



THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF AGRICULTURE
TANZANIA FERTILIZER REGULATORY AUTHORITY



CLIENT SERVICE CHARTER

SEPTEMBER, 2024

TFRA Headquarters,
Plot No. 15471, Kilimo Street, Kilimo I complex,
P.O. Box 46238,
Dar es Salaam

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FOREWORD

Tanzania Fertilizer Regulatory Authority (TFRA) is a Government Institution under the Ministry of Agriculture established by an Act of Parliament of the United Republic of Tanzania (The Fertilizer Act No. 9 of 2009). The Authority has legal mandate to regulate quality and trade of fertilizer along the value chain including manufacturing, importation, distribution, and use of fertilizer in the country to ensure quality fertilizer is available at affordable prices to all farmers.

In executing its functions, the Authority has prepared a Client Service Charter (CSC) aimed at improving service delivery with openness and enhancing accountability to the public. As part of the implementation of this CSC, the Authority is obligating itself of accountability to its clients.

This CSC is a social pact that sets service delivery standards resulting from consultation with clients and our expected service excellency, It should be read together with staff code of conduct and quality statement. TFRA is committed to deliver an excellent level of service to meet clients' expectations. The Authority shall regularly monitor the level of service delivery against set standards and incorporate clients' feedback in order to promote further improvement in the set standards.

I therefore, urge TFRA staff to use this CSC to improve and maintain excellent service delivery and meet clients' expectations. On the other hand, I request our clients to follow mechanisms ascribed in this CSC to obtain the required services.

“Quality fertilizer to all farmers”



Joel Laurent
EXECUTIVE DIRECTOR

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LIST OF ABBREVIATIONS/ACRONYMS

In this Charter, unless the context otherwise requires;

CSC	:	Client Service Charter
FFS	:	Fertilizer and Fertilizer Supplements
NEMC	:	National Environmental Management Council
SOPs	:	Standard Operating Procedures
TBS	:	Tanzania Bureau of Standards
TFRA	:	Tanzania Fertilizer Regulatory Authority
TV	:	Television
ZM	:	Zonal Manager

INTERPRETATION OF KEY TERMS

Act	The Tanzania Fertilizer Act No. 9 of 2009
Authority	The Tanzania Fertilizer Regulatory Authority
Board	The members of the Board of the Tanzania Fertilizer Regulatory Authority are appointed in accordance with the provisions of Section 6(1) of the Act.
Client	Any person who provides or gets goods or services to or from the Authority or has interest in the functions of the Authority
Director	The Executive Director of the Authority appointed under section 7(1) of the Act.
Entity	An organization or a business that has its own separate legal and financial existence
FFS dealer	A person, company, or entity that is licensed or authorized to sell, distribute, or trade fertilizers and fertilizer supplements to farmers, agricultural businesses, or other users.
Staff	A person employed by the Tanzania Fertilizer Regulatory Authority on permanent and pensionable terms, contract for an unspecified period of time or for a specified period of time.

1.0 INTRODUCTION

TFRA is the Government institution established under the Fertilizer Act. No. 9 of 2009, with the main function of regulating the fertilizer industry, in executing the regulatory functions, it ensures that all its clients are satisfied with the services offered. Client focused services at work places are among the vital aspects that calls for attention in terms of putting a mechanism to treat clients at the highest degree of promptness, esteem and precision. TFRA, therefore, has developed this CSC to partner with all clients in ensuring availability of quality FFS to all farmers at affordable price.

1.1 Mission and Vision

1.1.1 The Tanzania Development Vision 2025.

The Tanzania Vision 2025 aims at achieving a high quality livelihood for its people attain good governance through the rule of law and develop a strong and competitive economy. It is envisioned that the following specific achievements would be attainable by the year 2025.

1.1.2 Vision and Mission of President's Office – Public Service Management and Good Governance (PO-PSMGG).

1.1.2.1 Vision

To establish an efficient and accountable public service that contributes effectively to the welfare and development of the nation.

1.1.2.2 Mission

To manage the public service through the development and implementation of improved Human Resource Management Policies, Systems, and Organizational Structures.

1.1.3 Mission, vision and Core values of TFRA

1.1.3.1 Vision

Quality fertilizer to all farmers for agricultural sustainability. To be an excellent regulator of a competitive fertilizer industry responsive to farmers needs and the environment.

1.1.3.2 Mission

To ensure availability, accessibility and affordability of quality fertilizer supplements to all farmers through regulating fertilizer industry for sustainable agricultural productivity.

1.1.3.3 Core Values

I. Integrity

The Authority emphasizes key values such as patriotism, self-motivation, ethics, honesty, loyalty, discipline, compliance, and conscience to ensure sustainability. All staff must uphold good character, demonstrating honesty, truthfulness, and integrity in service delivery.

II. Professionalism

The Authority enforces the application of the required skills, knowledge, and competence to all staff in exercising their duties. Also, ensure continuous learning, innovation brilliance, creativity sound, and timely decisions in doing business.

III. Customer Focus

We consider our customers as key to our business operations and we commit to serving them better in pursuit of our common goal of serving the public better.

IV. Teamwork Spirit

We work as a team in a professional manner in order to achieve our common goal of serving the public better.

V. Corruption Abstinence

The Authority is a corruption-free zone or corruption abstinence. We oppose and discourage any act of dishonest or fraudulent conduct including bribery; by anyone.

2.0 THE PURPOSE OF THIS CHARTER

2.1 General Purpose

This CSC outlines a set of standards of which the Authority offers its services to its clients, rights, obligations and mechanism for providing feedback and handling of clients' complaints. The CSC acts as a guide for The Authority's Board, staff and its clients.

2.2 Specific Objectives

The main objective of this charter is to inculcate customer service culture within the Authority with the view of improving organizational performance.

The specific objectives intend to -

- i. Raise awareness among clients on the availability, quality and response time for the services offered.
- ii. Provide the rights and obligations of clients with a view of promoting a mutual relationship between The Authority and its clients
- iii. Enhance accountability and responsiveness of staff within the Authority.
- iv. Provide a framework for feedback mechanisms to its clients.
- v. To create public awareness on the availability and quality of the services offered by the Tanzania Fertilizer Regulatory Authority.
- vi. Changing the culture in the public service by making employees have an attitude of caring for customers.
- vii. To improve customer service provided to Authority clients and public.
- viii. To provide an opportunity to our stakeholders to understand what we commit ourselves to do, how to contact us, what to expect by way of service standards, and how to seek a remedy if something goes wrong.
- ix. To enhance participation of civil society and interest groups in the regulation of the fertilizer and fertilizer supplement in the country.
- x. To provide guidance to our stakeholders to claim their existing rights and it will also provide transparent mechanisms for contact, complaints and accessibility.

3.0 OUR CLIENTS

TFRA clients include but not limited to: -

1. Government Ministries, Departments, Agencies and Local Authorities.
2. Fertilizer Dealers such as Exporters, Manufacturing Industries and Fertilizer Agents
3. Academic and Research Institutions.
4. TFRA Service Providers.
5. Farmers.
6. Media.
7. Financial Institutions.
8. Parastatal organizations.
9. Policy makers and Legislators.
10. Judiciary.
11. Development Partners and Private Sector Institutions.
12. Civil societies.
13. Investors.
14. Non-Governmental Organizations.
15. General Public.

4.0 OUR SERVICES

As per section 4(1) of the Fertilizer Act, 2009 our services include: -

- i. Registration of all fertilizer and fertilizer supplements dealers and their premises.
- ii. Licensing fertilizer dealers.
- iii. Issuing permits for importation and exportation of fertilizer and fertilizers supplements.
- iv. Registration and maintenance of a register of fertilizers, fertilizer supplements and sterilizing plants.
- v. Disposal of substandard FFS.
- vi. Laboratory analysis.
- vii. Conducting FFS Field test for Fertilizer efficacy.
- viii. Conducting regular training of stakeholders on fertilizer matters.
- ix. In collaboration with Local Authorities, conduct public educational campaigns on the sound application and management of fertilizers and fertilizer supplements.
- x. Regulate fertilizer price based on the appropriate methods as shall be set out in the regulations.

5.0 STANDARD OF TFRA SERVICES

5.1 Interaction with clients

These standard set manners, which the Authority shall serve and interact with its clients, provide quality of services and response timely. The Authority promises the following to its clients in accordance with this Charter, existing quality policy statement and staff codes of conduct:

i. Equality when dealing with clients

The Authority will treat all clients fairly and professionally. Any sort of discrimination based on place of origin, race, gender, religion, ethnicity, philosophical or political views or personal considerations will not be allowed and entertained.

ii. Staff conduct

The Authority staff will identify themselves to clients by wearing identity cards or nametags during working hours and introduce themselves by their names whenever necessary. Staff will always be polite, courteous, friendly, empathic, considerate, helpful, cooperative and caring to clients all the time.

iii. Confidentiality

The Authority will treat information accessed from clients with highest level of confidentiality and use the same only for the intended purpose and as required by existing laws or regulations and not otherwise.

iv. Decision making process

The Authority aims at fair balance between speed of decision-making and assessment of the matter at stake and will give reasons for decisions that will be made.

v. Accessibility

The Authority will be accessible physically at its Headquarters and Zonal Offices from Mondays to Fridays starting from 7:30 am to 03:30 pm excluding public holiday. All information about The Authority regulatory activities and guidelines will be directly accessible through website www.tfra.go.tz at all times. Additionally, the Authority operates a **Call Center** during working hours to assist stakeholders with inquiries, provide guidance, and offer support on regulatory matters. You can reach the Call Center through the following contact details:

- **Toll-Free Number:** 0800 110 154 / 0800 110 153
- **Landline:** +255 22 2861939

vi. Dissemination of information

The Authority will disseminate information to its clients through various ways including advertising boards, website; mass media; Social media platforms, Education and Communication materials through brochures, pamphlets, billboards, stickers, bulletins and fliers. T-shirts, caps and wheel covers will also be used. Furthermore, information about The Authority and its functions will also be disseminated to its public through educational programs via radios, TV, print media, exhibitions and Fertilizer and Fertilizer Supplements clubs.

5.2 Quality of Services

i) Clarity

The Authority will be clear and unambiguous in providing information, procedures and requirements to satisfy client needs.

ii) Accuracy

The Authority will strive to provide correct and accurate information to its clients.

iii) Responsiveness and emergency

The Authority will respond to enquiries within the required time provided in the charter and in case of emergency shall respond promptly and professionally in line with respective laws, rules, procedures and guidelines.

iv) Creativity

The Authority will be innovative in provision of its services and continue to develop user friendly tools and procedures and improve them when need arises.

v) Compliance to Agreements

The Authority will comply with terms and condition provided in agreements signed with service providers serves for the reasons beyond its control including force majeure.

vi) Appropriateness

The Authority will work to ensure that the quality service delivered meet our customer needs and expectations in line with existing laws, regulations, guidelines and Standard Operating Procedures (SOPs).

5.3 Service Response and Delivery Time

The Authority is committed to ensure efficiency in providing quality services to our clients where most of the regulatory services will be provided online hence prompt responses. Nevertheless, we will fulfill this by meeting the service level standards as shown in table 1 below:

Table 1

No	Types of Service	Response Time - Working Day(s)
1	Communications	
	➤ Acknowledging receipt and responding to various correspondences.	3
	➤ Acknowledging official electronic mail and social media	48 Hours
	➤ Responding to written inquiries from media houses	3
	➤ Responding to inquiries from stakeholders	5
2	FFS and Premises registration and dealers' license	
	➤ Responding to the intention to register FFS	2
	➤ Processing of FFS Registration for fertilizer that requires laboratory analysis	35

	➤ Processing of FFS Registration for fertilizer that requires laboratory analysis and field test	12 Months
	➤ Conducting training to FFS dealers	45
	➤ Processing of FFS Dealership	5
	➤ Processing of Premise Registration	21
3	Testing services	
	➤ Analysis of Fertilizer	14
	➤ Analysis of Fertilizer Supplements	14
	➤ Processing of FFS for Field test	14
	➤ Conducting Fertilizer and Fertilizer Supplements field test	12 Months depending on the test crop
4.	Import and Export Permits	
	➤ Processing of Import Permit for registered FFS	2
	➤ Processing of Special Import Permit for FFS	2
	➤ Processing of Export Permit	2
5	Inspection Services	
	➤ Sampling and issuance of conditional release	1
	➤ Release of fertilizer and fertilizer supplements for distribution	30
6	Disposal of substandard fertilizer	
	➤ Responding to request for disposal of FFS	3
	➤ Notification for Disposal of substandard	40
7	Laboratory services	
	➤ Number of days to release laboratory results for Zonal Samples	14
	➤ Number of days to release laboratory results for Samples delivered at Head office	10
8	Customer information and education	
	➤ Release of newsletter(s)	Monthly newsletter
	➤ Website update	Timely
	Complaints handling	

6.0 TFRA OBLIGATIONS

The Authority will strive to meet its clients' expectations while discharging its functions hence we shall be obliged to: -

- i. Serve our clients with courtesy and respect and as per agreed service standards.
- ii. Provide quality and timely services in professional manner.
- iii. Adhere to legal requirements.
- iv. Handle all enquiries and complaints from clients timely and where applicable provide feedback after completion of the investigation.
- v. Provide accurate information timely in a simple language.
- vi. Respect our clients' opinion and comments.
- vii. Cooperate with our clients.

7.0 CLIENTS RIGHTS AND OBLIGATIONS

7.1 Client Rights

Our clients have the right to -

- i. Fair treatment, participate, and comment during consultative meetings.
- ii. Privacy and confidentiality of their information unless the law states otherwise.
- iii. Be presumed honest unless evidence to the contrary exists and it is proven.
- iv. Be provided with adequate, timely and accurate information.
- v. Comment on our quality of services.
- vi. Receive timely, clear and accurate responses to their enquiries, complaints and requests.
- vii. Lodge any complaint against the Authority.

7.2 Client Obligations

In order to serve the clients as per their expectations, they are obliged to -

- i. Cooperate and treat TFRA staff with dignity and respect;
- ii. Provide complete, timely and accurate information and data in respect of the service required from TFRA;
- iii. Abide to legal requirements for eligibility to access the service sought;
- iv. Timely payment of regulatory charges and fees; and
- v. Refraining from offering gifts, bribes, favors or any inducement to our staff

8.0 FEEDBACK

We invite and encourage clients to provide feedback for further improvement. Feedback can be in the form of compliment, opinion, suggestions or complaints.

We will record all complaints, compliments and suggestions. They will be used for our internal monitoring and evaluation process. The records will also help the process of annual self- assessment benchmarking by the senior management team of TFRA, and used to help improve client service.

You may submit your feedback through the Executive Director by means of suggestion boxes, Radio talk and TV Programs, letters, e- mail, physical visit to The Authority's offices, telephone, perception surveys, and seminar evaluation forms, stakeholders' forum, client liaison meetings, contact centers and newspapers.

9.0 REVIEW

This CSC shall be reviewed after every three (3) years or as the need arises. The Authority will monitor and evaluate our own performance and the success (or otherwise) of this Charter with the assistance of independent surveys and through consultation with our clients and stakeholders.

This charter should be a living document that evolves in line with changes that occur in the society as a whole, and that affect our clients in particular. We shall strive to ensure its ongoing relevance and effectiveness and we will regularly review whether: -

- i) The charter continues to reflect our approach to client service and any significant new initiatives in this area;
- ii) The service commitments and standards are still aligned to the needs and priorities of clients and key stakeholders.
- iii) The charter continues to meet the clients' service principles and core values.
- iv) The current content is accurate.
- v) The format, design and availability meet clients' needs.
- vi) We are maintaining reliable and effective data collection on client feedback, service standards and complaints.
- vii) Changes should be made to our complaints handling processes for example if we are unable to resolve a satisfactory number of complaints without clients feeling the need to appeal to external bodies.

In order to be open and accountable we will consult with clients and stakeholders during our review process, and consult external sources such as the Ministry of Agriculture as well as service delivery surveys and customer focus groups.

10.0 OUR CONTACTS AND WORKING HOURS

10.1 Contacts

TFRA Head Office	Plot 15471, 1 Kilimo Street, Kilimo I Complex, Ground and first floor P. O. Box 46238, Dar es Salaam, Tel: +255 222861939, Email: info@tfra.go.tz Website: www.tfra.go.tz
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Central Zone	TUWASA Building P.O. Box 1332, Tabora, Tanzania. Email: centralzone@tfra.go.tz
Lake Zone	33181 Nyamagana 5 Boma Street, P.O Box 836, Nyamagana Mwanza, Tanzania Email: lakezone@tfra.go.tz
Northern Zone	Sanawari CEDHA Building, No.270 Y P.O BOX 11350, Arusha, Tanzania, Email: nothernzone@tfra.go.tz
Southern Highlands Zone	Barabara Ya Karume, Jengo La NBC, P.O BOX 733, Mbeya, Tanzania. Email: southernhighlandzone@tfra.go.tz
Eastern Zone	Plot 15471, 1 Kilimo Street, Kilimo I Complex, Ground Floor P. O. Box 46238, Dar es Salaam, Tel: +255 222861939, Email: easternzone@tfra.go.tz

10.2 Working Hours

Working Days : Monday to Friday
Working Hours : From 07:30 am to 03:30 pm

NB: The Client Service Charter shall be available in the TFRA website (Website: www.tfra.go.tz). Our offices are closed during public holidays, Saturdays and Sundays.

11. APPROVAL

This guideline has been approved by Board on this Day of..... 2024

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Chairperson

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Secretary

Board of Directors