

**PROCUREMENT AND SUPPLIES PROFESSIONALS AND
TECHNICIANS BOARD**



PSPTB CLIENT SERVICE CHARTER

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PREFACE

The United Republic of Tanzania (URT) through Public Sector Reform Program (PSRP) has formulated various policies and operational procedures. In the context of these policies inception of Client Service Charter (CSC) builds on the implementation of the PSRP of 2000. In 2001 the URT formalized procedure for using CSC with the aim of empowering Public Institutions including Government Agencies and Independent Department to be able to offer good quality service to their clients and to the general public in accordance with the values embedded in PSRP. The PSPTB Staff are required to perform their duties in a professional manner by being open and accountable for their actions and having the highest ethical standard. Since PSPTB is one of the Public institutions under the Ministry of Finance, there is no exemption rule to this requirement therefore PSPTB is obliged to comply with this desire of the Government, to improve public service delivery. This has necessitated PSPTB to develop a CSC so as to keep itself abreast with the reforms

This Client Service Charter is treated as a social contract between the PSPTB as a service provider and its clients who are receivers of the services being provided. It specifies standards for the delivery, which PSPTB believes its service users have a right to expect, and sets out feedback and complaint handling mechanisms. The charter has been developed through consultations with PSPTB clientele. PSPTB commits itself to report annually to the stakeholders on its performance against this charter. The PSPTB will develop a monitoring and evaluation system that will be the supporting instrument for the reporting process.

In order to be effective and successful, this charter is intended to be a living document, which will be a product and the embodiment of good working relationship that PSPTB will endeavor to maintain with its clients, partners and staff. The Board, therefore recommends this charter to all clients and stakeholders and encourages them to use the mechanisms spelt out in this charter to enter into implementation of the charter and subsequently, measure our effective service delivery. This will help PSPTB to achieve its objectives of continuous review and improvement in the quality of the services offered to customers.



Clemence P. Tesha

EXECUTIVE DIRECTOR

PROCUREMENT AND SUPPLIES PROFESSIONALS AND TECHNICIANS BOARD

LIST OF ABBRIVIATION

CBO	Community Based Organization
CSC	Client Service Charter
CSO	Civil Society Organization
FBO	Faith Based Organization
MDAs	Ministerial, Departments and Agencies
MMCC	Materials Management Caretaker Committee
NBMM	National Board for Materials Management
NGO	Non Governmental Organizations
PSPTB	Procurement and Supplies Professionals and Technicians Board

1.0 ORGANISATION PROFILE

The Procurement and Supplies Professionals' and Technicians' Board (PSPTB) was established in 2007 by Act No.23. PSPTB succeeds both the National Board for Materials Management (NBMM) established in 1981 by Act No.9, and the Materials Management Caretaker Committee (MMCC) founded in 1978.

1.1 VISION

To become a Centre of Excellence in Procurement and Supplies Management.

1.2 MISSION

To promote and develop the profession by imparting members with knowledge and skills necessary for effective and ethical management of procurement and supplies functions through training, research and professional services.

1.3 CORE VALUES

The PSPTB promotes, upholds, and implements core values and beliefs in the implementation of its functions and responsibilities as depicted in the Act No. 23 of 2007. Subsequently, we promise our clients/stakeholders that the delivery of services to them will always go in line with the following values:

(i) Excellence;

The Board is committed to excellence and the pursuit of continuous improvement in its services and operations.

(ii) Integrity;

The Board will act in honest, ethical, and professional manner in all endeavour's, and fully disclose all pertinent information, uphold the laws

and their regulations, demonstrate accountability, treat everyone with fairness and respect.

(iii) Professionalism;

The Board will strive to act in all dealings in a professional, proactive manner embodying ethical, consistent, frank and fair decision making, based on the facts. It will provide services through a highly skilled and competent workforce

(iv) Impartiality;

The Board will treat people equally.

(v) Accountability and responsiveness;

The Board will be responsible, ethical, and diligent in decision making, transactions, dealings and performance of Strategic Plan.

(vi) Efficiency;

The Board is aim to optimize efficiency in the delivery of services by implementing value for money practices.

(vii) Customer focus

The Board is Customer-driven in all endeavours of the Board, sensitive and responsive to customer needs, and high commitment to customer care and satisfaction

(viii) Transparency.

The Board will actively promote the sharing of ideas and information throughout the organization and be receptive to new ideas including communicating openly to all its members, public and other interested stakeholders

1.4 GUARANTEED STANDARDS

In support of the ethos of the above values, the Board will strive at all times to continuously improve the standards of services in terms of:

(i) The quality of our relationship with clients

- (ii) The quality of the services provided
- (iii) The timeliness of service delivery

1.5 PSPTB OFFICE LOCATION

Our Offices are located at the along Nyerere road, Keko Area, Bohari street in Dar es Salaam and we are open from to 08.00 hours to 16.00 hours on weekdays.

Postal Address is:

Executive Director

PSPTB

P.O. BOX 5993

Tel/ Fax: +255-22-2862138

Tel: +255-22-2865860

E-mail: info@psptb.go.tz , ed@psptb.go.tz

Website: <http://www.psptb.go.tz>

2.0 PSPTB OBJECTIVES

Under Act No. 23 of 2007, The Board is charged with the responsibility of regulating professional standards and conduct of professionals in the fields of procurement and supplies. To carry out and accomplish this mandate, PSPTB performs the following specific functions:

- (i) Formulate and advise the government on overall policy relating to the profession of Procurement and Supplies;
- (ii) Plan, direct, co-ordinate, monitor and control personnel requirements in procurement and supplies management profession;
- (iii) Provide professional advice to and recognize all trainings intuitions within the country offering courses in procurement and supplies, consultancy services in procurement and supplies management, professionals warehousing management, contract management and auctioneering;
- (iv) Formulate, establish and enforce the maintenance of standards of conduct and regulate the activities of procurement specialist, supplies professionals, stock procurement auditors, procurement and supplies technicians and the practice of the profession of procurement and supplies management;
- (v) Train or provide opportunities for the training of persons in the principles, procedures and techniques of procurement and supplies management;
- (vi) Conduct professional examinations leading to the grant of and to grant professional certificates, and other awards of the Board in procurement, supplies, procurement audit, supplies and stock audit and other subjects relating to procurement and supplies management;
- (vii) Effect registration of procurement and supplies professionals; Keep and maintain a register or registers for the registration of procurement and supplies professionals;
- (viii) Evaluate academic and practical qualifications for the purpose of registration of persons under the Act;

- (ix) Sponsor, arrange and provide facilities for conferences, seminars, discussions and consultations on matters relating to procurement and supplies management;
- (x) Assist members of the public in matters touching upon, ancillary incidental or conducive to the practice of the profession of procurement and supplies management; and
- (xi) Carry out such other functions as may be conferred upon the Board by any written law or as are necessary or expedient for the proper carrying out of its functions under the Act.

3.0 THE PURPOSE OF THIS CHARTER

The main purpose of this client's service charter is to create awareness of the service availability and quality of the services offered by the PSPTB. This charter provides opportunity to our stakeholders to understand what we commit to offer, how to contact us, what to expect by way of service standards, and how to seek a remedy if something goes wrong in between. The Charter will enhance participation of civil society and interested groups in the development of procurement and supplies management. We also believe that, the charter will provide guidance to our stakeholders to claim their rights and provide transparent mechanisms for contact, complaints and accessibility.

Key Features

In pursuit of this purpose, this charter includes the following key features: -

- (i) Brief information about us and how to contact us for further information
- (ii) A statement of standards of service that users can expect to receive in the context of the Key Results Areas
- (iii) Details about our main stakeholders and the key services that we expect to be provided by us.
- (iv) The arrangements for seeking remedy.

4.0 THE PRINCIPLES OF PUBLIC SERVICE DELIVERY

Our commitment through this Charter is translated/rests on nine Core Principles of Public Service Delivery as follows:

(i) Set standards of service

We will set clear standards of service that users can expect; monitor and review performance; and publish the results, following independent validation wherever possible.

(ii) Be open and provide full information

We will be open and communicate clearly and effectively so as, to help people using public services; and we will provide our clients with full information and services, and how we are performing on an annual basis.

(iii) Consult and involve

We will consult and involve our present and potential stakeholders in procurement and supplies management, as well as our employees; and use their views to improve the services we provide.

(iv) Encourage access and the promotion of choice

We will endeavor to make services easily available to everyone who needs them. Furthermore We will encourage the use of technology as long as resources permit, and we will offer clients choices wherever possible.

(v) Treat all fairly

We will treat all people fairly; respect their privacy and dignity; be helpful and courteous; and pay particular attention to those with special needs and vulnerable groups.

(vi) Put things right when they go wrong

We will attempt to put things right quickly, efficiently and effectively; learn from complaints; and have a clear, well-publicized, and user-friendly complaints procedure, with the possibility of independent review wherever possible.

(vii) Use resources effectively

We will use resources effectively to provide best practices and accountability to taxpayers, donors and other stakeholders.

(viii) Innovate and improve

We will continually improve the services and facilities offered.

(ix) Work with other service providers

We will work with Ministries, Departments and Agencies (MDAs) and other stakeholders to ensure that services are simple to use, effective and co-ordinate, and facilitate MDAs to deliver better services to their end-users.

5.0 OUR CLIENTS AND STAKEHOLDERS

The PSPTB provides services to many and varying clientele which have been identified and summarized in the following table.

S/N	STAKEHOLDER	OBLIGATIONS OF THE BOARD	STAKEHOLDERS EXPECTATIONS
1	Parliament	<ul style="list-style-type: none"> ✓ Performance reports and Audited financial statements. ✓ Professional response to Parliamentary questions. ✓ Relevant Information on Procurement and Supplies Profession. 	<ul style="list-style-type: none"> » Timely reports and Audited financial statements. » Timely and accurate responses and clarifications to questions » .Timely and accurate professional information report » Value for Money services.
2.	Government	<ul style="list-style-type: none"> ✓ Advice on matters related to professionalism. ✓ Provide financial and physical implementation progress reports. ✓ Control, regulate and monitor professional conduct. ✓ Provide competent staff meeting their demand. 	<ul style="list-style-type: none"> » Timely, accurate advice on professionalism. » High professional performance. » Timely, accurate financial and physical progress reports » Financial self-sufficiency/sustainable. » Ethical Professionals » Increased number of registered professionals and technician. » Value for money services.
3.	Development Partners	<ul style="list-style-type: none"> ✓ Provide information on Procurement and Supplies profession. ✓ Provide financial and implementation reports 	<ul style="list-style-type: none"> » Timely and accurate information and reports. Efficiency and professionalism in procurement and supplies profession. » Transparency in disbursement and use of funds wisely.

S/N	STAKEHOLDER	OBLIGATIONS OF THE BOARD	STAKEHOLDERS EXPECTATIONS
		<ul style="list-style-type: none"> ✓ Provide information on available products and market service from PSPTB. ✓ Timely and accurate information on available products and services 	<ul style="list-style-type: none"> » Updated ethical code of conduct. » Fewer cases of unethical behaviour.
4.	MDAs,	<ul style="list-style-type: none"> ✓ Provide advice on professional matters. ✓ Provision and clarification on policies, rules and regulations governing procurement and supplies profession ✓ Advice on procurement and supplies ethics management. ✓ Provide research and consultancy services in areas of procurement and supplies profession. ✓ Provide information on available PSPTB products and services. ✓ 	<ul style="list-style-type: none"> » Timely response to professional queries, advise and clarifications. » Timely, updated and clear procurement and supplies profession policies, rules, guidelines and regulations. » .Competent and ethical professionals. » Timely professional research reports. » Detailed information of products and services
5.	Board Directors of	<ul style="list-style-type: none"> ✓ Develop policies and regulations. ✓ Develop strategic plans. ✓ Provide financial and implementation progress reports. ✓ Implement directives. 	<ul style="list-style-type: none"> » State of the art policies and regulations » Updates strategic plans and implementation. » Timely, accurate financial and physical progress report and financial self sufficiency. » High performance.

S/N	STAKEHOLDER	OBLIGATIONS OF THE BOARD	STAKEHOLDERS EXPECTATIONS
6.	Procurement and Supplies Professionals and Technicians	<ul style="list-style-type: none"> ✓ Improve skills and competence of professionals and Technicians in procurement and supplies area ✓ Register, regulate and monitor professional conduct ✓ Research, develop and issue professional guidelines and standards. 	<ul style="list-style-type: none"> » Up-to-date knowledge and skills » Fairness process of registration » Existence of professional guidelines and standards
7.	Prospective Professionals and Technicians (Candidates)	<ul style="list-style-type: none"> ✓ Impart and test professional knowledge, skills and understanding. ✓ Provide library services. ✓ Provide a source of professional learning resources. 	<ul style="list-style-type: none"> » Fairness in setting and marking examinations, » High professional performance in library services including e-library. » Conducive learning environment. » Available training opportunity.
8.	Training Institutions	<p>To provide professional advice leading to training and tuition.</p> <ul style="list-style-type: none"> ✓ To ensure provision reading materials. ✓ To regulate and moderate their examinations. ✓ Examinations to achieve professional acceptable best practice. 	<ul style="list-style-type: none"> » Improve professional trainings, research and consultancy. » High academic performance » Relevant literature to provide Knowledge and understanding. » Fairness in moderation examinations. » Best performers with essential skills and competencies
9.	Employers	<ul style="list-style-type: none"> ✓ Provide competent staff meeting their demand. 	<ul style="list-style-type: none"> » Competent professionals and technicians.

S/N	STAKEHOLDER	OBLIGATIONS OF THE BOARD	STAKEHOLDERS EXPECTATIONS
			<ul style="list-style-type: none"> » Honest employees. » Improved turnover performance. » Knowledgeable and skilled practitioners.
10.	Suppliers	<ul style="list-style-type: none"> ✓ Advice on procurement and supplies profession. ✓ Pay for goods, works and services rendered. 	<ul style="list-style-type: none"> » Timely information on procurement and supplies profession. » Timely and prompt payment for services or goods delivered.
11.	Public	<ul style="list-style-type: none"> ✓ Information on available programs and services. ✓ Performance report. ✓ Marketing of all products 	<ul style="list-style-type: none"> » Timely, accurate provision of procurement and supplies information. » Timely and accurate responses to their inquiries. » Marketing tools used effectively
12.	Regulators	<ul style="list-style-type: none"> ✓ Advice on procurement and supplies profession. ✓ Monitor, control and regulate professional conduct. 	<ul style="list-style-type: none"> » Timely and accurate information about procurement and supplies professionals. » Efficiency and professionalism in Procurement and Supplies professionals. » Updated ethical code of conduct. » Value for money delivery from professionals.
13.	NGOs, CBOs,	<ul style="list-style-type: none"> ✓ Provide procurement and 	<ul style="list-style-type: none"> » Participate in development of

S/N	STAKEHOLDER	OBLIGATIONS OF THE BOARD	STAKEHOLDERS EXPECTATIONS
	CSOs, FBOs,	<p>supplies professional advice.</p> <ul style="list-style-type: none"> ✓ Provide information on procurement and supplies profession. ✓ Clarifications on procurement and supplies policies, rules, standards and regulations. ✓ Provide implementation reports. 	<p>procurement supplies policies and regulations.</p> <ul style="list-style-type: none"> » Value for money » Timely and accurate procurement and supplies professional reports and information. » Timely clarifications on policies, rules, standards and regulations Ethical follow up. » Timely progress reports on implementation issues
14.	Employees	<ul style="list-style-type: none"> ✓ To provide conducive working environment. ✓ To provide motivation and incentives. ✓ To provide training and career development. ✓ Working tools, equipments and facilities are provided. 	<ul style="list-style-type: none"> » Conducive working environment. » Good remuneration and job satisfaction. » Career development. » Support from management. » Appropriate employment, policies, rules and regulations. <p>Recognition of their role</p>
15.	Trade Unions	<ul style="list-style-type: none"> ✓ Information of PSPTB pays remuneration and working conditions. ✓ Dispute resolutions mechanism. 	<ul style="list-style-type: none"> » Timely and accurate information. » Fairness and transparency.
16	Registered Financial Institutions	<ul style="list-style-type: none"> ✓ to pay statutory due on time ✓ to provide financial information on time 	<ul style="list-style-type: none"> » timely payment » timely report

6.0 SERVICE COMMITMENTS AND STANDARDS TO OUR CLIENTS AND STAKEHOLDERS

6.1 Relationship Service Standards

We commit ourselves to provide services to our clients and stakeholders in a transparent, fair and equally; we will be responsive and accountable to our customers; we will endeavor to ensure that accuracy, customer orientation, courtesy and timely service delivery characterizes our service provision.

6.2 Quality Service Standards

We commit ourselves to provide value for money services to our clients and stakeholders; services of the highest quality which adhere to existing legal frameworks, regulations, guidelines, procedures and set professional standards.

6.3 Standards in Relation to Time

We commit ourselves to provide services to our clients and stakeholders in the timeframe set below:-

- (i) We will respond to all correspondences/enquiries/complaints from our stakeholders and settle suppliers demand within shortest possible time or before end of credit period.
- (ii) We will register professionals/Firms upon receipt of all supporting documents quarterly
- (iii) We will issue notification for workshops and seminars to our clients and stakeholders three months prior to the date of seminar.
- (iv) We will issue candidates examination letters/identity cards and examination results/ information within reasonable time, eg three weeks before the conduct and 60 days after the conduct of examinations.
- (v) We will process appeals for examinations results within 14 working days after the deadline of appeals.

- (vi) We will prepare PSPTB's financial statements, Audit reports, Procurement reports and any statutory report as prescribed by the respective Act.

7.0 INSTITUTIONAL RESPONSIBILITY

It is our responsibility to ensure that services provided to our clients adhere to the set standards. In this context, it is our responsibility to ensure that a suitable approach to service provision is coined to facilitate this endeavor. Below is our commitment in this vein:

- (i) Setting of clear service standards. We will conduct independent monitoring and review of our performance in relation to the set standards, and consequently publish the results for our stakeholders' consumption.
- (ii) We will consult and involve our clients and use their views to improve service provision. In this vein, we will seek to improve our service delivery through innovation to meet our customers' needs and changing circumstances which have a bearing to the services we provide.
- (iii) We will treat our clients and stakeholders fairly. We will pay particular attention to clients or stakeholders with special needs.
- (iv) We commit ourselves to deliver services according to the law of the land and our set standards, regulations & procedures
- (v) We will be quick to respond to our clients' rights, suggestions and complaints. In this context we endeavor to respond quickly and effectively to problems and issues rose by our customers, and learn from such situations so as to improve service delivery.
- (vi) We will put in place and publicize a clear complaints system which will enable our clients to easily channel their complaints to us.
- (vii) We will effectively use resources disposed to us so as to provide value for money to our clients and taxpayers.

- (viii) We will endeavor to work in tandem with other public as well as private institutions to ensure that the services offered are user friendly and are effective and well coordinated to remove duplication of efforts.

8.0 CLIENT'S RIGHTS AND RESPONSIBILITIES

8.1 CLIENTS' RIGHTS

In this charter, we have endeavored to set service standards which we believe our clients have the right to expect from us. We also believe that our clients have the following rights:

- (i) The right to appeal in accordance with set procedures.
- (ii) The right to complain on the quality of services provided to them.
- (iii) The right to get access to services and facilities to meet their professional needs.
- (iv) The right to get access to information about the functions, responsibilities, performance and regulations and procedures of the PSPTB;
- (v) The right to prompt treatment with respect and in accordance to set standards, laws and regulations;
- (vi) The right to provide advices on better and effective ways of service improvement.

8.2 CLIENTS' RESPONSIBILITIES

The clients' rights notwithstanding, our clients also have the following obligations to fulfill:

- (i) To effectively provide cooperation to members of staff providing services to them.

- (ii) Clients are required not to solicit favours from members of staff providing services to them.
- (iii) Clients are required to be punctual for their set appointments or meetings with service providers.
- (iv) Clients are required to provide accurate information at an appropriate time.
- (v) Clients are required to observe existing legal frameworks, regulations and procedures presiding over the services they seek.

9.0 CLIENTS' FEEDBACK ON SERVICE DELIVERY

PSPTB is committed to serve its clients according to the set service standards and quality. We encourage our clients to provide their views regarding the services provided. These views may be in the form of compliments, suggestions or complaints. Clients are encouraged to give their views in person or channel them through the following contacts:

OFFICE	ADDRESS, FAX AND TELEPHONE NUMBER	WEBSITE AND E-MAIL
PSPTB	Box 5993	Website: http://www.psptb.go.tz
	DAR ES SALAAM	Email: info@psptb.go.tz
Executive Director	Phone +255 22 2865860	ed@psptb.go.tz
	Fax +255 22 2862138	

Furthermore, clients are free to provide feedback to PSPTB through suggestion boxes after receiving or consuming our services. Suggestion boxes are located within the Board's Offices.