TANZANIA VETERINARY LABORATORIES AGENCY (TVLA)

ISO/IEC 17025:2017
ACCREDITED

CLIENT SERVICE CHARTER

JULAI, 2024

CONTENTS

ABBREVIATIONS

ADF	Acid Detergent Fibre
AGID	Agar Immuno Diffusion
AHS	African Horse Sickness
AIA	Acid Insoluble Ash
ASF	African Swine Fever
AST	Antimicrobial Susceptibility Test
BPC	Bacteria Plate Count
BT	Blue Tongue
BVD	Bovine Viral Disease
CBO	Community Based Organizations
CBPP	Contagious Bovine Pleuropneumonia
CF	Crude Fat
CIDB	Centre for infectious Disease and Biotechnology
CMT	Calfornia Mastitis Test
CP	Crude Protein
CVL	Central Veterinary Laboratory
DM	Dry Matter
DNA	Deoxyribonucleic Acid
ECF	East Coast Fever
EDXRF	Energy Dispersive X-ray Fluorescence
ELISA	Enzyme Linked Immunosorbent Assay
FAT	Fluorescent Antibody Test
FMD	Foot and Mouth Disease
FPA	Fluorescent Polarization Assay
HPAI	Highly Pathogen Avian Influenza
HPLC	High Performance Liquid Chromatography
IATA	International Air Transport Association
IBR	Infectious bovine rhinotrachaetis
IEC	International Electro technical Commission
IPV	Infectious pustular vaginitis
ISO	International Standard Organization
LITA	Livestock Training Agency
MALDI - TOF	Matrix-assisted Laser Desorption/Ionization -Time of Flight
MCF	Malignant Catarrhal Fever
MD	Mucosal Disease
ME	Metabolisable Energy
MoU	Memorandum of Understanding
ND	Newcastle Disease
NDF	Neutral Detergent Fibre
NGO	Non-Government Organization
NIRS	Near Infrared Spectrophotometer
PCR	Polymerase Chain Reaction
PCV	Pneumococcal Conjugate Vaccine
PCV	Packed Cell Volume
PM	Post-mortem examination

PPR	Peste des Petits Ruminants
RBPT	Rose Bengal Plate Test
RT PCR	Real Time Polymerase Chain Reaction
RVF	Rift Valley Fever
SADCAS	South African Development Community Accreditation Services
SIT	Sterile Insect Technique
TCAA	Tanzania Civil Aviation Authority
TVLA	Tanzania Veterinary laboratory Agency
UN	United Nation
VTM	Viral Transport Medium

1. INTRODUCTION

1.1. EXECUTIVE MESSAGE

The Client Service Charter provide the guidance to clients on the services offered by Tanzania Veterinary Laboratory Agency. It provides information on our service standards and turn-around-time for delivery of the services offered by the Agency (TVLA). The Agency is quality conscious in delivering its activities, therefore, this charter state the quality policy of the Agency and demonstrate on how the Vision and Mission of the Agency align with the Agency quality policy. This charter provides information to the client on how TVLA is committed to serve them through providing useful tools including contact to the Agency, expected service quality and standards and process for seeking remedy when needs arise.

This client service charter review is the first review after the first revision was produced in 2013. This review has been done to address changes in services provided by the agency, technological development and institutional management policy, service delivery system and seeking customer feedback. This client charter is therefore entailed to provide an assistance to the client in maximising the use of services offered by the Agency.

The integrity and success of Tanzania Veterinary Laboratory Agency (TVLA) is based on the commitment of each individual working at TVLA that are personally responsible for understanding and carrying out the policies, procedures and processes defined in the TVLA Quality Assurance Manual to meet the requirements of ISO/IEC 17025:2017, ISO 35001:2019 ISO 9001:2015 Standards, WOAH/OIE and Accreditation body requirements and for ensuring that the TVLA goals and objectives are met.

Dr. Stella Bitanyi

Chief Executive Officer

2. VISION, MISSION, QUALITY POLICY AND CORE VALUES

2.1. OUR MISSION

To enhance sustainable livestock productivity, food safety and contribute to the national economy through provision of cost-effective quality veterinary diagnostic and analytical services, production and marketing of veterinary products and conducting research on animal diseases and vectors.

2.2. OUR VISION

To be a centre of excellence in provision of quality veterinary laboratory services, veterinary products and conducting research on animal diseases and vectors in Tanzania and beyond

2.3. QUALITY POLICY

Tanzania Veterinary Laboratory Agency management is committed to the provision of animal diseases diagnosis, research and vaccine development services that are of high international standards in line with the principles of good professional laboratory practice. It is therefore our policy and commitment to:

1. **Provide accurate, reliable, credible, relevant and timely** laboratory results obtained from tests that are always carried out in accordance with client requirements and Quality Management System based on current ISO/IEC 17025 requirements.

2. **Provide an un-interrupted, efficient and cost-effective service** that will stand as a hall mark in the overall management of clients in Tanzania and beyond.

3. **Ensures that all laboratory personnel are competent and qualified** for the tasks they perform, and that all personnel familiarize themselves with Quality Management System documentation in order to implement the policies and procedures in their work.

4. **Undertake periodically review of the performance of the Quality Management System and quality objectives** to ensure their effectiveness, continuing relevance and suitability in ensuring production of reliable laboratory results.

5. **Consistently comply with current ISO/IEC 17025 requirements** to ensure quality testing services, and to continually improve the effectiveness of the Quality Management System.

6. **Effective implementation of Quality Management Systems** compliant with ISO 17025, including complying with the Accreditation Body (Southern African Development Community Accreditation Services - SADCAS) requirements.

2.4. CORE VALUES

Tanzania Veterinary Laboratory Agency is guided by a culture of the following core values:

a) **Transparency**
The Agency will endeavour to executing its functions openly and by taking the customers and other stakeholders opinions on board during making customer interest-related decisions. Two-way traffic will be taken as the Agency best approach in information sharing.

b) **Impartiality**
The Agency is committed to ensure the activities are undertaken objectively and prevent any actions with a potential of creating an unacceptable threat towards acting fairly. The Agency will identify risks that may lead to deliver its services unfairly including those from its activities, relationships of its personnel and undue pressure.

c) **Accountability**
The Agency is obliged to perform duties as per set rules and regulations as the way of maintaining its credibility. TVLA will execute its duties in manner that indicates the redness to be responsible and liable for its actions.

d) **Customer focused**
Our customer is our first priority. We are always guided by available clients and market requirements tailored at customer satisfaction, loyalty and customer retention.

e) **Result oriented performance**
We believe in providing high quality laboratory based veterinary products and services to meet customers' expectations. This will be achieved through the Agency setting as goals, determining priorities, making required resources available and ensuring employees dedicate time, knowledge and abilities to deliver the required results.

f) **Professionalism**
We believe in professionalism in the provision of excellent services using competent, multi-skilled and reliable staff to fulfil the needs of our customers.

g) **Ethical considerations**
We devote ourselves to provide high quality services while abiding to the ethics.

3. OBJECTIVE OF THE CLIENT SERVICE CHARTER

The aim of this client service charter is to provide the guide to the customers and other stakeholders on regards to the products and services offered by the Agency, the standard and guidelines of the services and products delivered by the Agency and obligations of the client to ensure those standards are not compromised. Furthermore, this charter demonstrates on how the Agency endeavour to ensure the client expectations are met through provision of quality services and products. The client service charter outlines the process for gathering the client feedback in relation to the services and products delivered by the Agency. In this charter the clients will be oriented on appropriate sampling method, type of sample to be submitted in the

laboratory, sample quality, turn-around-time and Agency working hours as important tools to enable the client to fulfil his/her obligations through informed decision making.

4. CLIENTS AND STAKEHOLDERS

Tanzania Veterinary Laboratory Agency has a long list of clients and stakeholders and have their expectations. The clients and stakeholders includes the followings:

1. Ministry of Livestock and Fisheries Development
2. Livestock farmers
3. Ranches and dairy farms
4. Slaughter facilities
5. Veterinary pharmaceutical dealers
6. Veterinary pharmaceuticals, biological, equipment, reagents, chemicals and other inputs dealers
7. Animal feed processors/producers
8. Public and Private Veterinary Laboratories
9. Animal and animal product traders
10. Animal holding grounds, livestock markets and quarantine station
11. Poultry hatcheries and breeder farms
12. Regulatory bodies
13. Regional economic communities
14. Commission for Science and Technology
15. International organizations
16. Research Institutions
17. Development partners
18. Training Institutions
19. Department of Wildlife
20. Government Boards
21. Professional and Paraprofessional Associations
22. Politicians
23. Local NGOs, CBOs
24. International NGOs and Agencies
25. Associations of Producers, traders and Processors
26. Agency staff
27. Service providers
28. Ministry of Health and Social Welfare
29. Other Government Ministries/ Departments/ Agencies
30. Media
31. General Public
32. Consultants
33. Financial Institutions

5. CLIENTS AND STAKEHOLDERS EXPECTATIONS

The clients and stakeholders expect the following depending on the type of the client and stakeholder in relation to the services offered by the Agency:

a) Affordable, prompt and accurate testing and diagnostic services;

b) Affordable, quality and constant supply of biological and technological packages;
c) Clear information guiding the user on technological packages use;
d) Timely, accurate and reliable report and advisory services;
e) Timely and accurate plans and reports;
f) Accountable to provide quality services;
g) Continuous performance improvement;
h) Timely provision of certificates in diagnostic test performed;
i) User/environmental friendly technological packages;
j) Proper specification of equipment and reagents;
k) Fair and adherence to specified guidelines during inspection;
l) Good relationship;
m) Clear guidelines and standards;
n) Adherence to professional ethics;
o) Sustainable collaboration and networking;
p) Transparency and accountability
q) Quality publications / reports
r) Accurate report/information
s) Timely payment
t) Range of products/services available
u) Fair tender evaluation procedure

6. TVLA OBJECTIVES

In order to address and fulfil to the listed client expectations above, TVLA has set the following objectives:

a) To develop and market the appropriate technological packages;
b) To develop the customer focused spirit among the agency personnel;
c) To strengthening surveillance and diagnostic services;
d) To improve infrastructures and facilities contributing;
e) To strengthening financial and human resource management systems;
f) To improve the availability of our services to the laboratory clients;
g) To address crosscutting issues including gender equity, HIV and AIDS.

7. OUR SERVICES

TVLA is mandated to provide the following services

a) Animal diseases diagnostic service;
b) Research, consultancy and training service;
c) Testing, registration and regulation of acaricides;
d) Animal feeds analysis and
e) Animal disease vaccine production and distribution and trial.

8. OUR SERVICE STANDARDS

In support of the aforementioned core values, which we believe matter most to our clients, we will strive to continuously improve the standard of our services in the following areas:

a) **Our relationship and responsibilities to our clients**
We will strengthen and maintain good working partnerships and excellent relationships with our clients through clear understanding of our mutual expectations, rights and responsibilities.

b) **Advice**
We will always endeavour to provide consistent professional and impartial advice.

c) **Staff work ethics**
We will enjoin/instruct and train our staff to be honest, diligent, friendly, helpful, and respectful and sensitive to client individual needs and listen attentively to clients' requirements and views.

d) **Responsiveness**
We will deal with all enquiries pertaining to diagnostic services offered by our laboratories and researches issues as promptly as possible.

e) **Clarity**
We will ensure that all client communications, forms and publications, processes and other information is as clear as possible and able to be understood by all people.

f) **Appropriateness**
We will strive to offer the services which is demand driven, fit for purpose and addressing the need of client.

g) **Response times for client contacts**
Any client requests submitted using any form of communication including but not limited to letters, e-mails and phone messages as will be responded within 7 working days from the date of receipt.

h) **Appointments**
All appointments will be handled within 30 minutes of the appointment time, however, further improvement will aim at reducing the turn-around-time for handling appointment.

i) **Complaint resolution**
Complaint management will follow our procedure and standard which describe the process for handling complaints include receiving, validating, investigating, responding, tracking and action needed to resolve the complaints. Depending on the nature, the initial response for the complaints will be provided within 7 working days. The process of complaint management from investigation until closing will take 2 - 4 weeks depending on the complexity of the complaint.

9. WORKING HOURS

The working hours TVLA is from 07.30 am to 03.30 pm during the working days, however, we start attending the clients at 09.00 am to 03.00 pm.

Working hours	Client attending time
Monday – Friday	Monday – Friday
07.30 AM – 3.30 PM	09.00AM – 03.00PM
Public holiday	Public holiday
Closed	Closed

10. PRODUCT AND SERVICE FEES AND TURN-AROUND-TIME (TAT)

10.1. ADMINISTRATION AND HUMAN RESOURCE DIVISION

S/N	Service	Response time.
1	Replying to official correspondences	3 working days
2	Responding to complaints from the public/customers.	14 - 28 working day
3	Retrieval and delivery of file(s) to requesting officers in the Agency	30 minutes of request
4	Completion and dispatching letters of promotion, confirmation etc. after their authorization.	7 working days
5	Preparation of retirement benefit/death gratuity documents upon their receipt and subsequent submission to Treasury or other Terminal Benefit Authorities.	7 working days
6	Staff inventory review	By March of every year
7	Submission of request for new vacant posts and replacement to UTUMISHI (PO-PSM)	Quarterly.
8	Completion of annual Training Program	By March every year

10.2. PROCUREMENT AND SUPPLIES UNIT

S/N	Service	Response time.
1	Processing of procurement request from user departments and units from the day of receipts	4 working days
2	Prepare and advertise tender documents	14 working days
3	Facilitation of tender evaluation, preparation of contract document and award contract.	14 working days
4	Facilitate clearing and forwarding of goods from the ports of arrival.	14 working days
5	Processing of documents for payment to suppliers after delivery goods and services before submission to Finance and Accounts Unit.	5 working days.
6	Delivery of office equipment/materials from stores.	1 working day.
7	Responding to stock verification queries	30 working days.
8	Asset inventory for boarding off.	30 working days.
9	Stock- taking	30th June every year.

10.3. FINANCE AND ACCOUNTS

S/N	Service	Response time.
1	Preparation of periodical financial reports and their submission to the relevant authorities.	
	i. Annual financial statement	60 working days.
	ii. Reply to Management Audit Queries and Management letter Issued by Resident External Auditor.	21 days from the date of receipt of the Management letter.
	iii. To produce monthly and quarterly progress report and Submission to the relevant authorities	5 working days after end of the scheduled period.
2	Preparation of monthly Bank reconciliation Report for Revenue	7 working days after end of the month.
3	Preparation of monthly Bank reconciliation Report for Expenditure	5 working days after end of the month.
4	Submission of monthly revenue flash reports to Treasury.	5 working days after end of the month.
5	Processing request(s) for Local Purchase Order	1 working day from the date received from Sub-Warrant Holders.
6	Processing payments and dispatch cheques to respective payees	2 working days
7	Processing and disbursing funds to TVLA centres.	3 working days.

10.4. INTERNAL AUDIT UNIT

S/N	Service	Response time.
1	Preparation and submission of Annual Audit Plan to Chief Executive.	21 days after commencing of the financial year.
2	Routine checks on Internal Control and Systems.	Daily and 3 hours for a specific activity.
3	Auditing of payments which have been made i.e. vouchers.	14 days for vouchers of one month.
4	Auditing of Procurement Procedures.	2 days for tenders and contract.
5	Internal Audit Report issuing.	7 days after completion of Auditing.
6	Auditing to TVLA centres.	2 days for one station.
7	Issuing of Annual Internal Audit report.	30 days after the closure of the financial year

10.5. MARKETING, PLANNING AND INFORMATION

S/N	Service	Response time.
1	Responding issues raised by the public through mass media.	One day.
2	Distributing publications and information on Agency events.	Two (2) days.
3	Posting information for updating the Agency`s website.	One day.

10.6. LEGAL UNIT

S/N	Service	Response time.
1	Provision of legal advice to entities under the Agency.	Three (3) days.
2	Preparation of drafts for subsidiary legislations (Regulations, Rules, Notices and Orders).	Thirty (30) days.
3	Interpretation of laws and other documents	3 days from the date of receiving the legal doc.
4	Preparation of legal documents i.e. contracts, Memoranda of Understanding (MoU), procurement contract guarantees, etc.	3 days from the date of assignment.
5	Prosecution and making follow up of cases in courts of law.	Two (2) days.

10.7. DIAGNOSTIC SERVICES

Section	Name of test/sample analyte	Fees	Turn–around-time
Bacteriology	Culture of Bacteria and identification	10,000	2 – 3 days
Bacteriology	Culture of *Brucella* spp. and identification	20,000	3 – 7 days
Bacteriology	Culture of *Campylobacter* spp. and identification	20,000	3 – 7 days
Bacteriology	Culture of fungi and identification	10,000	3 – 7 days
Bacteriology	Culture of Mycoplasma,	20,000	7 14 days
Bacteriology	Culture and identification of Bacteria by Vitek MS (MALDI - TOF)	30,000	2-3 days
Bacteriology	Culture and identification of Fungi by Vitek MS (MALDI - TOF)	30,000	3 - 5 days
Bacteriology	Bacterial plate count-BPC	20,000	2 - 3 days
Bacteriology	Culture of bacteria, identification and AST (Disc diffusion)	25,000	3 – 5 days
Bacteriology	Polychrome Methylene blue stain for Anthrax	6,000	1 – 2 hrs
Bacteriology	CMT (Mastitis)	3,000	1 – 2 hrs

Bacteriology	Direct microscopic examination (Lactophenol cotton blue) of fungi	3,000	6 hours
Bacteriology	Rose Bengal Plate test (RBPT)	3,000	1 days
Bacteriology	Pullorum test for typhoid	3,000	1 – 4 hrs
Bacteriology	pH reading	5,000	1 hour
Molecular	DNA Extraction for all bacteria	20,000	1 day
Molecular	DNA extraction and RT PCR Test for bacterial pathogens	30,000	1 day
Molecular	DNA Extraction and Conventional PCR	30,000	1 – 2 days
Serology	Indirect ELISA Brucella	7000	1 – 2 day
Serology	FPA Br. Abortus	4000	1 – 2 day
Serology	FPA Br. Melitensis	5000	1 – 2 day
Serology	CBPP C ELISA	6,000	1 – 2 day
Serology	CCPP ELISA	6000	1 – 2 day
Parasitology	Direct Microscopic Semen examination	5,000	3 hrs
Parasitology	Ectoparasites Microscopic identification (Tick, mange mites, fleas, lice)	5,000	6 hrs
Parasitology	Worm and coccidia detection– fecal examination (Direct smear)	1,000	6 hrs
Parasitology	Flotation and Sedmentation Worm eggs identification and count	3000	6hrs
Parasitology	Haemoparasites identification in thick, thin or wet blood smear (Giemsa staining)	3,000	6 hrs
Parasitology	Haemoparasites identification in Buffy coat	3,000	6 hrs
Parasitology	Polycythermia or anaemia detection by PCV	3,000	6 hrs
Parasitology	Faecal culture and larvae isolation	10,000	10 days (incubator) 3 wks (at room temp)
Parasitology	Identification of helminths	3,000	6 hrs
Pathology	Physical examination - Avian Clinical diagnosis	2,000	2 hrs
Pathology	physical examination - Canine/Ruminants Clinical diagnosis/ swine/ equine/ canine and feline	5,000	2 hrs
Pathology	Postmortem examination (PM) – Avian	5,000	12 hrs
Pathology	PM: Ovine, caprine,	20,000	12 hrs
Pathology	Pet animals (dog and cats)	25,000	12 hrs
Pathology	PM: Porcine (adult)	30,000	12 hrs
Pathology	PM: Porcine (non adult)	10,000	12 hrs
Pathology	PM: Bovine and equine (adult)	50,000	12 hrs
Pathology	PM: Bovine and equine (non adult)	25,000	12 hrs
Pathology	PM: Camelidae (Adult)	50,000	12 hrs
Pathology	PM: Camelidae (non adult)	25,000	12 hrs
Pathology	Small wild animals	50,000	12 hrs
Pathology	Large wild animals	150,000	24 hrs

Pathology	PM: Wild animal (adult the big five – elephant, rhinoceroses, cape buffalo, lion and leopard and endangered species)	300,000	1 day
Pathology	Wild birds	15,000	12 hrs
Pathology	Histopathology	15,000	5 days
Pathology	Disposal / incineration cost for small animal	20,000	1 day
Pathology	Disposal / incineration for large animal	50,000	I day
Virology	FMD Ab-detection using NSP-ELISA	25,000/=	3 days
Virology	Ab-detection: FMD, ASF, PPR, RVF, ND	25,000/=	2 days
Virology	Ag-detection using FAT for rabies	10,000/=	2 days
Virology	Nucleic acid detection: FMD, ASF, PPR, rinderpest, BT, MCF, AHS, Classical SF, rabies, FP, HPAI, ND	60,000/=	2 days
Virology	Virus isolation by cell culture	100,000/=	14 days
Virology	AGID	5,000/=	3 Days
Virology	HI&HA-AI/ND	5,000/=	3 days
Virology	Egg innoculation with titration	250,000/=	14 days
Virology	Egg innoculation without titration	100,000/=	14 days
Virology	Real time PCR	60,000/=	3 days
Virology	Rapid test - Avian Influenza Ag lateral flow device	10,000/=	1 day
Virology	Rapid test rabies Ag detection lateral flow device	10,000/=	1 day
Virology	FMD Ab-detection using NSP-ELISA	25,000/=	3 days
Virology	Ab-detection: FMD, ASF, PPR, RVF, ND	25,000/=	2 days

10.8. QUALITY OF ANIMAL FEEDS, RESIDUES OF PESTICIDES AND OTHER DRUGS

Section	Name of test/sample analyte	Fees	Turn-around-time
Feeds	Dry Matter content (DM) (wet chemistry)	10,000	1 – 2 days
Feeds	Ash content (wet chemistry)	15,000	2 – 3 days
Feeds	Soxhlet=Crude fat (CF) (wet chemistry)	45,000	2 – 3 days
Feeds	Kjeldahl=Crude protein (CP) (Wet Chemistry)	30,000	2 – 3 days
Feeds	B: Near Infrared Reflectance Spectrophotometer (NIRS) analysis of Basic nutrients e.g. DM, CP, CF, Starch, Sugar, Ash, Metabolisable Energy (ME), Crude Fibre, Neutral Detergent Fibre (NDF), Acid Detergent Fibre (ADF), per sample	50,000	6 hrs day
Feeds	EDXRF (Mineral analysis).	50,000	1 day
Feeds	Urease (test for soya).	15,000	1 day
Feeds	AIA (Acid insoluble ash to determine sand	20,000	2 – 3 days

Section	Name of test/sample analyte	Fees	Turn-around-time
	content.		
Feeds	NIRS (analysis of Amino acids: Lysine, Tryptophan, Methionine+Cystine in poultry feed, per sample.)	20,000	6 hrs
Chemistry	Emulsion stability (registered product)	5,000	1 day
Chemistry	HPLC: animal pesticides formulation analysis	50,000	3 - 5 days
Chemistry	HPLC: Dipwash strength analysis	50,000	3 - 5 days

NOTE
The turnaround time is indicative only depending on the number of samples submitted and the test applied, the customer will be informed in on the exact time the results will be availed after the testing process is completed.

9. TRAINING CHARGES TO STUDENTS AND WORKERS/EMPLOYEES

Trainee category	Under GOT sponsorship (TZS)		Under other sponsorship (USD)	
Training duration	2wk	>2-6 wk	2 wk	>2-6 wk
Diploma student (Special Project)	50,000	100,000	70	200
Diploma student (Field Practical)	50,000	70,000	50	100
Bachelor Science student (Field Practical)	70,000	100,000	100	120
Bachelor Science student (Special Project)	100,000	150,000	100	150
Master student	180,000	350,000	200	300
PhD student	250,000	500,000	300	500
Workers/ Employees	300,000	600,000	200	300

NOTE
These prices (Bench fees) exclude reagent costs, reagents cost will be calculated accordingly. Any stay longer than 6 weeks, additional cost shall be instituted which is 50% per week of the original charge.

10.10. CHARGES OF THE SERVICES OFFERED BY TVLA STAFF AND TVLA

Training category	TVLA staff	TVLA
Certificate and Diploma-*Full paper* (LITA)	800,000	20%
Certificate and Diploma -*Half paper* (LITA)	600,000	20%
Laboratory supplies for each diploma and certificate student/semester	0	120,000
Supervision/External examination (Higher Learning Edu.)	350,000	20%

Master student /year	400,000	20%
PhD student /year	1,000,000	20%
Postdoctoral /year	2,000,000	20%
Consultancy won by TVLA	60%	40%
Consultancy won by TVLA staff	95%	5%
Projects administration fee	0%	10%
Housing		
Grade A	150,000	
Grade B	100,000	
Grade C	60,000	

NOTE
Charges could be waived subject to accrued benefits on capacity building to TVLA

10.11. PRODUCTS

Section	Test/Analyte Name	Fee	Turn-around-time
Parasites	Tsetse traps: Monocomical, pyramidal	50,000	1 – 4 weeks
Parasites	Tsetse traps: Biconical, H-trap, NGU, S-trap, NZI	100,000	1 – 4 weeks
Parasites	Tsetse traps: Scoop	80,000	1 – 4 weeks
Parasites	Tsetse target: 0.5m blue x 0.5m black	30,000	1 – 4 weeks
Parasites	Tsetse target: 1m blue x 1m black	35,000	1 – 4 weeks
Parasites	Tsetse target: 0.75m blue x 0.75m black x 0.75m blue	40,000	1 – 4 weeks
Parasites	Sterile Insect Technique (SIT): Pupa	3,000	6 hrs
Parasites	Pupae	2,300	24 hrs
Laboratory anim	Laboratory animal: Mice	5,000	24 hrs
Laboratory anim	Laboratory animal: Rabbit	7,000	24 hrs
Laboratory anim	Laboratory animal: Guinea pig	10,000	24 hrs
Insects and para	Arthropods: (insects, acarina)	2,000	72 hrs
Insects and para	Helminth: (roundworm, flukes, tapeworm)	3,000	72 hrs
Insects and para	Stabilate: (ECF, trypanosome etc) / straw	70,000	48 hrs
Farm animals	Female farm animal: Sheep or goat	80,000	24 hrs
Farm animals	Male farm animal: Sheep or goat	60,000 - 80,000	24 hrs
Farm animals	Cattle: Bull calf	350,000 - 400,000	24 hrs
Farm animals	Cattle: Heifer	800,000	24 hrs
Farm animals	Cattle: Cow	700,000	24 hrs
Farm animals	Cattle: Bull	700,000 -	24 hrs

		1,000,000	
Feed	Bale of Hay	3,000	24 hrs
Media	Sheep blood (Per milliliter)	1,000	2 days

10.11. ANIMAL PESTICIDES REGISTRATION AND CONTROL SERVICES

10.11.1. PRE-BUSINESS IN ANIMAL PESTICIDES APPROVAL

Service	Fees	Validity of payment	Additional comments
Manufacturer	US$500 or equivalent in Tsh	Annually	-
Importer	US$1,000 or equivalent in Tsh	Annually	-
Distributors/wholesaler/ retailer	US$ 100 or equivalent in Tsh	Annually	-
Commercial Operators/other pesticides dealers	US$200 or equivalent in Tsh	Annually	-

10.11.2. ANIMALPESTICIDESREGISTRATION

Service	Fees	Validity of payment	Additional conditions
Lodging an application	US$ 1000 or equivalent in Tsh	Per application	-
Experimental	US$2000 or equivalent in Tsh.	Only once	-
Provisional	US$2000 or equivalent in Tsh.	Per registration period	-
Registration and Renewal	US$3000 or equivalent in Tsh	Per registration period	-
Re-registration	US$ 5000 or equivalent in Tsh	After expiry of registration status	Not renewed registration
Extra label/use Registration	US$2000 or equivalent in Tsh	once	-
Restricted registration	US$ 2000 or equivalent in Tsh.	Per registration period	-
Registration of Subsisting pesticides	US$ 2000or equivalent in Tsh.	Per registration period	-
Alteration of Registration	US$3000 or equivalent in Tsh.	Per registration period	-

10.11.3. ANALYSIS

Service	Fees	Validity of payment	Additional conditions
Laboratory	Minimum of US$ 200 or equivalent in Tsh	Per sample	
Field testing	Minimum of US$ 8000 or equivalent in Tsh	Per product	Depends on the scope of the use of the pesticide itself

10.12. ANIMAL PESTICIDES IMPORT, EXPORT, PRE AND POST-ENTRY CONTROL

(a) Import certification			
Service	**Payable fees**	**Validity of payment**	**Additional conditio**
Import permit application	US$ 150 or equivalent in Tsh	Per consignment	-
Inspection			
If consignment is 1000kg/litres or less	US$ 100 or equivalent in Tsh	Per consignment	1000 litres of emulsified pesticides is considered as 1ton in weight
If consignment is more than 1000 kg/litres but less than 1,000,000kg/litres	US$ 100 or equivalent in Tsh + (Number of tones x US$ 20)	Per consignment	1000 litres of emulsified pesticides is considered as 1 ton in weight
If consignment is morthan1,000,000kg/litres	US$ 100 or equivalent in Tsh + (Number of tones x US$ 10)	Per consignment	1000 litres of emulsified pesticides is considered as 1ton in weight
Import Certification	US$300 or equivalent in Tsh	Per consignment	
(b) Export certification			
Service	**Payable fees**	**Validity of payment**	**Additional conditions**
Export permit application	US$150 or equivalent in Tsh	Per consignment	
(c) Inspection			
If consignment is 1000kg/litres or less	US$ 100 or equivalent in Tsh	Per consignment	1000 litres of emulsified

			pesticides is considered as 1ton in weight
If consignment is more than 1000 kg/litres but less than 1,000,000 kg/litres	US$ 100 or equivalent in Tsh + (Number of tones x US$ 20)	Per consignment	1000 litres of emulsified pesticides is considered as 1ton in weight
If consignment is morethan1,000,000kg/litres	US$ 100 or equivalent in Tsh + (Number of tones x US$ 10)	Per consignment	1000 litres of emulsified pesticides is considered as 1ton in weight
Export Certification	US$300 or equivalent in Tsh		-

(d) Conveyances

Service	**Payable fees**	**Validity of Payment**	**Additional conditions**
Inspection	US$ 50 or equivalent in Tsh	Per consignment	-
Certification	US$ 50 or equivalent in Tsh	Per consignment	-

10.13. ANIMALPESTICIDESRESIDUES

Service	**Payable fees**	**Validity of payment**	**Additional conditions**
Analysis of Meat	US$1000 or equivalent in Tsh	Per consignment	-
Analysis of soil or environment	US$500 or equivalent in Tsh	Per specific Contaminated area	-
Dip wash	US$25 or equivalent in Tsh	Per sample	-

11. CLIENT RIGHTS AND RESPONSIBILITIES

Service delivery to the customer is the process and the Agency believes the customer is expecting rights in relation to standards during accomplishing this process. Likewise, the Agency is expecting the customer to fulfil his/her obligations and responsibilities to enable the Agency to deliver its service at the standards which address the client requirements and expectations. The Agency believe in delivering services and products at high standards as the important means of maintaining good relationship with clients. We welcome constructive criticism and feedback about our services, just as we also welcome compliments and suggestions on how we might improve them. Furthermore, we promise that complaints and

suggestions will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority.

11.1. CLIENT RIGHTS

Apart from having the right to access high standard services and products delivered by the Agency, the following are considered as the additional rights of the Agency clients:

a) To get appropriate services at affordable price;
b) To review and appeal;
c) To lodge a complaint, providing the feedback and advice;
d) To be treated with courtesy;
e) To privacy and confidentiality;
f) To access information related to them following stipulated procedure and
g) To access services, facilities and information in a manner which meets their needs.

11.2. CLIENT RESPONSIBILITIES

The Agency is expecting the client to:

a) Treat the Agency staff with courtesy;
b) Submitting the samples meeting the diagnostic requirements;
c) Providing the information requested by the Agency accurately, thoroughly and in a timely manner;
d) Abide to any legal requirements and other Agency regulations guiding its service delivery system;
e) Implement livestock policies;
f) Follow the advice on animal health and production given by the extension/TVLA staff;
g) Follow the instructions and implement measures given by the livestock officers/veterinarians upon diseases outbreak;
h) Vaccinate animals using available qualified vaccination service providers as directed by the responsible officer and
i) Give livestock research information/ data as requested.

12. COMPLAINTS MANAGEMENT

TVLA is considering complaint management as the important opportunities for improving standards of service and product delivery. There is a well-established documented complaint handling procedure which guide on how the complaints should be submitted, processed to the stage of delivering the feedback to the complainant and is available for any interested party on request. Clients are encouraged to register the complaints in case of unsatisfactory service and product delivery as well as mistreatment from the staff. Complaints may be made by post, telephone, fax, or e- mail, or in person using the following contacts:

Chief Executive Officer,
Tanzania Veterinary Laboratory Agency,
Veterinary Complex,
131 Nelson Mandela Road,
P. O. Box 9254,
15487 Dar es Salaam,
Tanzania.
Telephone: +255 22 2861152
Fax: +255 22 2864369
E- mail: barua@tvla.go.tz
Website: www.tvla.go.tz

Feedback About This Charter

TVLA welcomes feedback about its Client Service Charter. It is about our services and the standards we aspire to provide, but also how users can contribute to setting them. Comments and suggestions should be sent to the Director of Business Administration at the addresses mentioned above.

12.1. COMPLAINTS AND FEEDBACK RECORDS

Complaints will be recorded following the guidelines stipulated in complaint management procedure which is reviewed annually. Once the complaint is registered the is assigned to the staff for handling until the resolution is reached. Furthermore, the agency is using open methods including the customer satisfaction survey for gathering client feedback about the services offered. Information gathered as the complaints or questionnaire survey are processed and used as self-assessment and identifying areas of improvement along the line of service delivery. It is our expectation the complainant to reveal his/her identity, however, should remain assured for all information, including personal names and details to be treated with the utmost confidentiality.

12.2. COMPLAINTS RESOLUTION

Once the complaint is registered, TVLA is guaranteeing the complainant to receive the outcomes within one month preceding the day of complaint submission depending on the nature of the complaint. The complaint management process will be handled by the Quality Assurance Unit in collaboration with the unit where the complaint is originating and the outcomes complaint resolution will be communicated by either communication unit or staff from the unit where the complaint was originated depending on the technicality of what need to be communicated. It is the responsibility of TVLA to make sure the complainant is given the outcomes of the complaint resolution.

12.3. EXTERNAL DISPUTE HANDLING AND APPEAL MECHANISMS

Despite having a well-defined mechanism of internal complaints management, the client is no prevented from using external dispute handling and appeal mechanisms or in any way reduce their rights of appeal to the permanent secretary, Ministry of Livestock and Fisheries.

13. FEEDBACK ON THE PERFORMANCE AGAINST STANDARDS

TVLA will remain responsible for the level of standards narrated to be followed in this client service charter by sharing the information on the level of the compliance to what being stipulated in this charter. Client feedback survey will be used to assess the level of awareness on the availability and the use of this client service charter by the clients receiving our services and products (**Appendix 1**). Information gathered will be process for identifying the areas of improvement in our routine service delivery. Feedback on the performance against standard stipulated in this client charter will be share to the institution board members for further recommendations, office of the Controller and Auditor for auditing and published as the summary in the annual report. Furthermore, the report on the performance on charter commitments will be available for the clients and stakeholders upon request. To ensure easy accessibility, this client service charter will be made available in the TVLA website www.tvla.go.tz.

14. MAINTAINING AND REVIEWING THE CHARTER

TVLA is growing and evolving in all aspects from management style, change in policies to service delivery either voluntary or involuntary as the results of current development in technology and change in regulations. To accommodate these dynamics, the client service charter should be regularly reviewed to suite the requirements, remaining relevant and effectiveness for the intended purpose. Therefore, this client service charter will be regularly reviewed achieve the following:

a) Ensuring the Charter remain relevance and effectiveness;
b) Making sure the charter continues to reflect our approach to client service and any new significant initiatives including those related to Public Service Reform Programme;
c) Ascertaining whether the services commitment and standards are still aligned to the needs and priorities of clients and key stakeholders;
d) Establishing whether the charter continues to meet the client expectations and core values;
e) Ensuring the format, design and availability meet clients` needs;
f) Maintaining reliable and effective data collection on client feedback, service standards and complaints; and
g) Establishing whether the available complaints handling processes meets the client expectations.

15. CONSULTATION DURING REVIEW PROCESS

The review of this client charter will be done regularly when deemed necessary. The review process will be initiated internally by selecting the committee which will gather opinions from staff in all sections and divisions of the institute. The committee will produce the first draft of the reviewed document. The draft will be shared to the stakeholders' meeting to get opinions and recommendations which will be incorporated before the reviewed version is used.

16. SAMPLE SUBMISSION FOR LABORATORY ANALYSIS

The accuracy and reliability of the laboratory test results largely depends on the status of the

submitted by the client to the laboratory. The test sample submitted for laboratory analysis should be appropriate, in required amount and preserved according the requirements of the test to be performed. TVLA receives the samples directly from the clients, therefore, it is importance for the laboratory to guide the sampler on sample collection and preservation requirements for producing reliable and accuracy test results.

16.1. SAMPLE COLLECTION FROM ANIMALS

Sample collection from animal may be challenging exercise which need some training and experience to accomplish. The quality of the sample among other factors depends on way it was collected and the quality of the instruments used during sampling. TVLA advises the client to use the trained animal health workers available in their areas for sample collection to avoid extra expenses and delay which may arise from submission of the sample more than once for the same test. The table below provide some guidelines on appropriate sample collection from the animals and associated preservation methods.

Table 1: Collection of samples from animals

Type of sample	Collection procedure	Preservative and storage
Blood, Serum and Blood clots	Whole blood should be collected aseptically, by venipuncture of the live animal. Depending on the animal and sampling situation; jugular, caudal, brachial, cephalic, mammary veins or the vena cava may be used. Care should be taken to collect and dispense blood samples as gently as possible to prevent rupture of red blood cells, (haemolysis). **In recent dead animals,** it may be possible to collect whole blood (often clotted) from the right side of the heart, where the largest volume of blood is available. Blood may also be found in the chest cavity. If the animal died recently and the blood has not yet clotted, collect whole blood into tube containing correct preservative (e.g. EDTA, lysis buffer or Virus transport media - VTM) or no preservative to obtain serum. **To obtain serum and blood clots** Collect blood into an appropriate sized container e.g. plain vacutainer tube and allow it to sit undisturbed preferably in a shade at 45-degree position for at least 30 minutes. Then	**Blood in EDTA or blood clots** shipped and stored for longer period at 2-8°C **Blood in VTM or in lysis buffer** shipped at 2-8°Cstored at 2-8°C for a maximum of 7 days then or frozen at -20°C or lower. **Serum** shipped at 2-8°C or frozen at -20°C or lower.

	centrifuge at high speed (2000 x G for 20 minutes), transfer the serum (clear, yellow or red-tinged fluid at the top) into a cryovial, and freeze the samples. If a centrifuge is not available, allow clots and cells to settle as much as possible and then collect serum into cryovials by decantation. **Blood clots can be** obtained from containers with blood clots after transferring serum, whereby, the remaining clot can be transferred into a plain cryovial or preservative such as lysis buffer or VTM. **Blood and sera are shipped in non-breakable vials, tubes, or bottles**; For some tests, aliquots of specimens can be dried onto a piece of untreated, or specifically-treated commercial filter paper designed for stabilized sample transport and storage	
Epithelium	In the form of **biopsies** or **skin-scrapings**; **swabs** oral, nasal, pharyngeal, and gastrointestinal surfaces, as well as **plucked hair** or **wool** should be collected aseptically and preserved as specified for the intended test	Fresh, in VTM, lysis buffer,
Ocular sampling	The surface of the eye can be sampled by swabbing or ocular scraping, ensuring that cells rather than mucopurulent discharge or lacrimal fluids are collected for testing. Specimens from the conjunctiva is typically collected by holding the palpebra apart and gently swabbing the surface of the eye with cotton, dacron, or gauze swab that has been pre-moistened with sterile saline or equivalent media. Such swabs should be kept moist in saline or transport media specifically recommended for use with the testing to be performed	***Swabs or washes in VTM or in lysis buffer*** shipped at 2-8°C stored at 2-8°C for a maximum of 7 days then or frozen at -20°C or lower.

Nasal discharges, saliva and vesicular fluids	Secretions can be collected directly into a vial or tube, or can be collected using swabs. Vesicular fluids provide a highly concentrated source of pathogen for diagnostic testing, and can be collected from unruptured vesicles using a sterile needle and syringe, and immediately transferred to a securely sealed vial or tube. Specifically developed sampling tools, such as probang cups, can be used for collecting cellular material and mucus from the pharynx of livestock	
Reproductive Organs	Preputial and vaginal wash fluids and swabs of the cervix and urethra can be used as specimens for investigation of reproductive disease. The swabs should be kept moist following collection by placing in the recommended volume of transport media required by the laboratory test, typically sterile saline or specified culture media. Semen specimens are typically obtained using an artificial vagina or by extrusion of the penis and artificial stimulation	
Milk	Milk can be collected from individual animals or from bulk milk in tanks pooled from multiple animals in a herd. The teat(s) used for sample collection should be cleaned, and any detergent thoroughly rinsed off before collection of the specimen. In collecting milk from individual teats, the initial stream must be discarded and only the subsequent streams sampled. The method of preservation before testing varies with the requirements of the test.	***Milk in VTM or lysis buffer*** shipped at 2-8°C stored at 2-8°C for a maximum of 7days are then or frozen at -20°C or lower. Tests that require fresh milk, keep in no preservative shipped at 2-8°C stored at 2-8°C for a maximum of 2 days.
Tissues collected at necropsy	Necropsies should be conducted only by qualified veterinarians and pathologists. Para veterinary staff may be trained by veterinarians to conduct post-mortem examinations for specific purposes. Importantly, the purpose of a necropsy is not only to collect specimens but to make	***VTM or in lysis buffer or fresh*** shipped at 2-8°C, stored at 2-8°C for amaximum of 7 days or frozen at -20°Cor lower For histopathology in 10% buffered formalin at a

	informed observations regarding the pathology of the condition. Such observations are an important adjunct to epidemiological and clinical observations in the comprehensive veterinary investigation of the case or outbreak. Whether the necropsy is performed in a designated laboratory facility or in the field, appropriate biosafety and containment procedures should be followed to ensure operator safety and to provide non-contaminated and useful tissues for testing as well as to protect the environment and other animals from potential exposure to pathogens. As a minimum requirement, the collector(s) must wear personal protective equipment that protects the skin and mucous membranes and that can be discarded or decontaminated. All remaining tissues or carcass parts and fluids should be contained and treated with an appropriate disinfectant or destruction method, and the immediate environment should be thoroughly disinfected. Depending on the suspected disease, condition of the carcass, and facilities available for necropsies, post-mortem specimens can be collected from one or multiple organs and submitted to the laboratory as either fresh (no preservative) or preserved specimens for further laboratory testing. The process of carcass autolysis can destroy diagnostically relevant tissues and infectious agents and so should be considered before collecting and submitting post-mortem specimens. For fresh specimens, particular attention must be paid to their handling and storage to avoid autolysis and overgrowth by bacterial and fungal contaminants. Ideally, freshly collected specimens are kept at a constant cool temperature from collection until processing for testing.	volume of fixative 10 times the volume of the tissue (once fixed, the tissue may be transferred to a smaller volume for shipment)

	Where such a cold chain cannot be provided fresh specimens for some test procedures can be collected into fluids such as ethylene glycol which inhibits the growth of secondary organism if it is compatible to the intended test	
Faeces	Feces can be collected freshly voided or preferably directly from the rectum/cloaca or can be collected using cotton, dacron, or gauze-tipped swabs, dependent on the volume of sample required by the specific test methodology. Samples collected on swabs should be kept moist by placing them in the transport media recommended for use with the specific test to be performed, which may range from sterile saline to culture media containing Antimicrobials or stabilizers. Fecal specimens should be kept chilled (e.g. refrigerated at 4°C or on ice).	shipped at 2-8°C stored at 2-8°C for a maximum of 7 days then or frozen at -20°C or lower NB for samples intended for parasitology do not freeze.
Environment and Feeds	Environmental sampling may be of litter, bedding, water from troughs and drinkers, or feed that has been exposed to urine, feces, and/or saliva of affected animals, or swabbed surfaces of facilities, ventilation ducts, drains or feed containers. If specialized equipment is available circulating air may be sampled.	shipped at 2-8°C stored at 2-8°C for a maximum of 7 days then or frozen at -20°C or lower.
Feeds for nutritional analysis	Collect 50 – 100 gm of each sample and submit separately	Store and transport at ambient temperature

16.2. SAMPLE REJECTION CRITERIA

TVLA like any other testing laboratories has the criteria for rejecting the samples which do not meet the requirement set. In case the sample is rejected, the client will be advised to submit another sample after being introduced on the best way to collect the sample require for the test. We encourage our client to use the available field officers available in their areas in order to minimize the chance of sample being rejected. The sample possessing any of the listed criteria below, will not be considered for testing and shall be rejected as it may compromise the accuracy test results:

a) Unlabeled samples
b) Mislabeled samples
c) Incomplete labeling
d) Insufficient/inadequate volume/quantity for the test requested

e) Contaminated sample depending on the test requested
f) Wrong container or preservative
g) Haemolysed or rotten blood
h) Inappropriately handled specimen with respect to temperature, timing and storage requirements
i) Specimen with leaking container
j) Broken or leaking tube/container
k) Lack/insufficient sample information/biodata
l) Submission of wrong samples in relation to the requested test

16.3. SAMPLE PACKING AND SHIPPING

Sample shipping packaging requires a trained personnel in these areas, therefore, we recommend our clients to use the trained personnel for packaging and shipping of the samples to the laboratory. Important precaution which need to be taken on board in sample collection, packing and shipping is to treat all samples as potentially infectious. Samples are categorized as category A, B or Exempt depending on the severity of the outcomes when it comes in contact with human or animals, mode(s) of the transportation the regulatory requirements where applicable.

16.3.1. CATEGORY A

An infectious substance which when exposure to it is capable of causing permanent disabilities, life threatening or fatal disease in human or animal. All biological cultures, and specimen or sample containing life threatening pathogen fall under this category. Example of culture includes *Bacillus anthracis*, *Brucellaabortus, Brucellamelitensis, Brucellasuis*, *Rabies virus, Rift Valley fever virus;* and specimen of *Ebola* and *Marburg virus.* Substance causing life threatening pathogen in human or animal are assigned to UN number **(UN2814)** while those capable of causing the same to animals only is assigned to UN number **(UN2900),** forexample cultures of African Swine fever virus, Foot and Mouth Disease and Peste des Petits Ruminants virus.

16.3.2. CATEGORY B

An infectious substance containing biological agents capable of causing infection in humans or animals, but NOT meeting the criteria for Category A; that is, the consequences of an infection are not considered severely disabling or life-threatening. Example all infectious samples fall in Category A; **except** specimens of *Ebola* and *Marburg virus.* Assigned to UN2814 or UN2900 or UN3373 based on the known medical history and symptoms of the source human or animal, endemic local conditions, or professional judgment concerning individual circumstances of the source human or animal. The proper shipping names are:

a) UN 2814 is INFECTIOUS SUBSTANCE, AFFECTING HUMANS.
b) UN 2900 is INFECTIOUS SUBSTANCE, AFFECTING ANIMALS only.
c) UN3373 is ''BIOLOGICAL SUBSTANCE, CATEGORY B''

16.3.3. EXEMPTIONS

Substances that do not contain infectious substances or that are unlikely to cause disease in

humans or animals are not subject to dangerous goods regulations (DGR), unless they meet the criteria for inclusion in another class. Example of substance that fall under exemption are blood or blood component to be used for purpose of transfusion or transplantation or blood sample for checking immunological status post vaccination. These biological samples are not subject to dangerous goods regulations if the specimen is transported in a packaging which will prevent any leakage and is marked appropriately, labelled correctly and the use of Proper shipping name is qualified for shipping.

Table 2: Examples of microorganisms assigned as UN 2900 included in category A

UN 2900 Infectious substance affecting animals
African swine fever virus (cultures only)
Avian paramyxovirus Type I, Velogenic
Newcastle disease virus (cultures only)
Classical swine fever virus (cultures only)
Foot and mouth disease (cultures only)
Lumpy skin disease virus (cultures only)
Mycoplasma mycoides
Contagious bovine
pleuropneumonia (cultures only)
Peste des petitsruminants virus (cultures only)
Rinderpest virus (cultures only)
Sheep-pox virus (cultures only)
Goat-pox virus (cultures only)
Swine vesicular disease virus (cultures only)
Vesicular stomatitis virus (cultures only)

16.4. SAMPLE PACKAGING, LABELING, AND DOCUMENTATION

TVLA is insisting on using the qualified personnel in all process of sample shipping to make sure all legal and technical requirements are met. Sample packing should follow the triple packaging system for shipping of category B Biological substances within Tanzania. The whole process should aim at ensuring the infectious substances packages arrive at their destination in good condition and do not present any hazard to persons or animals during transportation. Testing documents are not required, however all Biohazard labels, Mark and Documents required must be available and used accordingly. Parking materials are Primary Container, Secondary Container and Outer Container (Cooler box/ Fiberboard box), bubble wrap/Cotton wool/ Gauze/paper towels, for cold chain materials (Ice pack, Liquid nitrogen, Dry ice), Packing tape, Biohazard Labels and Marking as needed (**Figure 1, 2 and 3)**.

16.4.1. IN-COUNTRY SAMPLE PACKAGING PROCEDURES

The following procedure must be followed for safe and proper packaging of the infectious sample for shipping:

a) Wash hands with soap and water;
b) Wear appropriate personal protective equipment;
c) Have the needed sample packaging materials on hand as shown in **Figure 1**;
d) Before packaging ensure that sample(s) has/have the required accompanying information

in place;

e) Use three (triple) packaging layers as stipulated in **Figure 1**;
f) Wrap every container (primary container) with an absorbent material like paper towels and close tightly
g) Place the primary container(s) into a secondary container and seal/close tightly;
h) Use additional absorbent materials to cushion multiple containers;
i) Place the secondary container(s) into a leak-proof larger outer container;
j) Place four to eight frozen ice packs (from the -20°C compartment of the refrigerator) depending on the size of the ice packs, at the bottom and on top, and on each side to maintain 2-8°C temperature for 24 hours;
k) Where necessary place the outer container into a box;
l) Place shipping documents in a zip-lock bag to keep from becoming contaminated or wet;
m) Place the zip-lock bag in the cooler box;
n) Close and seal the cooler box/outer container with packing tape;
o) Use waterproof ink to label the cooler box/outer container clearly indicating contact information/address and telephone number (both for shipper and receiver/consignee) and affix “Infectious Substances” label;
p) Disinfect the outside part of the cooler box with 10% bleach;
q) Notify the TVLA on the mode of transport and itinerary and
r) Transport the cooler box containing samples to TVLA laboratory.

16.4.2. REQUIREMENTS FOR IN-COUNTRY SHIPPING OF SAMPLES

For surface and marine transportation

In most cases sample packages in country are transported using bus companies.
Therefore, for smooth transportation and security of samples, the package needs the following:

a) Sample collection and submission form (**Appendix 2**)
b) Declaration form (**Appendix 3**)

Air Transport (Domestic)

IATA regulations for shipping biological samples whether in country or internationally will apply. The purpose of these regulations is to ensure an acceptable level of safety for the transportation of hazardous and dangerous materials, including infectious and toxic substances and to facilitate domestic and foreign transportation. These regulations apply to any shipment of any infectious substance, diagnostic sample or dry ice. It is therefore important to require necessary documents and/or chain of custody procedures. For smooth transportation of samples via air Cargo, the package needs the following:

a) Sample submission form **(Appendix 2)**
b) Tanzania Civil Aviation Authority (TCAA) inspects and permits dangerous/ infectious goods to be transported in air cargo. It is important to declare type of infectious material and number, preservative used and volume of preservatives per package.
c) Declaration form. The form needs to be filled and properly attached to the package with other labels. **(Appendix 3**)

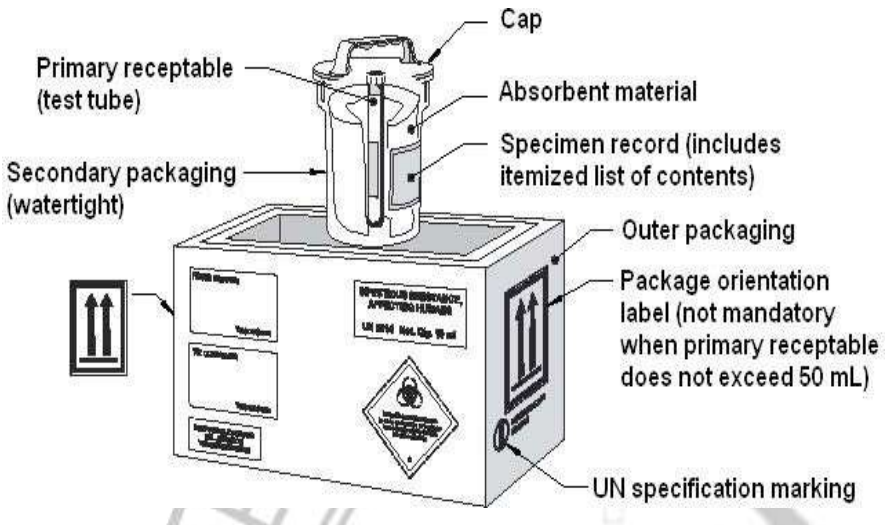

Figure 1: Packing and labeling of Category A infectious substance

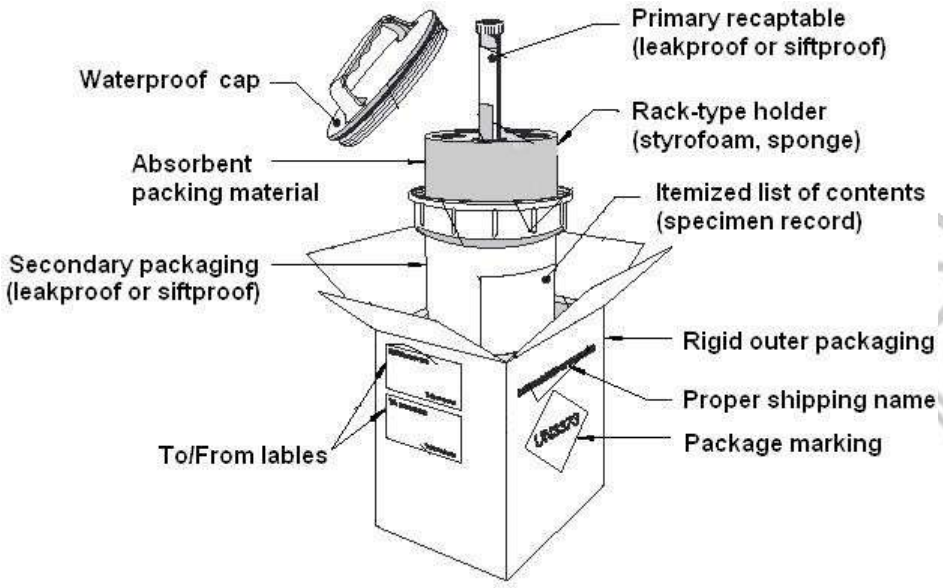

Figure 2: Packing and labeling of Category B infectious substances

Figure 3: Steps in triple layer packaging

17. CONTACTS

17.1. PHYSICAL ADDRESSES AND E-MAIL ADDRESSES

Chief Executive, Tanzania Veterinary Laboratory Agency, Veterinary Complex, 131 Nelson Mandela Road, P. O. Box 9254, 15487 Dar es Salaam, Tanzania. Telephone: +255 22 2861152 Fax: +255 22 2864369 E- mail: barua@tvla.go.tz Website: www.tvla.go.tz	
Manager, Central Veterinary Laboratory, Tanzania Veterinary Laboratory Agency, Veterinary Complex, 131 Nelson Mandela Road, P. O. Box 9254, 15487 Dar es Salaam, Tanzania. Telephone: +255 22 2861152 Fax: +255 22 2864369 E- mail: barua@tvla.go.tz	Manager, Centre for infectious Disease and Biotechnology, Tanzania Veterinary Laboratory Agency, Veterinary Complex, 131 Nelson Mandela Road, P. O. Box 9254, 15487 Dar es Salaam, Tanzania. Telephone: +255 22 2861152 Fax: +255 22 2864369 E- mail: barua@tvla.go.tz
Manager Mwanza, Tanzania Veterinary Laboratory Agency (TVLA), Isamilo Street, Mifugo Road, P. O. Box: 129 Mwanza, Tanzania. Telephone: +255 28 2501137 Fax: +255 28 2500675 E- mail: tvla.mwanza@tvla.go.tz	Manager Iringa, Tanzania Veterinary Laboratory Agency (TVLA), Isoka Machinjioni Street, P. O. Box: 290 Iringa, Tanzania. Telephone: +255 26 2702154 Fax: +255 26 2702154 E- mail: tvla.iringa@tvla.go.tz
Manager Arusha, Tanzania Veterinary Laboratory Agency (TVLA), East Africa Road P. O. Box: 1068 Arusha, Tanzania Telephone: +255 27 2545402 Fax: +255 27 2545402 E- mail: tvla.arusha@tvla.go.tz	Manager Tabora, Tanzania Veterinary Laboratory Agency (TVLA), 11 Airport Road P. O. Box: 73 Tabora, Tanzania 45112 TABORA Telephone: +255 26 260 5049 Fax: +255 22 2864396 E- mail: tvla.tabora@tvla.go.tz
Manager Tanga, Tanzania Veterinary Laboratory Agency (TVLA), MajaniMapanaKorogwe Road P. O. Box: 1026 Tanga, Tanzania Telephone: +255 27 2644572/3 Fax: +255 27 2642577 E- mail: tvla.tanga@tvla.go.tz	Manager Mtwara, Tanzania Veterinary Laboratory Agency (TVLA), NaliendeleMihambwe street P. O. Box: 186 Mtwara, Tanzania Telephone: +255 23 293 41 41 Fax: +255 22 2864396 E- mail: tvla.mtwara@tvla.go.tz
Manager Meatu,	Manager Kigoma,

Tanzania Veterinary Laboratory Agency (TVLA), Boma street 04 NIDA road P. O. Box: 44 Meatu, Tanzania E- mail: raphel.fupi@tvla.go.tz	Tanzania Veterinary Laboratory Agency (TVLA), Bangwe Road; P. O. Box: 1368 Kigoma, Tanzania Telephone: +255 28 2803237 Fax: +255 22 2864396 E- mail: tvla.kigoma@tvla.go.tz
Manager Kibaha, Tanzania Veterinary Laboratory Agency (TVLA), Mitamba street P. O. Box: 30137 Kibaha, Pwani. Telephone: +255 738 342351 Fax: +255 22 2864396 E- mail: tvi@tvla.go.tz	Manager Sumbawanga, Tanzania Veterinary Laboratory Agency (TVLA), High court road P. O. Box: 381 Sumbawanga, Tanzania. Telephone: +2552803237 E- mail: sumbawanga.tvla@tvla.go.tz

17.2. CUSTOMER TOLL FREE AND MAPPED PHONE NUMBERS

No.	TVLA Centre/Region	Toll Free	Mapped number
1	DAR ES SALAAM - HQ	0800750275	0748569860
2	DAR ES SALAAM - CIDB	0800750276	0748569861
3	DODOMA	0800750277	0748569850
4	MWANZA	0800750278	0748569851
5	ARUSHA	0800750279	0748569852
6	TANGA	0800750280	0748569853
7	IRINGA	0800750281	0748569854
8	TABORA	0800750282	0748569855
9	MEATU	0800750283	0748569856
10	SUMBAWANGA	0800750284	0748569857
11	KIGOMA	0800750285	0748569858
12	MTWARA	0800750286	0748569859

Appendix 1: Customer feedback questionnaire Survey form

Dear Customer,

Thank you for giving us the opportunity to serve you better. Please help us by taking a few minutes to tell us about the service that you have received so far. This questionnaire focuses on measuring customer satisfaction and perceptions on services we render.

Name *(Optional)*:	
Company *(Optional)*:	
Date:	

☐External customer☐Internal customer

☐Test conducted at **CIDB**☐ Test conducted at **CVL**

How long have you used our services?
☐ Fewer than 6 months ☐ between 6 months 1 year ☐ More than 5 years

How would you rate your satisfaction with the following aspects of the services you have received or accessed?

Item	**5 (Excellent)**	**4 (Very Good)**	**3 (Fairly good)**	**2 (Poor)**	**1 (Very poor)**
Staff responsiveness					
Staff was available in a timely manner					
Staff answered your questions					
Turnaround time					
Usefulness of the laboratory report					
Reliability of test results					
Cost of tests					
How satisfied are you **overall** with the services you received or accessed in the past 6 months?					

6. Please suggest how we can improve our services to better serve you

---

Thank you for taking the time to answer this survey!

Appendix 2: Sample submission form

Details of a submitting Individual		**Origin of specimen**		
Name in BLOCK LETTERS:		GPS reading:	Lat.	Long.
Signature:	Submission date:	Village subdivision:		
		Village:		
Email address:		Ward:		
Telephone No:		District:		
Work station:		Region:		
Reference/Consignment /waybill/ parcel No:		Control No:		

Address for return of results	**Owner of the animal (s)**
Name:	Name:
Postal Address:	Postal Address:
Email address:	Email address:
Telephone No(s):	Telephone No:

SAMPLES TESTED FOR AT CIDB: (Please tick the box)				**TEST REQUESTED:** (Please tick the box)	
Foot and mouth disease (FMD)		ASF		***1. Agent identification***	
Peste des petits ruminants (PPR)		Classical swine fever		FAT	
Blue tongue		Porcine respiratory and reproductive syndrome (PRRS)		Virus isolation	
Bovine viral diarrhoea/Mucosal disease(BVD/MD)				ELISA	
Infectious bovine rhinotrachaetis /Infectious pustular vaginitis (IBR/IPV)		Canine hepatitis		AGID	
Malignant catarrhal fever (MCF)		Canine distemper		PCR Conventional	
Rinderpest		Canine parvovirus		PCR Real time	
Sheep and goat pox		Newcastle disease		***2. Antibody detection***	
Vesicular stomatitis		Influenza A		ELISA	
Swine vesicular		Infectious bursal disease		AGID	

disease		(Gumboro)			
Rift valley fever		Avian encephalomyelitis		HA/HI	
Lumpy skin disease		Duck hepatitis			
Rabies				***3. Virus/serum neutralisation test***	
Others (please specify)				**Others (please specify)**	

SAMPLES TESTED FOR AT CVL (Please tick the box)		**TEST REQUESTED:** (Please tick the box)			
Blood parasites		Giemsa staining		Meat microbiology: Bacterial culture & ID	
Ectoparasites		Postmortem		Water microbiology: TBC, coliform and E.coli	
Internal parasites		Histopathology		Fluorescence Polarization Assay (FPA) for Brucella	
Brucellosis		Direct microscopy		Rosebengal test	
Salmonellosis		EPG		Indirect ELISA for Brucella	
Anthrax		Flotation		Competitive ELISA for CBPP	
Escherichia Coli		Buffy coat		Salmonella Pullorum rapid test	
Other bacterial infections (specify..... .....)		PCV		RT-PCR for Brucella	
Fungal infection		Aerobic bacterial culture & identification		RT-PCR for anthrax	
Feed nutritional composition		Antimicrobial sensitivity test (Antibiogram)		RT-PCR for RVF	
Mineral analysis		NIRS		RT-PCR for H5N1	
Emulsion stability		EDXRF		Urease test	
Acaricide strength		HPLC		Proximate analysis	
Dip wash strength					

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Nature	**Sample type** *(Tick*	**Animal**	**Number of**	**Preservatio**	**Accepted**	**Rejected**

	which is applicable)		**species**	**samples submitted**	**n (+4°C or -20°C)**		
Blood	Serum						
	EDTA						
	Heparin						
	Others						
Tissues	Brain						
	Lymphnodes						
	Liver						
	Lung						
	Spleen						
	Intestines						
	Tongue epithelium						
	Interdigital skin						
	Skin biopsy						
Other samples	Milk						
	Vaccine						
	Faeces						
	Feed						
	Carcass						
	Water						
	Insect						
	Tick						
	Dip wash						
	Acaricide						
	Blood slide						
	Others (name):						

HERD HISTORY		**FOR OFFICIAL USE ONLY**	
Number of animals with symptoms		Submission number	
Main symptoms observed OR reasons for collecting the specimen		Registration officer	
Duration of symptoms		Date specimen received	
Number of animals died with symptoms		Specimen count on arrival	
New animals introduced in herd		Testing laboratory section	
Treatment given		Amount collected	
Type of water		Payment receipt no.	
Type of feed		Signature of the registration officer	
Type of housing			

Appendix 3: Shipper's Declaration Form for Dangerous Goods

Name and address of Sender/Shipper Email:	Mobile number of sender/shipper (24 hours)	Sender's Signature		Weight (kg)
Name of consignee: Email	Mobile number of consignee:		Storage conditions:	
Transport Details Departure:…… . Destination:…… … **Warning:**	Air Waybill Number		Ticket/Reference number	
	Nature and quantity of dangerous goods			
ID/UN Number/Class	**Proper Shipping name**		**Quantity and type of packaging**	
Declaration: *I hereby declare that the contents of this consignment are fully and accurately described above by the proper shipping name, and are classified, packaged, marked and labeled/placarded, and are in all respects in proper condition for transport according to applicable national regulations. I declare that all of the applicable transport requirements have been met*			**Name:……** **……** **Signature:……** **Date:……**	
	WARNING: DO NOT OPEN IN TRANSIT			