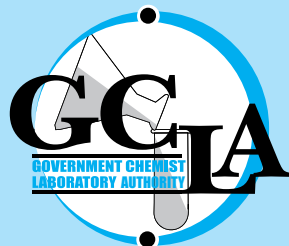


UNITED REPUBLIC OF TANZANIA

**MINISTRY OF HEALTH, COMMUNITY DEVELOPMENT,
GENDER, ELDERLY AND CHILDREN**



**GOVERNMENT CHEMIST
LABORATORY AUTHORITY**

ISO 9001:2008 CERTIFIED

CLIENT SERVICE CHARTER

November, 2016



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OUR VISION

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

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 execution of justice.

OUR POLICY

The GCLA 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.

These aims will be achieved through:

- Ensuring the highest possible standard of laboratory analysis of Forensic sciences, Human DNA, Toxicology, Illicit Drugs, Food, Drugs, Environmental and Industrial products samples and to ensure credibility and impartiality of test results, maximum fulfilment of customer expectation for quality of services and its price and meeting test dates.
- Commitment to comply with regulatory requirements and continued improvement of the Quality Management System.
- Providing employees with knowledge, training, and tools necessary to allow for the completion of accurate and timely work and promote excellence in the workplace.
- Establishing and reviewing quality objectives at various levels of the organization.
- Communicating the policy to stakeholders and employees.

- Effective implementation of management systems compliant with ISO9001 and 17025, including complying with Accreditation Body (Southern African Community Accreditation Service - SADCAS) requirements.

The management system and its processes, including policy will be systematically reviewed for continuing suitability to identify opportunities for improving its effectiveness and enhancing customer satisfaction.

STATEMENT BY THE CHIEF GOVERNMENT CHEMIST

This Client Service Charter is a ‘Social Pact’ between us as service providers and our clients as service receivers. It specifies standards for service delivery, which we believe our service receivers have the right to expect.

This service charter also specifies rights, responsibilities and how the clients can contact us.

We are committed on providing 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.

We are also committed to report annually to appropriate clients, stakeholders and the Parliament on our performance against this charter. In so doing, we believe we shall continuously endeavor to improve service delivery to the general public and other stakeholders across the border.

In order to be effective and successful, this charter has to be a living document, which is a product and the embodiment of the good working relationship that we endeavor to maintain with all of our clients, partners and staff.



Prof. Samwel V. Manyele

Chief Government Chemist

Government Chemist Laboratory Authority

Dar es Salaam

1.0 THE PURPOSE OF THIS CHARTER

This Client Services Charter (CSC) aims at raising awareness of the quality of the services we offer, rights and responsibilities of our clients and how to provide feedback to complaints where services are not commensurate with their expectations.

2.0 OUR SERVICES

GCLA as an Authority under the Ministry of Health, Community Development, Gender, Elderly and Children provides advisory services to the Government and General Public on 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. Quality laboratory services covers analysis of samples from:

- (a) Food,
- (b) Drugs,
- (c) Microbiology,
- (d) Environmental,
- (e) Industrial products and their raw material
- (f) Forensic science and DNA
- (g) Drugs of abuse
- (h) Toxicology
- (i) Chemical and legal samples which require laboratory expertise

GCLA provides consultancy, research services and facilitates the management of chemicals and chemical products throughout their life cycle. For more detail please visit www.gcla.go.tz

3.0 OUR CORE VALUE

In pursuit of provision of quality services we shall be guided by the eight 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) Professionalism

We believe in excellence and professionalism in our endeavour to serve and preserve life. This is a multi-professional dimension.

(c) Accountability

We believe in being responsible and accountable for our actions.

(d) 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.

(e) Diversity

We believe in diversity. Our policies will reflect 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.

(f) Transparency

We believe in sharing information both within and outside the organisation.

We will endeavour to recognise participatory decision-making. We will communicate with our customers and stakeholders in a proactive and responsive manner.

(g) 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.

In addition we shall also be guided by core management principles as follows:

3.1 Provision of quality services

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

3.2 Equity of Access to our Services

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

3.3 Ethical Conduct

We are conducting ourselves in the most professional and independent way and maintain cost effective services.

3.4 Affordability of Services

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

3.5 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 where we have responsibility for cross-cutting activities such as:

- (a) Food and Drugs Quality Control,
- (b) Chemicals Management and Control Services,
- (c) Forensic Science and DNA Services,
- (d) Poison control information services
- (e) Human Resources for Health Development,
- (f) HIV/AIDS,
- (g) Disease Control and
- (h) Gender equity, etc.

3.6 Client Focus

We will always be guided by available customers and market requirements and other factors that will lead to customer satisfaction, loyalty and retention.

4.0 OUR CLIENTS AND CLIENTS EXPECTATIONS

4.1 OUR CLIENTS

Our main clients are as follows:

- President's Office
- Vice President's Office
- Judiciary, Police and Hospitals,
- Ministries, Departments and Agencies (MDAs),

- Learning and Research Institutions,
- Parastatal organizations,
- International organisations,
- Faith based organizations,
- Mass media,
- General public,
- Professional bodies,
- Suppliers,
- Manufacturers,
- NGOs,
- Donors,
- Politicians and
- Exporters and importers.

4.2 CLIENTS EXPECTATIONS

We have analysed their main expectations as follows:

- Good quality test/analytical results,
- Efficiency in customer service,
- Proper financial and physical resource management and accountability,
- Timely payment for services rendered,
- Effective management and control of chemicals,
- Realistic and implementable plans,
- Timely, completeness and accurate information and
- Effective communication system and transparency.

4.3 Our Guaranteed Standards

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

4.4 Be open and provide 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.

4.5 Put 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

4.6 Responsiveness

We will respond promptly to all customers seeking our services

4.7 Clarity

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

4.8 Accuracy

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

4.9 Response time for client contacts

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

4.10 Response Time for Processing Core Services

Type of Sample or Testing	Time Frame
Drugs of Abuse	21 working days
Explosives, Gun Powder Residues	21 working days
Arson related samples	21 working days
Blood, Blood stains	21 working days
Rape cases	21 working days
General Paternity cases	21 working days
Blood Alcohol Quantification	14 working days
Biological Specimen	21 working days
Poisoned Samples	21 working days
Water sample	
• Chemical analysis	14 working days
• Microbiology/Bioassay	14 working days
Pesticide residues	14 working days
Petroleum and Petroleum related Products	14 working days
Fertilizers	14 working days
Chemicals and chemical products	14 working days
Rock Sample	14 working days
Air pollution	14 working days
Miscellaneous sample (unknown samples)	14 working days
Food samples	
• Chemical analysis	14 working days
• Microbiology/bioassay	14 working days
Consultancy and Research services	Timely
Drugs (pharmaceuticals) sample	
• Chemical analysis	14 working days
• Microbiology/bioassay	14 working days

Type of Regulatory Services:	Time Frame
Chemical Import or Export Permit	2 working days
Chemical Transportation Permit	2 working days
Transit Chemical Transportation Permit	2 working days

We also provide **express analytical/testing services** within 7 working days, except for samples requiring microbiological isolation; the costs depend on type and parameters requested.

4.11 Complaint Resolution

We guarantee to respond in acknowledgement, answers or progress reports of all complaints within 7 working days from the date of receipt of the complaints. The complaints will be coordinated and provided by Manager for Information and Marketing services.

5.0 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 by to help us provide good services to them, and to ensure a successful on-going relationship.

5.1 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 advise
- (e) Privacy and confidentiality,
- (f) Get information about themselves subject to described procedures,
- (g) Access facilities and test procedures in a manner, which meets their needs and
- (h) Refund of money for non-performed services.

5.2 Client Responsibilities

Our 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 and other obligations that they must meet in order to be eligible for services sought and
- (e) To pay costs for services rendered

5.3 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 the Manager of Information and Marketing services.

5.4 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.

Web : www.gcla.go.tz

Our offices are open **From 8.00 a.m. To 4.00 p.m.**
on week days.

5.5 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 bench marking by the Management team of GCLA. We guarantee that all information, including personal names and details will be treated with utmost confidentiality.

5.6 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.

6.0 MAINTAINING AND REVIEWING THIS CHARTER

6.1 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 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 continue to meet the client service principles and core value,
- (d) The format, design and availability meet Client needs,
- (e) We are maintaining reliable and effective data collection on client feedback, service standards and complaints,
- (f) Review and continual improvements will be made to our complaints handling processes to ensure that it meets expectations of our clients.

6.2 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 and the Public Service Management, as well as service delivery surveys and customer focus groups. We intend to review this Charter regularly.

6.3 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 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 Ministerial Advisory Board through 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,
- (e) Publish a summary, with reference to complaints data, and our general response to complaints, in our annual performance appraisal report.

7.0 HOW TO CONTACT US

Our address is:

**The Chief Government Chemist,
Government Chemist Laboratory Authority,
05 Barack Obama Drive,
P.O. Box 164, Dar es Salaam,
Tanzania.**

Telephone : (+255) (0) 22 2113383/4

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E-mail : feedback@gcla.go.tz or [gcla\(@gcla.go.tz](mailto:gcla(@gcla.go.tz)

Web : www.gcla.go.tz



All enquiries should be addressed to:

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