



**GOVERNMENT CHEMIST  
LABORATORY AUTHORITY**

ISO 9001:2015 Certified



# **CLIENT SERVICE CHARTER**

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## **JUNE 2022**

**Government Chemist  
Laboratory Authority,**  
P.O. Box 2925,  
Dodoma, Tanzania  
[www.gcla.go.tz](http://www.gcla.go.tz)

## DOCUMENT CONTROL AND APPROVAL

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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 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 its 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.

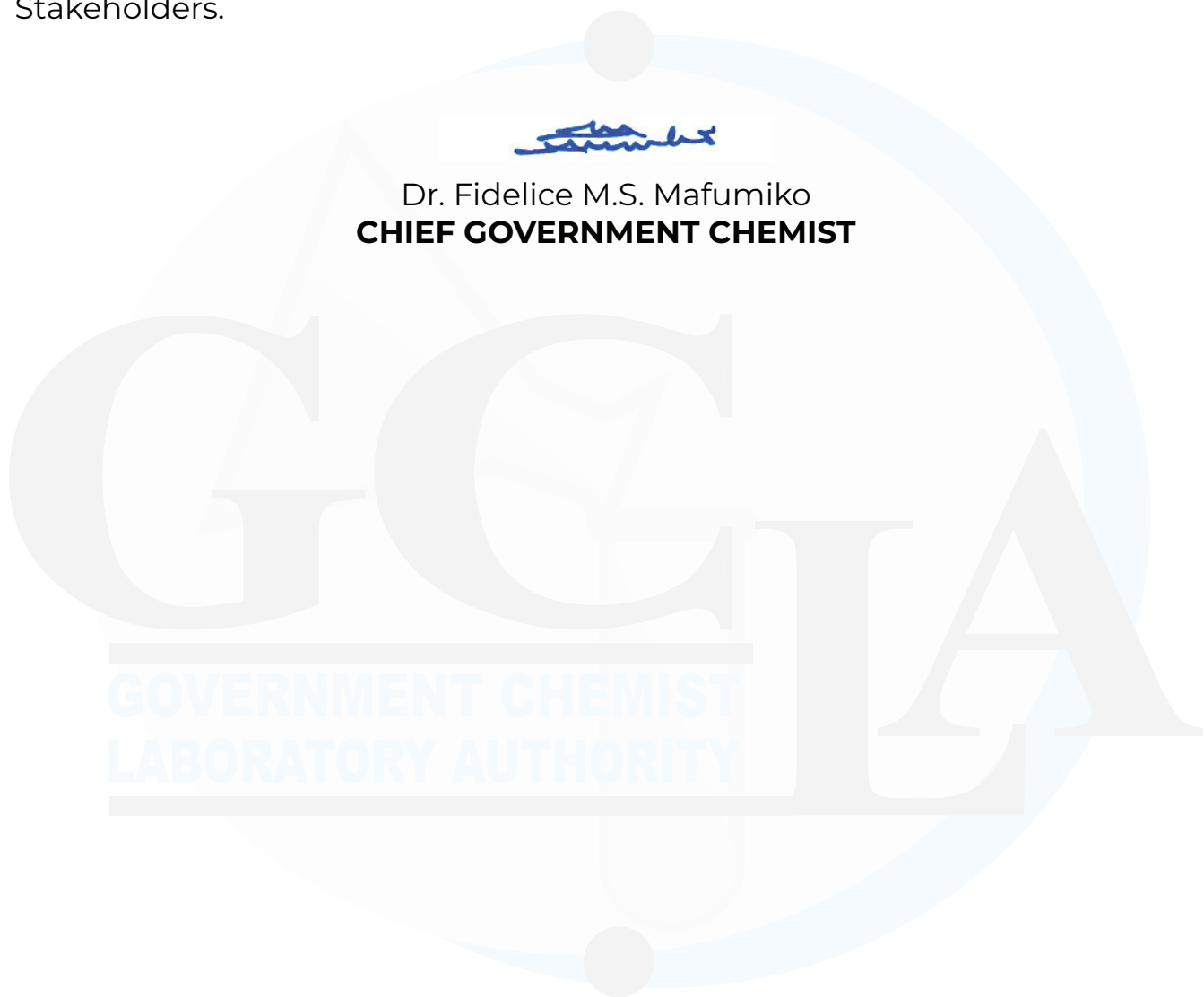
The Authority has also the responsibility to provide court expert witness where needed for facilitation of justice and advise the Government, Ministries, Institutions, Individuals and the General Public based on scientific laboratory analysis.

In our commitment to providing quality laboratory and regulatory Services, the Authority has reviewed the Client Service Charter, which is a tool that provides a 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 second after the first which was conducted in 2020 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 their 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 the 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 behaviour 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 a 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**

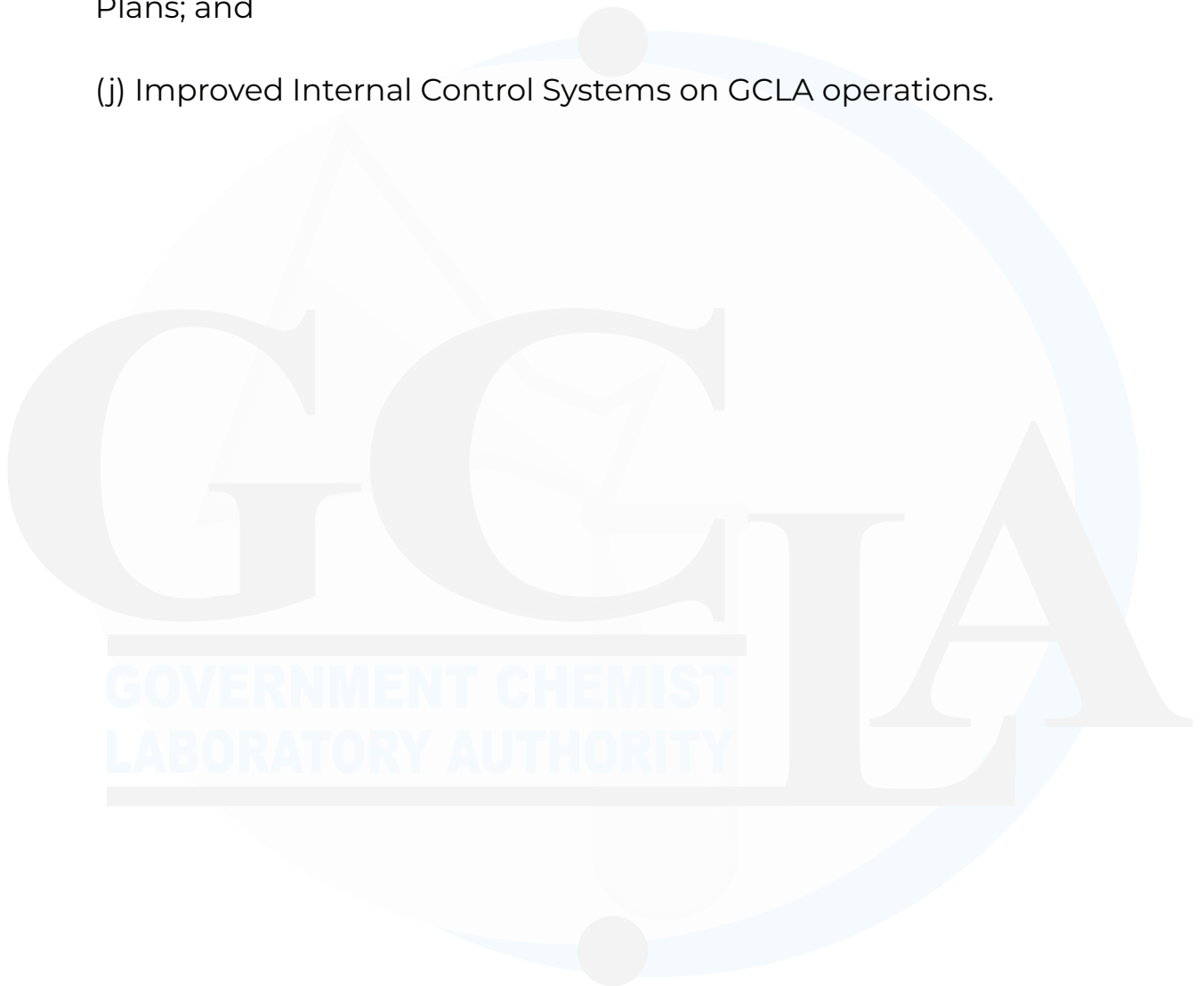
The core functions of GCLA are the provision of laboratory analytical services to facilitate forensic investigations to enhance justice and rule of law; ascertain the safety and quality of agricultural and industrial products; facilitate treatment on cases involving laboratory analysis for sexual ambiguity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

We intend 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 endeavour 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 ongoing 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) 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.

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## **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.

#### **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/submitted by Post, Telephone, Fax, E-mail, Website or in-person by contacting the following:

The Chief Government Chemist, Government Chemist  
Laboratory Authority,  
05 Barrack 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](mailto:feedback@gcla.go.tz).  
Website: [www.gcla.go.tz](http://www.gcla.go.tz)

## 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 the 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 is maintained; and
- (e) Publish a summary, regarding complaints data, and our general response to complaints, in our annual performance appraisal report.

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## **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 it 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**

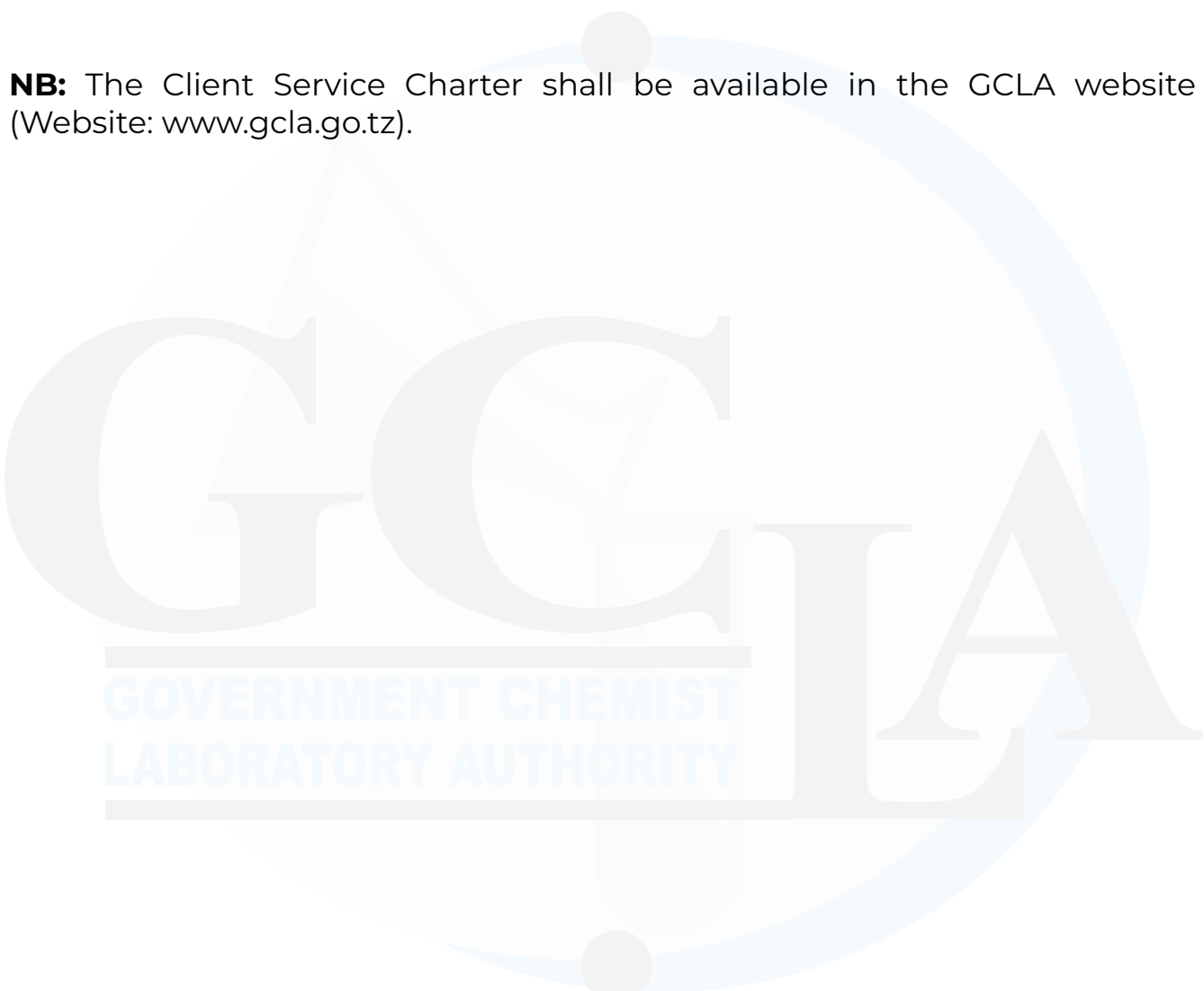
In order to be open and accountable, we will consult appropriate clients and stakeholders during our review process, and consult external sources such as our Parent Ministry, Public Service Management, Private Sector and the General Public as well as Service Delivery Surveys and Customer Focus Groups.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

**NB:** The Client Service Charter shall be available in the GCLA website (Website: [www.gcla.go.tz](http://www.gcla.go.tz)).



### 13.0 TIME FRAME FOR SERVICES PROVISION

|  | <b>Area and Service Delivered</b>        | <b>Time Frame - Working Day(s)</b> |
|--|--|------------------------------------|
| <b>Forensic Science Services Directorate</b>           |  |                                    |
| 1  | Narcotic drugs / psychotropic substances | 14                                 |
| 2  | Explosives, Gun Powder Residues          | 21                                 |
| 3  | Arson Related Samples                    | 14                                 |
| 4  | Blood, Blood Stains                      | 21                                 |
| 5  | Forensic DNA Investigation               |                                    |
|  | a) Bone samples                          | 35                                 |
|  | b) Teeth samples                         | 35                                 |
|  | c) Wildlife samples                      | 35                                 |
|  | d) Case work (crime scene samples)       | 28                                 |
| 6  | Civil-Related DNA Analysis               | 21                                 |
| 7  | Medical DNA-Related Analysis             | 14                                 |
| 8  | Blood Alcohol Quantification             | 7                                  |
| 9  | Biological Specimen - poisons analysis   |                                    |
|  | a) Post -mortem                          | 21                                 |
|  | b) Ante-mortem                           | 5                                  |
| 10   | Biological samples for drugs test        | 7                                  |
| 11   | Poisoned Samples                         | 21                                 |
| <b>Products and Environmental Analysis Directorate</b> |  |                                    |
| 12   | Water and Waste Water Samples            |                                    |
|  | a) Chemical Analysis                     | 14                                 |
|  | b) Microbiology/Bioassay                 | 14                                 |
| 15   | Biological Samples                       | 14                                 |
| 16   | Pesticides samples                       | 14                                 |
| 17   | Petroleum and Petroleum Related Products | 14                                 |
| 18   | Fertilizers                              | 14                                 |
| 19   | Chemicals and Chemical Products          | 14                                 |
| 20   | Rocks, Sediments or Soil Samples         | 14                                 |
| 21   | Air Pollution Samples                    | 14                                 |
| 22   | Industrial sample                        | 14                                 |



|  |   |        |
|--|---|--------|
| 23                                     | Food Samples  |        |
|  | a) Chemical Analysis  | 14     |
|  | b) Microbiology/Bioassay  | 14     |
| 24                                     | Miscellaneous Sample (Unknown Samples)  | 21     |
| 25                                     | Consultancy Training and Research Services  | Timely |
| 26                                     | Drugs (Pharmaceuticals) and herbal Samples  |        |
|  | a) Chemical Analysis  | 14     |
|  | b) Microbiology/Bioassay  | 14     |
| <b>Regulatory Services Directorate</b> |   |        |
| 27                                     | Chemical Import or Export or Transportation Permit  | 2      |
| 28                                     | Transit Chemical Transportation Permit  | 2      |
| 29                                     | Inspection of chemicals Per Premise   | 1      |
| 30                                     | Submission of Registration Application Documents From Date of Inspection to the Regulatory Services Directorate | 5      |
| 31                                     | Processing of Chemicals Registration  | 90     |
| 32                                     | Processing of Laboratories Registration   | 90     |
| 33                                     | Inspection of Chemicals and Chemical Laboratories   | 14     |
| 34                                     | Inspection of Forensic and Human DNA Laboratories   | 14     |
| 35                                     | Response to escort request  | 2      |
| 36                                     | Training on Chemicals Stakeholders After Comprehensive Application and Receipt of Training Fees                 | 10     |
| <b>Corporate Services Directorate</b>  |   |        |
| <b>Finance and Accounts Section</b>    |   |        |
| 37                                     | Make Payment for Authorized Claim with All Attachments  | 3      |
| 38                                     | Issue ERV and Ensure Payment Slip for All Payments made   | 1      |
| 39                                     | Retirement of Imprest After Completion of Task  | 14     |
| 40                                     | Prepare Monthly and Quarterly Financial Reports   | 20     |
| 41                                     | Respond to Audit Query from Internal Auditors   | 14     |
| 42                                     | Respond to Audit Query from External Auditors   | 21     |

|   |   |    |
|---|---|----|
| 43  | Prepare Bank Reconciliation Monthly   | 20 |
| 44  | Prepare Final Accounts  | 90 |
| 45  | Element of Bills for Customers  | 5  |
| <b>Planning, Monitoring And Evaluation Section</b>  |   |    |
| 46  | Coordinate Preparation of Authority's Budget  | 45 |
| 47  | Prepare Authority's Action Plan   | 7  |
| 48  | Prepare Authority's Quarterly, Mid – Year and Annual Reports                            | 14 |
| 49  | Monitoring and Evaluation Annually  | 30 |
| 50  | Activity Report Submission  | 14 |
| <b>Human Resources &amp; Administration Section</b> |   |    |
| 51  | Conduct Staff Information Audit Monthly   | 5  |
| 52  | Compilation of Information of Entitled Staff after Approval of Personal Emoluments (PE) | 30 |
| 53  | Process Registration and Update Staff NHIF Information & Send to NHIF                   | 5  |
| 54  | Administer Staff Salaries Every Month before Payments                                   | 2  |
| 55  | Approve Application for Annual and Sick Leave with their Entitlements                   | 4  |
| 56  | Receive and Discuss Application for Training as per Training Programmes                 | 25 |
| 57  | Handle Retirees/Pensioners Issues and Submit to Respective Pension Fund                 | 15 |
| 58  | Attending Office File   | 2  |
| 59  | Preparation of Meeting Minutes  | 5  |
| <b>Procurement Management Unit</b>                  |   |    |
| 60  | Prepare and Advertise Tenders After Approval from Respective Authorities                | 2  |
| 61  | Request and Receive Quotations from Suppliers for Offering Goods or Services            | 4  |
| 62  | Conduct National Tendering  | 30 |
| 63  | Conduct International Tendering   | 40 |
| 64  | Stock Taking Biannually   | 21 |
| 65  | Preparation Procurement Plan  | 14 |

| <b>Legal Services Unit</b>                     |   |    |
|--|---|----|
| 66   | Provide Legal Opinion from the Date of Assignment   | 7  |
| 67   | Institute Criminal Cases Before Court of Law After Preliminary Collection of Evidence Regarding Particular Criminal Matter.   | 1  |
| 68   | Make Follow Up of Legal Matters with Other Government Institutions Regarding any Legal Matters                                | 3  |
| 69   | Impose a fine for any Illegal Dealing of Chemicals After Been Arrested with Supporting Evidence                               | 3  |
| 70   | Summons Handling to Expert Upon Receipt and Review of Contracts   | 5  |
| 71   | Take to Court of Law All Who Failed to Pay Fines from the Time of Arrest  | 5  |
| 72   | File Necessary Documents Before Court of Laws from the Date of Receiving Relevant Documents                                   | 4  |
| <b>Internal Auditing Unit</b>                  |   |    |
| 73   | Prepare Audit Plan before conduct engagement Quarterly  | 15 |
| 74   | Conduct Internal Auditing at HQ and Zonal Offices Quarterly   | 60 |
| 75   | Entry and Exit Meeting Before and After Audit   | 2  |
| 76   | Prepare Audit Report for Internal Auditing Quarterly  | 14 |
| 77   | Reply to Audit Query Response   | 7  |
| 78   | Conduct Follow up for previous Internal Audit   | 60 |
| <b>Communication and Public Relations Unit</b> |   |    |
| 79   | Respond to Issues Raised from the Public and Media  | 5  |
| 80   | Inform the Public of any Event with the Public Attention  | 2  |
| 81   | Receive and Discuss Complaints from Internal and External Clients and Communicate to Respective Directorates, Units and Zones | 7  |

|  |  |        |
|--|--|--------|
| 82   | Produce GCLA Newsletter Annually   | 90     |
| 83   | Update GCLA Website  | Timely |
| 84   | Customer Survey and Customer Feedback  | 90     |
| 85   | Update Price List after 5 Years  | 90     |
| 86   | Update Client service Charter after 5 Years                                    | 90     |
| 87   | Turnaround Time Survey   | 90     |
| 88   | Providing Feedback after Receiving Customer/ Complaints/Comments/ Suggestions. | 5      |
| <b>Technical Services Unit</b>                     |  |        |
| 90   | Responding to Technical Support  | 1      |
| 91   | Providing Technical Solution   | 5      |
| 92   | Calibration of Laboratory Equipment Annually                                   | 90     |
| 93   | In house Preventive Maintenance Quarterly                                      | 60     |
| 94   | Out-source Preventive Maintenance of Machinery Annually                        | 90     |
| <b>Information, Communication &amp; Technology</b> |  |        |
| 95   | Maintenance of Computers Quarterly   | 20     |
| 96   | Responding to Computer Support   | 1      |
| 97   | Trouble Shooting   | 1      |
| 98   | Provide Statistical Information Biannually<br>Internet Support                 | 1      |
| <b>Quality Assurance and Risk Management Unit</b>  |  |        |
| 99   | Respond to QMS Non-conformity Corrective Action                                | 30     |
| 100  | Risk Register Review Quarterly   | 5      |
| 101  | Risk Management Report Quarterly   | 5      |
| 102  | Management Review Meeting Annually   | 3      |
| 103  | Conduct Quality Auditing (ISO 17025 and ISO 9001) annually                     | 30     |
| <b>National Poison Control Centre</b>              |  |        |
| 104  | Response to Clients During Poisoning Incidents                                 | Timely |
| 105  | Response to Other Poisoning Enquiries  | Timely |
| 106  | Customer Feedback Response   | 7      |
| 107  | Poisoning Prevention   | 7      |
| 108  | Emergency Preparedness and Response  | Timely |

**Note:**

The Turn Around Time (TAT) of Laboratory analysis to the final certificate of analysis (report) will depend on several factors including type and nature of the sample, number of samples, number and type of parameters to be tested, instruments/equipment status, availability of samples for public interest, low copy number for DNA Analysis, contamination; need for recollection of samples as per S.36 of the HDNA Regulation Act No. 8 of 2009, research samples, miscellaneous or unknown samples, sub-contracted samples, new methodology, Proficiency Testing samples, Laboratory method validation, international auditing (ISO 9001 - Quality Management requirements for certification and ISO 17025 – General requirements for the competence of testing and calibration laboratories - accreditation), re – analysis, incomplete sample submitted by the client.

**Note 1:** Turn Around Time (TAT) refers to the time interval (working days) between the time of receiving a sample to completion of analysis (certificate of analysis - report) except for samples with the public interest.

**Note 2:** The Turn Around Time (TAT) for Samples received at Zonal Laboratories and transferred to other GCLA Laboratories for analysis will require more 14 working days.

**Note 3:** The Turn Around Time (TAT) for samples received and sub-contracted to other Laboratories for analysis will depend on the respective Institution's TAT.

**Note 4:** The client will be notified once the analysis is completed.

**Note 5:** For normal/private client(s) may collect their certificate of analysis (report) physically at the point of sample(s) submitted or through email (only when requested).

**Note 6:** The GCLA has the right to reject the sample(s), which do not meet sample integrity criteria for the test(s) requested.

Furthermore, GCLA provides fast-track / express testing services with exception of forensic and microbiological isolation samples.

## 14.0 HOW TO CONTACT US

|  |  |
|--|--|
| <b>The Chief Government Chemist,</b>   |  |
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**GOVERNMENT CHEMIST  
LABORATORY AUTHORITY**

# **CLIENT SERVICE CHARTER**

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**JUNE 2022**

Government Chemist Laboratory Authority,  
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