

TANZANIA OFFICIAL SEED CERTIFICATION INSTITUTE



CLIENT SERVICE CHARTER

Director General,
Tanzania Official Seed Certification Institute,
P.O. Box 1056,
MOROGORO.

Tel: +255 23 2640034

Fax: +255 23 2640035

Email: info@tosci.go.tz

Website: www.tosci.go.tz

TABLE OF CONTENTS

TABLE OF CONTENTS	iii
PREFACE	iv
LIST OF ABBREVIATIONS	v
INTRODUCTION.....	1
1.1 BACKGROUND	1
1.2 VISION.....	2
1.3 MISSION	2
1.4 CORE VALUES	2
PURPOSE STATEMENT AND REVIEW OF THE CHARTER.....	4
2.1 THE PURPOSE OF THE CLIENT SERVICE CHARTER.....	4
2.2 REVIEW OF THE CHARTER	4
MAIN CLIENTS AND STAKEHOLDERS	6
FUNCTIONS OF THE INSTITUTE	7
SERVICE STANDARDS OF THE INSTITUTE.....	8
TOSCI’S RESPONSIBILITIES TO CLIENTS	15
CLIENT’S RIGHTS AND RESPONSIBILITIES	16
6.1 Client’s Rights	16
6.2 Client’s Responsibilities	16
CLIENTS’ SERVICE FEEDBACK AND COMPLAINTS	17
OUR CONTACTS	18


PREFACE

This Client Service Charter is a written commitment which lays down an agreement between the Institute, our clients and stakeholders with the aim of addressing various issues pertaining to the types of services provided by the Institute, its quality features and standards which we believe will meet the requirements and expectations of our clients and stakeholders.

This Client Service Charter also covers the time for processing services, duties and responsibilities stacked upon both TOSCI, our clients and stakeholders, clients right to receive the best possible care according to their expectations, how clients and stakeholders of the Institute will provide comments and complaints about the services provided, referral procedures for unsatisfactory services and how to obtain remedies when the expected right level of services is not met.

It is our expectation that, this charter will be a catalyst for the improvement in the provision of quality service, satisfy our clients and stakeholders, and contribute to the improvement of the seed sector while the Institute put forth its customer care commitment through updating and improving this charter based on the service delivery needs that takes into account both political, economic, social, and technological changes in the seed sector.

Henceforth, we believe that through the commitment laid down, the institute will be accorded with unmatched cooperation from our clients and stakeholders in order to strengthen the existing good relations for the best performance and quality service delivery that amount into success in the seed sector and the nation's economy.


Patrick Ngwediagi
Director General

LIST OF ABBREVIATIONS

CEO	Chief Executive Officer.
DUS	Distinctiveness Uniformity and Stability.
EIDC	Electronic Information Database Centre.
EDCI	Electronic Dedicated Information Centre.
ICT	Information, Communications Technology.
ISTA	International Seed Trade Association.
LRF	Legal and Regulatory Framework.
MAFSC	Ministry of Agriculture Food Security and Cooperatives.
MALF	Ministry of Agriculture Livestock and Fishery.
MIN	Middle Income Nation.
MTEF	Medium Term Framework.
NIETHD	Nurturing Industrialization for Economic Transformation and Human Development.
NFYDP	National Five Year Development Plan.
NPFSF	National Policy on Food Self Sufficiency.
NPT	National Performance Trial.
NSI	National Seed Initiative.
OECD	Organization for Economic Co-operation and Development.
TASTA	Tanzania Seed Trade Association.
TOSCI	Tanzania Official Seed Certification Institute.
TOSCA	Tanzania Official Seed Certification Agency

1

INTRODUCTION

1.1 BACKGROUND

Tanzania Official Seed Certification Institute (TOSCI) was established by the Seed Act No. 18 of 2003 as a semi-autonomous regulatory authority mainly concentrated in the seed and planting material. As a seed and planting material regulatory authority, TOSCI's great commission is to link the gap between quality seeds and farming community through using the established seeds certification standards and quality operation manual.

The mandate of controlling the quality of agricultural seeds covers the seeds produced in the country and those imported from other countries in order to curb or completely eliminate the presence of substandard agricultural seeds in the market.

In overseeing the implementation of this particular mandate, and creating conducive environment for our clients to achieve an added economic value to their endeavors, the institute has been accorded with smooth cooperation from both the clients and stakeholders.

It is to this end that the Institute deemed necessary to have a written agreement that will include our clients and stakeholders into maintaining the existing cooperation that will see off a great improvement to the services provided by the Institute and an ever-growing target of meeting our clients and stakeholders' expectations.

1.2 VISION

“A Farming Community with Quality Seed and Planting Material for Productivity and Profitability.”

1.3 MISSION

“To control and enable seed quality through variety verification, seed and planting material certification and facilitate private and public sector to produce and sell seed of high quality that meet international quality standards”.

1.4 CORE VALUES

To provide behaviour direction and attitude of employees at TOSCI towards the implementation of this Client Service Charter, the following core values carries organizational quality-based culture as a foundation, being held with four corner stones of leadership, integrity, accountability and collaboration in order to mould the common ground of identity for all staff levels and meeting our clients and stakeholders' expectations. These core values include:

- **Quality:** In what we do, we do it well as the procedures involved have been controlled through excellent review systems and scientific protocols which encompasses efficiency and effectiveness.
- **Leadership:** In all managerial decisions, the courage to form a better future for TOSCI and the community is one through strategic headship.
- **Integrity:** Always thriving to maintain a reliable and trustful organization in seeds regulation processes.
- **Accountability:** For whatever is carried out, it's up to the executor to bear the results of the actions taken.

- **Collaboration:** Influencing collective Intellect among employees, clients and stakeholders as the primary source for seasoning up an atmosphere for quality service delivery.

2

PURPOSE STATEMENT AND REVIEW OF THE CHARTER

2.1 THE PURPOSE OF THE CLIENT SERVICE CHARTER

This Client Service Charter aims at developing and refining the services delivered to clients and other stakeholders through a written commitment between the Tanzania Official Seed Certification Institute – TOSCI as a public service provider, and its clients and other stakeholders as beneficiaries of the offered services. This will be realised through putting forth and explaining with clarity the vision, mission, core values, basic services offered by the Institute and designated standards of the offered services in order to guarantee proper cooperation and communication between the Institute and its clients and stakeholders.

2.2 REVIEW OF THE CHARTER

In order to give it a proper lifeline and activate the possibility of obtaining sufficient suggestions and opinions from both the clients and stakeholders, and combine with the application experience from the Institute, this Charter shall be reviewed after every three years.

The review shall be carried out after completion of the monitoring and evaluation process. Monitoring and evaluation process shall include identifying and listing

of areas that needs to be addressed for improvement in order to enable the Institute to continue with the delivery of quality services to clients.

3

MAIN CLIENTS AND STAKEHOLDERS

The main clients and stakeholders of Tanzania Official Seed Certification Institute includes:

- The Society;
- Farmers;
- Agro dealers;
- Ministry of Agriculture;
- Various Government Ministries, Independent departments, Government Agencies and Local Government Authorities;
- International Organisations involved in the seed sector;
- Public Institutions and Agencies involved with seed sector;
- Private Sector;
- Non-Government and Religious Organisations;
- Development Partners;
- Various Crops' Boards;
- Crops Researchers;
- Agricultural Training Institutes and Universities;
- East African Community (EAC) and Southern African Development Community (SADC) countries;
- Media houses; and
- Politicians.

4

FUNCTIONS OF THE INSTITUTE

The Main functions of the Institute are as follows:

- To conduct seed field inspection;
- To effect sampling and testing;
- To conduct seed inspections;
- To accredit seed sampling and seed testing laboratories;
- To train seeds producers, seed inspectors and seed analysts;
- To liaise with International Seed Testing Association (ISTA) on seed related issues;
- To carry out variety performance tests;
- To carry out pre- and post-control tests; and
- To enforce Seed Act 2003 and promote self-compliance by stakeholders.

5

SERVICE STANDARDS OF THE INSTITUTE

The Institute provides its services through observance of the standards listed below:

A: Variety Evaluation, Registration and Seed Certification

1. Seed Dealers Registration Services

- a) We will verify application requirements **within one (1) working day** after receiving seed registration application; and
- b) We will approve the application and issue registration certificate **within two (2) working days** after a successful verification of application requirements.

2. Seed Field Registration Services

- a) We will verify application requirements **within one (1) working day** after receiving seed field registration application; and
- b) We will approve the application **within one (1) working day** after a successful verification of application requirements.

3. Seed Field Inspections Services

We will conduct seed field inspection based on the planting date and flowering/tasselling estimated date as indicated in the submitted form of seed field registration whereby, a Field Inspector or Authorized Seed Inspector shall visit each unit of certification and conduct **at least a minimum of two (2) and three (3)** inspections for OPVs and Hybrid crop respectively, between vegetative and maturity stages.

4. Issuing Seed Transport Order

- a) We will verify the requirements for the service **within one (1) working day** after receiving Seed Transport Order request; and
- b) When the applicant has fulfilled all the requirements the transport order will be issued **within one (1) working day**.

5. Supervision of Seed Processing and Labelling Services

- a) We will verify the application requirements **within one (1) working day**;
- b) The work order will be issued **within one (1) working day** after the applicant fulfilled all the requirements; and
- c) Supervision of seed processing and labelling will be done **within seven (7) working days** after the work order has been granted.

6. Seed Sampling Services

- a) Before carrying out seed sampling, application requirements will be verified and approved **within two (2) working days** after receiving the application for seed sampling; and
- b) We will carry out seed sampling **within two (2) working days** after the approval of the application.

7. Issuance of Seed Import Permit Service

Any seed dealer who intends to import seed in Tanzania, shall submit to TOSCI a notice of intention to import such seed on prescribed form.

- a) Upon receiving the seed import intention notice, we will verify the application requirements **within one (1) working day**;

- b) When the application requirements are met, the application will be approved **within one (1) working day** and an invoice will be sent to the applicant to settle the import permit fee; and
- c) After payment, Seed Import Permit will be issued **within two (2) working days**.

8. Issuance of Seed Export Permit Service

Any seed dealer who intends to export seed from Tanzania, shall submit to TOSCI a notice of intention to export on prescribed form. The notice shall be accompanied with an import permit from the country to which seed is exported and shall specify the quantity, plant species and variety to be exported.

- a) Upon receiving the seed import intention notice, we will verify the application requirements **within one (1) working day**;
- b) When the application requirements are met, the application will be approved **within one (1) working day** and an invoice will be sent to the applicant to settle the import permit fee; and
- c) After payment, Seed Export Permit will be issued **within two (2) working days**.

For exportation of seeds for crop species under ISTA Accreditation and OECD Seed Schemes, before exportation TOSCI shall verify seed quality by taking sample from the seed lot intended to be exported. The exporting company shall request for seed sampling **within two (2) days** after the approval of their applications as described in part 6 above.

9. Laboratory Seed Testing Service

- a) We will register received sample **within one (1) working day**;
- b) We will conduct seed purity analysis **within two (2) working days**;
- c) When seed moisture determination test is requested, we will carry out the test **within one (1) working day** after seed purity analysis;
- d) Upon request, we will carry out Seed germination test **within the range of four to fourteen (4-14) working days** after seed purity analysis;
- e) Upon request, we will carry out seed health testing **within four (4) working days** after seed purity analysis; and
- f) We will issue laboratory testing certificate or report **within one (1) working day** after completion of all seed quality tests and settlement of tests fee.

10. Issuing TOSCI Labels Service

- a) We will verify application requirements **within one (1) working day**;
- b) We will approve the application **within one (1) working day** after verification (It may be delayed if the client hasn't cleared outstanding bills or debt); and
- c) We will issue labels **within ten (10) working days** after the approval.

11. Post-harvest and warehouse seed inspection services

This service will be conducted at any time deemed necessary by TOSCI. The required time for inspection in the warehouse and seed stockiest will depend on the quantity and conditions of seed. Post harvest ware house seed inspection will be conducted three times per year.

12. Seed Dealers Training

- a) Upon receiving the application, we will verify the application requirements **within one (1) working day**;
- b) When the application requirements are met, the application will be approved **within one (1) working day** and an invoice will be sent to the applicant to settle the bill;
- c) After payment, training schedule will be prepared **within one (1) working day** and issue notification of the training date, place and venue to the qualified applicants; and
- d) Upon completion of training, Certificates will be offered **within three (3) working days** after the completion of training.

13. Distinctness, Uniformity and Stability (DUS) testing service

- a) We will prepare a bill **within two (2) working days** after DUS test application (forms, descriptor and sample) are submitted;
- b) We will carry out DUS Test **within six (6) months** after payment of test fees except for crops which exceed 7 months growing cycle; and
- c) The results of DUS Test will be communicated to the applicant and DUS test certificate issued **within seven (7) working days**.

14. National Performance Trial (NPT) service

- a) We will prepare a bill **within one (1) working day** after NPT test application (forms, advanced yield data-AYT, farmers assessment and sample) are submitted;
- b) We will conduct NPT in a minimum of **8 months** upon payment of fees;

- c) The result of NPT will be reviewed by NPT-TC on October/November each year and the result communicated back to the applicant **within seven (7) working days**;
- d) The variety will be recommended to NVRC **within seven (7) working days**; and
- e) The applicant shall be required to submit to TOSCI authentic sample (Four (4) Kgs for cereal, pulses or any other big seed crops, one hundred grams (100g) for small seed crops) of pre-basic seed for reference purpose **within seven (7) working days**.

15. Variety registration service

- a) We will register the variety and issue certificate of registration **within ten (10) working days** after the approval of the variety by the Minister responsible for agriculture and notification of the approval from the Ministry.

B: Human Resources Management and Administration, Accounts and Finance, and Planning

- a) We will respond to all letters received by the Institute **within three (3) working days** after receipt. For letters with legal implications, we will respond **within five (5) working days** after receipt to provide room for seeking legal advice.
- b) We will Issue payment receipts promptly after receiving and confirming payments;

- c) We will make follow-up and respond to customer complaints (Internal and External) and other stakeholders **within five (5) working days** after receiving their complaints.

6

TOSCI'S RESPONSIBILITIES TO CLIENTS

- a) To have a sense of caring for our clients;
- b) To have clear standards of services and meet their expectations;
- c) To Improve the delivery of our quality services and accountability;
- d) To improve the use of technology and give our clients an easy experience in accessing and inquiring about our services;
- e) To provide accurate information in a clear and simple language;
- f) To involve our clients and stakeholders in gathering opinions and inputs for the aim of improving our services;
- g) To have a clear complaint handling mechanism;
- h) To acknowledge, respond and take quick action to complaints that might arise during service delivery;
- i) To make sure that our clients receive value for money from our services; and
- j) To record and use complaints, compliments and suggestions from Clients for internal monitoring and evaluation.

7

CLIENT'S RIGHTS AND RESPONSIBILITIES

6.1 Client's Rights

- a. To receive services offered by TOSCI in accordance with the provisions and standards stipulated in this Charter;
- b. To access TOSCI services, facilities and information in a manner which meets clients particular needs;
- c. To file complaints and receive responses and feedback in accordance with this Charter;
- d. To acquire protection of privacy and confidentiality; and
- e. To give feedback on standards of products and services received.

6.2 Client's Responsibilities

- a. To observe and abide to the laws, regulations and other procedures applicable in TOSCI;
- b. To respect and abide with the terms and conditions of this service charter;
- c. To pay timely for the services rendered;
- d. To properly and carefully use TOSCI equipment and facilities and cover any damage that may arise from the misappropriation.
- e. To attend scheduled meetings punctually;
- f. To respect and value TOSCI Staff;
- g. To restrain from offering any kind of favour, bribe or inducement to TOSCI Staff.

8

CLIENTS' SERVICE FEEDBACK AND COMPLAINTS

We welcome feedbacks, appreciations, suggestions and constructive criticisms from our clients and stakeholders on the performance and the quality of services we provide. Comments, suggestions and complaints may be submitted through post, phone, fax, e-mail or bring them in person to Director General- Tanzania Official Seed Certification Institute.

9

OUR CONTACTS

HEAD OFFICE

Director General,

Tanzania Official Seed Certification Institute (TOSCI),

P.O. Box 1056,

MOROGORO

TELEPHONE: +255 23 2640034

FAX: +255 23 2640035

EMAIL: info@tosci.go.tz

WEBSITE: www.tosci.go.tz

Northen Zone (Arusha)

Officer In charge,

P.O. Box 2060,

Arusha

MOBILEPHONE: +255 752 427 302

MOBILEPHONE :

EMAIL: oiCARusha@tosci.go.tz

Southern Highland (Njombe)

Officer In charge,

P.O. Box 405,

Njombe

TELEPHONE : +255 26 296 592 8

MOBILEPHONE: +255 686 269 184

EMAIL: oiCNjombe@tosci.go.tz

Lake Zone (Mwanza)

Officer In charge,

P.O. Box 2213,

Mwanza

TELEPHONE: +255 282 983 105

MOBILEPHONE: +255 765 614 799

EMAIL: oicmwanza@tosci.go.tz

Southern Zone (Mtwara)

Officer In charge,

P.O. Box 1091,

Mtwara

TELEPHONE: +255 23 293 560 8

MOBILEPHONE: +255 787 295 742

EMAIL: oicmtwara@tosci.go.tz