEFRAME FOR PROVISION OF OUR SERVICES

Area and Service Delivered	Time Frame
Forensic Science Services Directorate	
Drugs of Abuse	14 Working Days
Explosives, Gun Powder Residues	14 Working Days
Arson Related Samples	14 Working Days
Blood, Blood Stains	14 Working Days
Forensic DNA Investigation	14 Working Days
Civil Related DNA Analysis	14 Working Days
Medical DNA Related Analysis	14 Working Days
Blood Alcohol Quantification	7 Working Days
Biological Specimen	14 Working Days
Poisoned Samples	14 Working Days
Products And Environmental Analysis Directorate	
Water and Waste Water Samples	
• Chemical Analysis	7 Working Days
• Microbiology/Bioassay	10 Working Days
Biological Samples	7 Working Days
Pesticides Samples	7 Working Days
Petroleum and Petroleum Related Products	7 Working Days
Fertilizers	7 Working Days
Chemicals and Chemical Products	7 working Days
Roc, Sediments or Soil Samples	7 working Days
Air Pollution Samples	7 working Days
Food Samples	
• Chemical Analysis	7 working Days
• Microbiology/Bioassay	10 Working Days
Miscellaneous Sample (Unknown Samples)	14 working Days
Consultancy Training and Research Services	Timely
Drugs (Pharmaceuticals) Sample	
• Chemical Analysis	7 Working Days
• Microbiology/Bioassay	10 Working Days
Regulatory Services Directorate	
Chemical Import or Export or Transportation Permit	2 Working Days
Transit Chemical Transportation Permit	2 Working Days
Inspection Per Premise	1 Working Day
Submission of Registration Application Documents From Date of Inspection	5 working Days
Registration	90 Working Days

Area and Service Delivered	Time Frame
Inspection of Chemicals and Chemical Laboratories	14 Working Days
Inspection of Forensic and Human DNA Laboratories	14 Working Days
Corporate Services Directorate	
Finance & Accounts Section	
Make Payment for Authorized Claim with All Attachments	2 Working Days
Issue ERV and Ensure Payment Slip for All Payment are Issued	1 Working Days
Retirement of Imprest After Completion of Task	14 Working Days
Prepare Monthly and Quarterly Financial Reports	14 Working Days
Respond to Audit Query from Internal Auditor	14 Working Days
Respond to Audit Query from External Auditors	21 Working Days
Monthly Prepare Bank Reconciliation	30 Working Days
Prepare Final Accounts	90 Working Days
Settlement of Bills for Customers	5 Working Days
Planning Monitoring And Evaluation Section	
Coordinate Preparation of Authority's Budget	30 Working Days
Prepare Authority's Action Plan	30 Working Days
Prepare Authority's Quarterly, Mid - Year and Annual Reports	14 Working Days
Monitoring and Evaluation	1 Year
Activity Report Submission	14 Working Days
Human Resources & Administration Section	
Conduct Staff Information Audit Monthly	10 Months
Compilation of Information of Entitled Staff After Approval of Personal Emoluments (PE)	30 Working Days
Process Registration and Update Staff NHIF Information & Send to NHIF	5 Working Days
Administer Staff Salaries Every Month Before Payments	2 Working Days
Approve Application for Annual and Sick Leave with their Entitlements	4 Working Days.
Receive and Discuss Application for Training as per Training Programmes After Comprehensive Application Has Been Made	25 Working Days
Handle Retirees/Pensioners Issues and Submit to Respective Pension Fund	15 Working Days
Attending Office File	2 Working Days
Preparation of Meeting Minutes	5 Working Days

Area and Service Delivered	Time Frame
Procurement Management Unit	
Prepare and Advertise Tenders After Approval from Respective Authorities	5 Working Days
Request and Receive Quotations from Suppliers for Offering Goods or Service	4 Working Days.
Conduct National Tendering	30 Working Days
Conduct International Tendering	40 Working Days
Stock Taking	6 Months
Preparation Procurement Plan	14 Working Days
Legal Services Unit	
Provide Legal Opinion from the Date of Assignment	7 Working Days
Institute Criminal Cases Before Court of Law After Preliminary Collection of Evidence Regarding Particular Criminal Matter.	24 Hours
Make Follow Up of Legal Matters with Other Government Institutions Regarding any Legal Matters	3 Working Days.
Training on Chemicals Stakeholders will be Offered After Comprehensive Application and Receipt of Training Fees	10 Working Days
Impose Fine for any Illegal Dealing of Chemicals After Been Arrested with Supporting Evidence	3 Working Days
Summons Handling to Expert Upon Receipt and Review of Contracts	5 Working Days
Take to Court of Law All Who Failed to Pay Fines from the Time of Arrest	5 Working Days
File Necessary Documents Before Court of Laws from the Date of Receiving Relevant Documents	4 Working Days
Auditing Unit	
Prepare Audit Report for Internal Auditing	7 Working Days
Conduct Internal Audit Feedback After Auditing	2 Working Days
Reply to Audit Query Response	7 Working Days
Entry and Exit Meeting Before and After Audit	1 Working Day
Communication and Public Relations Unit	
Respond to Issues Raised from the Public and Media	5 Working Days
Inform the Public of any Event with Public Attention	2 Working Days
Receive and Discuss Complaints from Staff and External Clients and Communicate to Respective Directorates, Units and Zones	7 Working Days

Area and Service Delivered	Time Frame
Produce GCLA Newsletter Annually	1 Year
Update GCLA Website Monthly	1Months
Customer Survey and Customer Feedback	1 Year
Update Price List	5 Years
Turnaround Time Survey	1 Year
Providing Feedback after Receiving Customer/ Complaints/Comments/ Suggestions.	5 Working Days
Technical Services Unit	
Responding to Technical Support	1 Working Day
Providing Technical Solution	5 Working Days
Calibration of Laboratory Equipment	3 Months
Maintenance of Machinery	3Months
Information Communication Technology and Statistics Unit	
Maintenance of Computers	6 Months
Responding to Computer Support	1 Working Day
Trouble Shooting	1 Working Day
Provide Statistical Information Biannually Internet Support	1 Working Day
QMS Query Response	25 Working Days
Risk Indicators Review	6 Months
Risk Management Report	
Quality Audit	3 Months
National Poison Control Centre	
Response to Clients During Poisoning Incidents	Timely
Response to Other Poisoning Enquiries	2 Working days
Customer Feedback Response	7 Working Days

Note: Service delivery depends on the type of samples and parameters requested or problem/default

We also provide express analytical/testing services with exception of forensic service samples and samples requiring microbiological isolation. The costs and turnaround time depends on type, nature, number and parameters requested.

12 HOW TO CONTACT US

GCLA address is:

The Chief Government Chemist,	
Government Chemist Laboratory Authority,	
05Barack Obama Drive	
P.O. Box. 164, Dar es Salaam,	
Tel + 255 22 2113383/4,	
Mob: (+255) (0) 756 502 323 or (+255) (0) 654 399 433	
Fax: +255 22 2113320	
E-mail: cgc@gcla.go.tz , gcla@gcla.go.tz	
Website: www.gcla.go.tz	
The Manager,	The Manager,
Eastern Zone Office,	Southern Highlands Zone Office,
05Barack Obama Drive	Iwambi Area
P.O. 164, Dar Es Salaam,	P.O. Box 2875, Mbeya,
Tel: + 255 22 2113383/4,	Tel: +255 25 2502311,
Fax: +255 22 2113320	Fax: +25525 250 312
E - mail: gcla.east@gcla.go.tz	E-mail: gcla.southern@gcla.go.tz
The Manager,	The Manager,
Lake Zone Office,	Southern Zone Office
Sekou Toure Hospital,	Barabara ya Mahakama
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