

**THE REVOLUTIONARY GOVERNMENT OF ZANZIBAR**  
**MINISTRY OF HEALTH**  
**ZANZIBAR FOOD AND DRUGS BOARD**



**CLIENT SERVICE CHARTER**

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## **1.0 BACKGROUND**

Following the African Public Service Charter signed by African Public Service Ministers in Windhoek, Namibia in 2001, Revolution Government of Zanzibar and their institution among them Zanzibar Food, Drugs and cosmetics Board (ZFDB) has responded by developing its client's service charter aimed at establishing a strong service delivery culture in order to improve its performance. For ZFDB start to implement client's service charter in 2009 and revised on 2013

This client's service charter hinges on the three Strategic objectives as mentioned in ZFDB Strategic and Business Plans for five (5) year (2012/2013 – 2017/18) with ultimate end to protect public health. The objectives are:

- The rate of counterfeit and substandard food, drugs, herbal drugs, cosmetics and medical devices circulating in the market of Zanzibar reduced by 60 by 2018;
- Customer satisfaction for services offered by ZFDB increase by 60% for both internal and external customers from 43% and 46% respectively by 2018; and
- ZFDB self sustained financially from 30% to 60% by 2018.

The charter spells out ZFDB's commitments to our clients and provides the standards of service which gauge the level of the service delivery to our clients.

This charter is therefore part and parcel of ZFDB's Framework Document, Strategic and Business Plans.

## **2.0 APPLICATION**

This charter is for our clients i.e. those who use ZFDB services. It also applies to all ZFDB business activities. It provide an explanation and standard of service expected from ZFDB and what ZFDB expected from its clients including what can be done if those standards are not met.

## **3.0 DEFINITION OF TERMS**

The following are the definitions of terms and phrases as used in this client service charter:

### **Client**

Client consist of a product manufacturer, health care provider, practitioner/ researcher, processor, distributor, wholesaler and retailer, dealer, industry, a business group or any individual who is interested in service provided by ZFDB such as who come to give information and the like.

**Consumer**

The term consumer refers to an individual, community group or member of the public who use ZFDB's regulated products.

**Regulated products**

These are group of products regulated by ZFDB which are food, food supplement, drugs, cosmetics, herbal drugs, poisons and medical devices.

**Service charter**

It is a commitment by ZFDB towards the provision of quality services to its clients, to allow an open and transparent approach which, ZFDB and its clients understand and can work within.

**Stakeholder**

Stakeholder refers to a community group, general public, consumer of regulated products, product manufacturer, health care provider, practitioner/ researcher, processor, distributor, wholesaler and retailer, dealer, law enforcer, government institution, international organization, business group, NGO, media, people overseas or any other entity that has an affiliated interest in ZFDB activities.

**4.0 WHAT IS ZFDB?**

Zanzibar Food, Drugs and Cosmetic Board (ZFDB) is a regulatory body responsible for controlling the quality, safety and effectiveness of food, drugs, cosmetics, herbal drugs and medical devices for the purpose of protecting public health. Established under section 3(1) of the Zanzibar Food, Drug and Cosmetic Act No.2 of 2006, ZFDB is a semiautonomous body under the Ministry of Health and became operational on 1<sup>st</sup> January 2007.

The headquarter is located at Ministry of Health, Mnazi Mmoja Road, Zanzibar. ZFDB also operates zonal offices in Pemba.

**4.1 VISION**

To provide the best regulatory services of food, drugs and cosmetics in East Africa by 2020.

**4.2 MISSION**

To protect and promote public health by ensuring quality and safety of food, drugs, cosmetics and medical devices.

**4.3 PHILOSOPHY**

ZFDB is a gender sensitive organization which strives to offer quality regulatory services in the pursuit of protecting public health and environment by using competent and dedicated staff.

#### **4.4 ZFDB QUALITY POLICY**

*“ZFDB is committed provide quality services in response to customer needs and expectations. We shall strive to balance the interests of our stakeholders without compromising quality, safety and /or effectiveness of food, drugs, cosmetics and medical devices by managing the Board with utmost professionalism. We commit ourselves to comply with the requirements of the ISO 9001:2008 standards and continually improve effectiveness of Quality Management System. We shall manage and provide resources for continuous improvement of our services to ensure customer satisfaction”.*

#### **4.5 OUR BUSINESS AND RESPONSIBILITIES.**

- i. Regulate importation, manufacturing, labeling, distribution, storage, promotion and sale of food, drugs, herbal drugs, cosmetics and medical devices.
- ii. Prescribe standards of quality, safety and effectiveness for food, drugs, herbal drugs, cosmetics and medical devices
- iii. Inspect manufacturing facilities, product outlet, and inlet to verify compliance to set standards and practices.
- iv. Evaluate and register food, drugs, herbal drugs, cosmetics and medical devices before approval for uses
- v. Issue license and permit for dealing in products regulated by the board
- vi. Analyses food, drugs, herbal drugs, cosmetics and medical devices to determine the quality, safety and effectiveness.
- vii. Collect data on adverse health effects related to the use of the product regulated by the board
- viii. Promote rational use of drugs, herbal drugs, cosmetics and medical devices
- ix. Educate and provide unbiased information to the stakeholders and the general public on product regulated by the board.

#### **5.0 PURPOSE OF THE CLIENT’S SERVICE CHARTER**

High quality services to our clients and value for money from our client’s perspective is central to ZFDB’s business. This charter therefore, seeks to establish our commitment to the standards that we strive to reach in providing services to our stakeholders.

This is in line with the National Vision, 2020 on good governance and promotion of human health, the National Strategy for Economic Growth and Poverty Reduction, 2020 and the National Trade Policy, 2006 on promotion of the private sector as the engine of the economy.

Moreover, the charter aims at providing information to our clients about ZFDB service delivery approach and its relationship with the clients in the following areas:

## Client service charter

- a) What ZFDB does,
- b) The standard of service clients can expect from ZFDB,
- c) Client's basic rights,
- d) Client's responsibilities,
- e) How to contact and communicate with ZFDB, and
- f) How to provide feedback and make a complaint.

## **6.0 BENEFITS OF THE CLIENT'S SERVICE CHARTER**

The benefits of this client's service charter areas follow:-

### **a) Benefits to the clients**

- (i) The client will know the service delivery by ZFDB,
- (ii) The client will know specifically the quality of service to expect from ZFDB,
- (iii) Reduce uncertainties to ZFDB's client on the delivery of services.
- (iv) The client will be able to evaluate the performance of services rendered by ZFDB and offer them the opportunity to give feedback on its performance.
- (v) The client will know their contribution on quality of service rendered by ZFDB, and
- (vi) Facilitates comparisons between agencies which offer similar services to that provided by ZFDB.

### **b) Benefits to ZFDB**

- (i) It provides for ZFDB to redefine its vision, mission philosophy, culture, norms and values.
- (ii) The charter will act as a performance indicator which will enable ZFDB to make evaluation of the services rendered to clients and thereafter make appropriate corrective measures.
- (iii) Work discipline, responsibility and accountability to services delivery will be improved which in turn will contribute to a more transparent agency.
- (iv) The charter contributes to integration of our service value into ZFDB's business plan through increasing the transparency and accountability for services provided and commitment made to clients.

## **7.0 OUR SERVICE VALUES AND COMMITMENT**

In our desire to provide high quality services to our clients, the following service values and commitment will be adhered to by:-

- (i) Applying professionalism in everything we do
- (ii) Being honest
- (iii) Being fair

## Client service charter

- (iv) Being courteous, respectful, friendly and helpful
- (v) Showing integrity
- (vi) Demonstrating openness
- (vii) Being flexible
- (viii) Avoiding conflicts of interest
- (ix) Ethical conduct

## 8.0 OUR SERVICE STANDARDS AND PROMISE TO CLIENTS

### 8.1 SERVICE STANDARDS

We aim at providing our clients with quality services. We will do this by meeting the following service standards as in table below:

No.	Type of Service	Standards of service
1.	Registration of new business premises for manufacturing industry (food, drugs and cosmetics), tourism hotel, supermarkets.	10 days
2.	Inspection of local manufacturing facilities and distribution points and report issued.	10 days
3.	Issue business permit (license) for registered manufacturing industry of food, drugs and cosmetics.	2 days
4.	Renewal business permits for registered manufacturing industry of food, drugs, and cosmetics and including shift of business premises and change of business names.	5 days
5.	Application for licensing of new business premises for selling food, drugs, cosmetics and medical devices.	10 days
6.	Renewal of license for food business premises	2 days
	Renewal of license for drugs, cosmetics and medical devices business premises.	5 days
7.	Evaluation and registration of products	
	i) Food	40 days
	ii) Food supplements	50 days
	iii) Imported drugs	150 days
	iv) Priority medicines	90 days
	v) cosmetics	55 days
vi) Medical devices	150 days	

Client service charter

No.	Type of Service	Standards of service
8.	Renewal of registration of products	
	i) Food	30 days
	ii) Food supplements	40 days
	iii) Imported drugs	65 days
	iv) cosmetics	30 days
	v) Medical devices	65 days
9.	Alterations of registered food products	21 days
	Alterations of registered drugs, cosmetics and medical devices.	65 days
10.	Alterations of name/ area of business premises for food, drugs, cosmetics and medical devices or change of business owner.	2 days
11.	Restoration of suspended permits for business premises of food, drugs, cosmetics and medical devices.	2 days
12.	Issue import and export permits for registered products of food, drugs, cosmetics and medical devices	2 days
13.	Issue import and export permits for non-registrable food products.	15 days
14.	Evaluation and registration of food promotional materials.	15 days
	Evaluation and registration of promotional of drugs, cosmetics and medical devices.	20 days
15.	Evaluation and verification of disposition of products consignment for food, drugs, cosmetics and medical devices	15 days
16.	Issue disposed permit of products consignment for food, drugs, cosmetics and medical devices	2 days
17.	Analysis of samples (all types of product regulated by ZFDB) in the laboratory	15 days
18.	Public alert on the existence of risky products through press release after getting accurate information from the source.	2 days
19.	Responding to any client's correspondence including application, complaints, views, recommendation and information on services of regulating products.	5 days
10.	Payment to suppliers of goods and services upon receipt of genuine and complete tax invoice.	5 days



## **8.2 PROMISE TO CLIENTS**

### **a) Equality and fair treatment**

We will treat all our clients fairly and professionally. Any discrimination based on places of origin, race, gender, religion, ethnic group, philosophical or political conviction or other personal considerations are prohibited.

### **b) Staff conducts**

Our staff will identify themselves to you by name and identity, will be polite, courteous, friendly, considerate, helpful and cooperative at all times.

### **c) Accuracy**

We will officially strive to provide accurate and timely information to our customers on regulated products.

### **d) Appropriateness**

We will work to ensure that our services fit to our client's needs and circumstances within the limitation of law and regulations.

### **e) Confidentiality**

We will keep any confidential information given to us and use it only for the purpose of which it was intended or otherwise required by law.

### **f) Decision making process**

We will aim for a fair balance between speed of decision making and a comprehensive assessment of the matter at stake and give reasons for decision that we make.

### **g) Accessibility**

We will accessible in person, by phone, fax and e-mail between Mondays and Fridays from 7.30 am to 9.30 pm excluding public holidays.

### **h) Information dissemination**

We will disseminate information to our clients through letters, brochures, pamphlets, billboard, stickers, fliers as well as running programs in the mass media explaining key aspects of our services.

Note:

- i. Where service delivery is outsourced, we will work to ensure that the provider complies with our service standards and we shall finally be responsible for the service provided.
- ii. In the event that the prescribed service standards are not met, our clients will be informed in advance on the reasons leading to such state of affairs and the status of the follow-up action to rectify the situation.

## **9.0 CLIENT RIGHTS AND RESPONSIBILITIES**

### **9.1 CLIENT RIGHTS**

In view of the service we provide to our clients in accordance with the prescribed services standards, our clients have the rights to expect the following from ZFDB.

#### **a) Consumers and general public**

Consumers rights are:

- (i) Assurance of quality, safety and effectiveness of the regulated products.
- (ii) Timely alert notices on counterfeit drugs, adverse health effects and other unfit regulated products.
- (iii) Information and education on the regulated products.
- (iv) Timely response to complaints.
- (v) To participate in bidding for services.

#### **b) Product manufacturer, processors, distributors and retailers:**

- (i) Timely processing of applications for product registration, license for new business premises, export and import licenses for the regulated products.
- (ii) Timely feedback on the outcome of application for services on regulated products and clear reasons of our decision(s) made.
- (iii) Timely information and education on the regulated products and Timely analytical services.
- (iv) Consultation on the proposed development and amendments of laws, regulations and guidelines pertaining to the services we provide.
- (v) The rights to privacy and confidentiality.
- (vi) Equal, fair and unbiased treatment.
- (vii) Professional, respectful and courteous service from our staff.
- (viii) Right to request for review of the decision taken and appeal
- (ix) The right to lodge a complaint.

#### **c) Law enforcers**

- (i) Positive cooperation in dealing with the matters relating to the regulated products by ZFDB.
- (ii) Timely provision of technical inputs required in dealing with matters related to enforcement of the Zanzibar Food, Drugs and Cosmetic Act No: 2 / 2006.
- (iii) Timely and accurate information and education on the regulated products.
- (iv) Consultation on the proposed development and amendments of laws, regulations and guidelines pertaining to the services we provide.

**d) Practitioners/ Researchers**

- (i) Assurance of quality, safety of drugs used in clinical trials, food and cosmetics researchers.
- (ii) The right to information regarding registered products.
- (iii) Positive cooperation in administering researches to determine efficacy of our registered drugs.
- (iv) Timely approval of applications of clinical trial products.
- (v) Timely and accurate information and education on the regulated products.

**e) International Organizations**

- (i) The right for information from ZFDB regarding on the regulated products.
- (ii) Positive cooperation in executing projects funded by international organization and related to ZFDB functions.
- (iii) Positive response and active participation to their meeting where invitation has been extended to ZFDB.
- (iv) Effective implementation of contracts offered by international organizations to ZFDB.

**f) Government Institutions**

- (i) Positive collaboration in enforcing the Zanzibar Food, Drugs and Cosmetics Act No: 2/2006.
- (ii) Our commitment in the dialogue regarding operational activities, laws or regulations, over-lapping with the Zanzibar Food, Drugs and Cosmetics Act No:2 /2006.
- (iii) The right to information concerning regulated products.

**g) Non Government Organizations (NGOs)**

- (i) Positive cooperation and support in executing projects and businesses falling under the regulated products.
- (ii) Timely accurate information and education on regulated products

**h) Media**

- (i) To get information regarding the regulated products and service offered by ZFDB through appropriate channels and within the policy of the Board.
- (ii) Consultation on the proposed development and amendments of laws, regulations and guidelines pertaining to the services we provide.

**i) Suppliers**

- (i) Equally opportunities to participate in bidding for services
- (ii) The right to accurate information regarding rational drug use.
- (iii) Timely payments for services rendered by ZFDB.
- (iv) Information and education on the regulated products by ZFDB.

## **9.2 CLIENT RESPONSIBILITIES**

ZFDB expects reciprocal relationship with clients, thus our clients are obliged to:

- (i) Voluntary compliance to Zanzibar Food, Drugs and Cosmetics Act No: 2 /2006.
- (ii) Be honest to ZFDB and public.
- (iii) Respect and treat our staff fairly and with courtesy.
- (iv) Timely attend arranged meetings.
- (v) To read this charter, laws, regulations, guidelines and other documents relevant to services regarding the type of business being operated.
- (vi) Timely and accurately respond to requests for information.
- (vii) Timely pay for the regulatory fees for the respective services received.

## **10.0 MONITORING, EVALUATION AND REPORTING PERFORMANCE AGAINST STANDARDS**

We will monitor and evaluate our services against the standards we have set in this charter and report annually on how well we have met these standards.

### **Effective and efficient response system**

Tastes and clients' expectations change from time to time. In this regard, a channel will be established to facilitate clients to express their opinions on the levels of outputs or services rendered. The following approaches will be used in obtaining feedback from our clients:

- (i) Clients' feedback form obtained from the counter.
- (ii) Suggestion box.
- (iii) Client survey
- (iv) News monitoring, and
- (v) Hotline services

We will publicly account for our performance by publishing information regarding our level of compliance to the commitment made in this charter. The reporting mechanism will be as follows:

- (a) Once per year discuss charter implementation report with staff.
- (b) Publish performance against charter commitments in our annual report each year.
- (c) Provide charter performance information annually to the Ministry Board.

## **11.0 CLIENTS FEEDBACK AND COMPLAINTS**

We are keen and committed to improve our service standards, so clients' views are important to us. Feedback from our clients will help to foster our relationship with them and to ensure that our services are of quality, current and relevant.

If we have not met the performance standards established in this client's service charter, please discuss with the staff member concerned, and if you cannot resolve a problem, please ask to speak to his/her immediate supervisor.

The immediate supervisor will arrange for a clients' feedback depend on this client's service charter.

If complaint identified a deficiency in our practices and procedures, then we will correct it for the benefits of our clients and institute preventive measures into our standard operating procedure (SOPs). If the feedback or complaint is about the law, we will keep a record and use it in giving advice to the government.

## **12.0 REVIEWING AND MAINTAINING THE CLIENTS' SERVICE CHARTER**

This charter is a living document and as such it will be reviewed in the light of feedback from clients and to ensure that it accurately reflects ZFDB's priorities. We will review the document in consultation with our client's in line with revision of ZFDB's business strategic plan.

## **13.0 COMMUNICATION WITH ZFDB**

If you have any feedback about our services, please write, ring, fax or e-mail using the following address:

**Registrar,**

Zanzibar Food, Drug and Cosmetic Board (ZFDB),

P.O Box 3595,Zanzibar, Tanzania,

Tel/Fax: +255 024 2233959

Website: [www.zanhealth.info/zfdb](http://www.zanhealth.info/zfdb)

E-mail: [znzfdb@yahoo.com](mailto:znzfdb@yahoo.com)

Physical address: - Ministry of Health, Mnazi Mmoja Road.

We can also be contacted through our Zonal Offices:

**Assistant Registrar,**

P.O Box 98,

Wete-PEMBA

## Client service charter

Zanzibar, Tanzania

Telephone: - +255 24 2454558.

### **External appeal mechanism**

Despite of the internal feedback and complaints handling mechanism discussed above, avenues are made available for the clients to register their dissatisfaction to the higher authorities outside ZFDB. Clients have the right to directly channel their feedback or complaint to:

#### **The Minister,**

Ministry of Health,

P.O Box 236,

Zanzibar, TANZANIA,

Physical address: - Ministry of Health, Mnazi Mmoja Street.

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