

THE UNITED REPUBLIC OF TANZANIA
Ministry of Health and Social Welfare
Medical Stores Department



msd
medical stores department

Client Service Charter



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TABLE OF CONTENTS

OUR VISION II

OUR MISSION II

OUR OVERALL OBJECTIVE II

STATEMENT BY THE CHAIRPERSON OF THE
BOARD OF TRUSTEES 1

1. BACKGROUND 3

2. RELEVANCE OF FUNCTIONS OF MSD 3

3. THE PURPOSE OF THIS CHARTER 4

4. PRODUCTS AND PRODUCT POLICY 4

5. CUSTOMER SERVICE POLICY 5

6. PRICING POLICY 5

7. KEY RESULT AREAS 6

8. CORE VALUES AND MANAGEMENT PRINCIPLES . 6

9. CUSTOMER’S EXPECTATIONS 13

10. OUR GUARANTEED STANDARDS 15

11. CUSTOMER RIGHTS AND RESPONSIBILITIES 18

12.1 CLIENT RIGHTS 19

12.2 CLIENT RESPONSIBILITIES 19

13. FEEDBACK AND COMPLAINTS 20

 13.1 HOW TO SUBMIT A COMPLAINT 20

 13.2 RECORDS OF COMPLAINTS 20

 13.3 EXTERNAL DISPUTE HANDLING
 AND APPEAL MECHANISM 20

14. MAINTAINING AND REVIEWING THIS CHARTER.. 21

 14.1 THE PURPOSE OF REVIEW 21

 14.2 CONSULTATION IN REVIEW 21

 14.3 REPORTING PERFORMANCE AGAINST
 STANDARDS 22

15. HOW TO CONTACT US 22

OUR VISION

To provide quality medical services closer to people.

OUR MISSION

To make available at all times essential medicines and medical supplies of acceptable quality at cost-effective prices to the population through government and approved non-government and private health facilities.

OUR OVERALL OBJECTIVE

To develop, maintain and manage an efficient and cost-effective system of procurement, storage and distribution of approved essential medicines and other medical supplies required for use within the country at all times.

STATEMENT BY THE CHAIRPERSON OF THE BOARD OF TRUSTEES

The new public management agenda emphasizes value for money and improved public service delivery. We are committed to behavior change towards a more customer focused culture in the public service.

This Client Service Charter is a ‘social pact’ between us as sellers of essential medicines and other medical supplies and our customers, employees, stakeholders and the general public of Tanzania. The Charter creates awareness on products and services provided by the Department, specifies standards for service delivery, which we believe our internal and external customers have the right to expect, sets out promises on how the expectations will be met and develops complaint and feedback handling mechanisms. This service charter also specifies rights, responsibilities and how the clients can contact us.

We are committed on procurement, storage and distribution of quality healthcare products at affordable prices to our customers throughout the nation.

We are also committed to report annually to appropriate customers, stakeholders and the Parliament on our performance against this charter. In so doing, we believe we shall continuously endeavour to improve service delivery to our customers, employees, stakeholders and the general public of Tanzania.

In order to be effective and successful, this charter has to be a living document, which is a product and the embodiment of the good working relationship that we endeavour to maintain with all of our customers, employees, stakeholders and the general public of Tanzania.

We urge our stakeholders to use the mechanisms presented in this document to make an open, transparent and constructive dialogue that will help the organization to achieve its goal of procurement, storage and distribution of quality healthcare products at affordable prices to our customers throughout the nation.

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CHAIRPERSON BOARD OF TRUSTEES
MEDICAL STORES DEPARTMENT

1. BACKGROUND

Medical Stores Department (MSD) is an autonomous department of the Ministry of Health and Social Welfare established by the Act of parliament number 13 of 1993 and started operating in 1994 with the express objective of furnishing to the nation good quality medicines and medical equipment at affordable prices, made available through approved government and non-government agencies throughout Tanzania. MSD is a not for profit government institution operating on a commercial basis to ensure its own sustainability - without drawing upon outside resources. The main functions of MSD are procurement, storage and distribution of quality healthcare products throughout the nation. The department carries out other support functions that are connected or incidental to the performance of the main function. MSD also provides logistics functions to vertical programs of the Ministry of Health and Social Welfare, and distributes ART commodities.

2. RELEVANCE OF FUNCTIONS OF MSD

Our service touches every individual, company, Non-Governmental Organization (NGO) and the Local and Central Governments. Every activity needs human resources. However, human beings can carry out activities only if they are healthy. A healthy body and mind are assets of every individual person, family, society and the nation at large. In this regard, a healthy population is very important for social, political, technological and economic development of the country. Poor health affects the individual faced with an illness, the family, society and the nation at large. Illness affects family activities and funds because of taking care of the sick. The society - especially neighbours and friends - are also involved in giving comfort and taking care of the sick. Occurrence of endemic diseases leads to shift of priorities of the society and the local and central Governments. Government revenue is also affected because economic activities, hence the tax base are affected. The effect of illness can be reduced only if good quality medicines and

medical equipment are available and accessible at affordable prices. Therefore, the decision of the Government to establish, support and work in partnership with MSD is appropriate and creates value for money for the good of this nation.

3. THE PURPOSE OF THIS CHARTER

This Client Service Charter (CSC) aims at raising awareness of the quality of the products and services we offer, rights and responsibilities of our clients and how to provide feedback to complaints where services are not commensurate with their expectations.

4. PRODUCTS AND PRODUCT POLICY

MSD stocks medicine listed in the National Essential Medicine List (NEMLIST) and Standard Treatment Guidelines (STG) which cater for the majority of population. MSD complies with the requirement of Tanzania Food and Drug Authority (TFDA) on dealing with medicines. Either medicines stocked by MSD are those registered or approved by TFDA. The products are described by their generic name and not brand names. The registration process involves evaluation of products for quality, safety and effectiveness

MSD collaborates with Private Health Laboratory Board (PHLB) in the selection and acquisition of Diagnostics reagents. MSD stocks medical supplies which are essential for provision of quality health care services.

Nevertheless upon customer request MSD, procures medicines that are not stock items. In this regard, all orders made by a customer for items (medicines and medical supplies) that do not fall under MSD catalogue items are known as Special Procurement.

¹Section 4(2) of the Act of parliament number 13 of 1993 that established MSD, states functions of the Department.

All incoming goods are subjected to inspection by the Quality Assurance Unit of MSD. MSD uses services of TFDA, TBS, GCLA, BICCO and others to conduct analysis of samples to certify quality of products.

5. CUSTOMER SERVICE POLICY

MSD customer policy is to ensure that MSD clients get at all times, essential medicines and medical supplies of acceptable quality at the lowest possible prices. MSD has the obligation to serve the public/Government and NGO/Religious sectors, parastatal and approved private health facilities. Government and NGO health facilities are allowed to buy from MSD at MSD basic sale prices which exclude all taxes and duties from which MSD is exempted as a government institution. Private institutions can only buy from MSD if specifically approved by the Ministry of Health & Social Welfare (MOSWH). Such approval is contingent to satisfying the Ministry that the private facility provides essential service to the community in its neighborhood.

6. PRICING POLICY

MSD has two categories of prices, Catalogue and Non-catalogue prices. MSD catalogue prices are for stocked Essential Medicines and Medical supplies. These are MSD sales prices valid for all Governmental Health Facilities, Approved NGO's/ Religious Hospitals, Charitable Hospitals and other health care providers with approval from Ministry of Health.

Non-catalogue prices are for Customers not approved by the Ministry of Health and Social Welfare (MoHSW) such as parastatal companies/organizations. MSD also charges for logistics functions and distribution services for Vertical Programmes and ART Commodities, respectively.

7. KEY RESULT AREAS

The following are Key Result Areas as described in our Medium-term Strategic Plan (2007-2013):

- Almost all regular operational activities will be executed in the zonal stores, as close as possible to the end user.
- ILS being implemented in all zonal stores.
- Different service modalities per each of the three client groups (segments), with adequate client platforms (regular feedback) and segmented communication strategies.
- Framework contracts and preferred supplier agreements for regular items as well as special procurement.
- Outsourcing of central-to-zone transport and of certain support activities like HR tasks, data communication and fleet maintenance.
- An improved interaction of MSD with all major stakeholders, in particular with the
- MOHSW, the MOFEA and development partners, coordinated by new Stakeholder
- Relationship Department.
- Revised MSD Act

8. CORE VALUES AND MANAGEMENT PRINCIPLES

In pursuit of provision of quality services we shall be guided by MSD's Code of Ethics and Conduct , incorporated in MSD's Staff Regulations of 2008, which are:

²The Code of Ethics and Conduct has been issued by MSD pursuant to the Public Service Act. A breach of the Code will be dealt with the Employment and Labour Relations Act, No. 6 of 2004 and its Rules 2007, Prevention of Corruption Act or any other relevant law

I Respect Human Rights and being Courteous

1. MSD employee has the right of being a member of any political party and can vote both for his political party and general elections.
2. MSD employee can become a member of any religious sect provided that he does not contravene the existing laws. However since the government has no religion, religious beliefs should not be advocated in Medical Store Department Offices.
3. MSD employee shall not discriminate or harass a member of the public or fellow employee on grounds of sex, tribe, religion, nationality, ethnicity, age, marital status or disability.
4. MSD employee shall be courteous to senior and fellow employees as well as to all clients and particularly the clients being served. If an employee is requested to clarify or to provide direction on issues arising from laws, regulations and procedures, the employee will do so with clarity and promptness.
5. MSD employee will respect other employees, their rights, as well as their right to privacy especially when handling private and personal information.
6. MSD employees shall refrain from having sexual relationship at the workplace, Likewise he will avoid types of conduct which constitute harassment which include:-
 - i) Pressure for sexual activity or sexual favour with a fellow employee;
 - ii) Rape, sexual battery and molestation or any sexual assault;
 - iii) Intentional physical conduct which is sexual in nature such as unwelcome touching, pinching, patting, grabbing and or brushing against another employee's body, hair or clothes,

- iv) Sexual innuendoes, gestures, noises, jokes, comments or remarks to another person about one's sexuality or body;
- v) Offering or receiving preferential treatments, promises or rewards and offering or submitting to sexual favours.

II. Discipline and Diligence

1. For efficient performance MSD employee will perform his duties diligently and with a high degree of discipline. An employee shall therefore use time, skills and expertise one has so as to attain the expected goals. MSD employees are expected to:
 - i) Obey the law. Decisions should not be biased because of religion, ethnicity, sex, personal interest or any relationship;
 - ii) Obey and effect lawful directives;
 - iii) Carry out assigned duties efficiently. Where MSD employee considers that he/she is being asked to act improperly he shall report the matter to his her superiors in accordance with the laid down procedures.
 - iv) Be ready to work at any duty station;
 - v) Refrain from any conduct might impair one's work performance;
 - vi) Keep punctuality with respect to hours of arrival at work, at all official appointments or engagements and not absent oneself from duty without proper authorization or reasonable cause;
 - vii) Avoid the use of rude and abusive language

- viii) Finish assigned duties within required time and standards.
- 2. An employee will maintain personal hygiene, dress in respectable attire in accordance with the acceptable norms of the office as stipulated in staff circulars.
- 3. While out of office, an employee will conduct his/her personal life in such a manner that it does not affect his services or bring MSD into disrepute. He is therefore required to refrain from becoming drunk, using narcotic drugs and any other unacceptable behaviour.
- 4. MSD employee shall not disclose confidential or official information which has been communicated to or has been availed while discharging official duties without due permission. An employee shall continue to maintaining secrecy and confidentiality of official information even after one has left the Medical Store Department. Officers appointed to act in the position of a manager or director may be required to sign non-disclosure and confidentiality agreement when give documents or attending meetings involving privileged information.
- 5. On disclosure of information:
 - i) MSD employee shall not use any official document or photocopy such as a letter or any other document or information obtained in the course of discharging his duties for personal ends;
 - ii) MSD employee shall not communicate with the media on issues related to work or official policy without due permission
 - iii) Official information will be released to the media by officials who have been authorized to do so according to the laid down procedures.

III. Team Work

MSD employees will strive to promote team work by offering help to co-employees whenever the need so arises. Team work will be achieved by MSD employees observing the following:-

- i) Giving instructions which are clear and undistorted;
- ii) Giving due weight and consideration to official views submitted by fellow employees and subordinates;
- iii) Ensuring that subordinate's clearly understood the scope of their work and encourages them to enhance their competence and skills.
- iv) Giving credit to an employee with outstanding performance and not seeking personal credit at the employee's expense,
- v) Avoid malicious action or words intended to ridicule either subordinates or superiors;
- vi) Reporting on his subordinates to be done fairly and without any fear.

IV. Pursuing of Excellence in Services:

Since Medical Store Department is geared towards provision of excellent services' employees will do the following:-

- i) Strive to achieve the highest standards of performance;
- ii) If a member of a professional body (Materials Management, Accountants, Doctors, Teachers, Pharmacists, Engineers, Lawyers e.t.c.) then adhere to their respective professional Code of Conduct;
- iii) Strive to acquire new knowledge and skills continuously and use them effectively;
- iv) Recognize the need for training and strive to get such training

V. Exercise Responsibility and Good Stewardship

1. MSD employee shall act within the boundaries of the authority and responsibilities delegated. In doing so he shall:-
 - i) Make decisions in line with authorized standards and procedures, and
 - ii) Discharge duties effectively and be accountable for one's own actions.
2. MSD employee shall safeguard public funds and other properties of the public entrusted to him/her and shall ensure that no damage, loss or misappropriation occurs to the funds or public property;

VI. Transparency and Accountability

1. MSD will adhere to and practice meritocratic principles in appointments, promotions and while delivering and service. He will be accountable both for actions and inactions through normal tiers of authority;
2.
 - i) The employee shall conduct meetings for the purpose of promoting efficiency and shall not use meetings as a way of avoiding being responsible for the decision he is supposed to have made on her/his own;
 - ii) The employee shall not engage in unofficial activities or projects during official hours or conduct such activities or projects within the office premises by using public property; and
 - iii) The employee shall be ready to declare his property or that of his spouse when required to do so.
3. The employee shall be loyal to duly constituted Government

of the day and will therefore, implement policies and decisions given by the Minister or any other Government leader.

VII. Discharge Duties with Integrity

1. An employee shall not fear to abide to Laws, Regulations and Procedures when discharging his/her duties.
2. An employee shall not solicit, or accept bribes from a person who he is serving, has already served or will be serving either by doing so in person or by using another person.
3. On Gifts:
 - i) An employee or any member of his family shall not receive presents in form of money, entertainments or any service from a person that may be regarded as geared towards compromising his or her integrity
 - ii) An employee may accept or give nominal gifts such as pens, calendars and diaries in small amount.
 - iii) An employee will return to the donor any other gift or handle them over to the Director General who will send it to the Director responsible for finance to issues receipt and account for it.
4. An employee shall perform his duties honestly and impartially to avoid circumstances that may lead to conflict of interest. If conflict of interest arises he shall inform his superiors who decide upon the best course of action to resolve it.
5. An employee shall not borrow to the extent of not being able to repay the debts as this will discredit the public service as well as affect his ability to make unbiased decisions.

VIII. Political Neutrality

1. An employee can participate in politics provided that when so doing he observes the following limitations:-
 - i) Shall not conduct or engage oneself with political activities during official hours or at work premises;
 - ii) Shall not take part in political activities which will compromise or be seen to compromise his loyalty to the Government;
 - iii) Shall not provide service with bias due to his political affiliation
 - iv) Shall not pass information or documents availed through his position in the service to his political party.
2. Although public servants have a right to communicate with their political representatives they:-
 - i) Shall not use such influence to intervene on matters affecting him/her which are in dispute between the Department and him/her,
 - ii) Shall not use such influence for furthering person ends which are not part of the Department policy,

9. CUSTOMER'S EXPECTATIONS

Our customers are as stated in our Customer Policy. We have analyzed their main expectations as follows:

- (a) **Hospitals and DMOs**
 - Regular availability of all products
 - Processing of special orders to take maximum of three (3) months

- Good customer care services
- Regular up-date of catalogue
- Less bureaucratic sales procedures
- Prompt delivery of products
- Training health facilities staff on proper handling of medicines
- Prompt information on stocks
- More MSD delivery of quality products
- Expanded MSD product range
- More improved products packaging.

(b) Health Centres and Dispensaries

- MSD stocking adequate products
- Timely delivery of products
- More MSD distribution outlets opened
- Medicines and medical supplies sourced from other suppliers besides the traditional firms
- Increased product varieties/range
- Improved customer services.

(c) Vertical Programs

The major expectations of Vertical Programs are as follows:

(i) Procurement:

- Procurement should be from credible sources.
- The process should start before they receive funds.
- Timely procurement could be achieved by buying through approved suppliers with quality products.
- MSD should intensify efficiency in the process

(ii) Clearing:

- Timely communication on arrival of the products
- Prompt clearance

(iii) Storage:

- Need to increase storage capacity for ARVs

- Need to increase cold room for vaccines
 - Need for improved storing procedures and services.
- (iv) ***Distribution Process:***
- Feedback on status of stocks and distribution from zonal office and central store
 - To improve logistics so as to expedite distribution.
 - Need for emergency distribution
 - Proper preparation of delivery notes.
- (d) ***Stakeholders***
- MSD will always meet their vision, and accomplish their missions/plans accordingly as approved by the Board.
 - MSD should correctly estimate, at least requirements for the top 10 diseases
 - MSD should contribute to the control of pilferage of medicines at facility level.
 - Supply of other medicines and medical equipment on top of essential medicines
 - MSD enters into agreement with city councils to supply products (mainly medicines) on credit to ensure their availability throughout the year
- (e) ***Collaborators***
- Getting medicines as per order intact and timely, because MSD is a Government appointed supplier.
 - MSD to enter into an agreement with the Council for it to provide medicines on credit while the Council is mobilizing funds from other sources, such as basket funds.

10. OUR GUARANTEED STANDARDS

We will strive at all times to continuously improve the standards of products and service provision to our clients.

Be open and provide information

We will be open and communicate clearly and effectively in plain language, to help people using our services; and we will provide clients with information about services, their costs and how we will perform annually.

Put things right when they go wrong

We will strive always to put things right quickly and effectively, learn from complaints and have clear, well publicized, and easy to use complaints procedures, with possibility of independent review wherever possible.

Responsiveness

We will respond promptly to all customers seeking our services.

Clarity

We will ensure that all our letters and reports are written with clarity to avoid ambiguity.

Accuracy

We will ensure that whatever services we provide will be done in the highest degree of accuracy in conformity with the Standard Operating Procedures (SOPs).

Response time for client contacts

We will deal with letters, e-mails, telephone and fax messages promptly and always within 2 working days from the date of receipt.

Response Time for Processing Core Activities

(i) Directorate of Procurement and Technical Services:

- Timely avail Stock and services by adhering to stock holding policy, standard operating procedures.
- Quality complaints to be responded within seven working days.

- Inspection of incoming goods to be conducted within 48 hours after receipt.
- Clearance of goods from port/airport to be done within 21 and 7 days respectively.

(ii) Directorate of Customer Services and Sales:

- Sales order fulfillment for external customers to 90% given that customers have sufficient funds to cover cost of their orders.
- Complaints acknowledgement for both internal and external customers within 2 working days from the day of receipt.
- Products delivery to external customers within 14 working days.

(iii) Directorate of Logistics:

- Zonal replenishment for internal users within 14 days, considered to be enough time, based on the establishment of monthly consumption by zones.
- Servicing Vertical Programs Customers within 14 days after receiving goods and distribution list.
- Providing quarterly technical reports to each Program Manager.

(iv) Directorate of Information:

- Network upgrade for both users within 6 months in every 2 years.
- Website update for both internal and external users within 4 months, once a year.

- ERP error correction for internal users within two weeks as they occur.
- PCs upgrade for internal users within 6 months once a year.
- ERP enhancement for both internal and external users within 3 months for user's acceptance.

(v) Directorate of Finance and Administration:

- We will continue to review our internal process to ensure cost efficiency in provision of products and services.
- To ensure proper financial, human and physical management and accountability.
- To ensure timely payment for services rendered.
- To ensure formulation of realistic implementable plans.
- To maintain high quality information on the clients accounts with MSD and issue customer statement on request and on quarterly basis.

(vi) Complaint Resolution

We guarantee to resolve promptly all complaints within 7 working days from the date of receipt of the complaints.

11. CUSTOMER RIGHTS AND RESPONSIBILITIES

We have promised in this charter what we believe our customers have the right to expect in terms of standards. Similarly, we believe that clients have certain responsibilities to abide by to help us provide good services to them, and to ensure a successful and sustainable relationship.

12.1 Client Rights

In addition to the right to high standards of products and service delivery we consider that clients have the following rights:

- Get adequate and affordable products and services,
- To be treated with courtesy,
- Review and appeal,
- Lodge a complain and advise us,
- Privacy and confidentiality,
- Get information about themselves subject to described procedures,
- Refund of money for proven delivery shortfalls or defective products and non-performed services.

12.2 Client Responsibilities

Our Clients are expected:

- To submit orders 14 days in advance
- To abide with terms of trades of the Department
- To pay their bills when due
- To treat our staff with courtesy,
- To attend scheduled appointments punctually,
- To respond to request for information from the Department accurately, thoroughly and in a timely manner,
- To abide by any legal requirements and other obligations that they must meet in order to be eligible for services sought,
- To pay costs for services rendered.

13. FEEDBACK AND COMPLAINTS

We welcome constructive criticisms and feedback about our products and services, as well as compliments and suggestions on how to serve you better. Furthermore, we promise that complaints and suggestions will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority.

13.1 *How to Submit a Complaint*

Complaints may be made by post, telephone, fax, and e-mail or in person by contacting the following:

Director General,
Medical Stores Department,
Off Nyerere Road/Keko Mwanga,
P. O. Box 9081,
DAR ES SALAAM
Phone: +255 22 286 0890-7
Fax: +255 22 286 5814/19
E-mail; info@msd.or.tz
Website : www.msd.or.tz

Our offices are open from 7.30 a.m. to 3.30 p.m. on week days.

13.2 *Records of Complaints*

We will record all complaints, compliments and suggestions. We will use these for evaluation and monitoring processes and thus form the basis of annual self-assessment benchmarking by the senior management team. We guarantee that all information, including personal names and details will be treated with utmost confidentiality.

13.3 *External Dispute Handling and Appeal Mechanism*

Our internal complaints handling system does not prevent clients from using external dispute handling and appeal mechanisms or in any way reduce their rights of appeal to the Executive Agencies Regulations on Arbitration and Reconciliation Procedures.

14. MAINTAINING AND REVIEWING THIS CHARTER

14.1 *The purpose of review*

This charter should be a living document that evolves in line with changes that occur in society, in the medical and pharmaceutical industry, within MSD, that affect our customers; we wish to ensure its ongoing relevance and effectiveness and will regularly review whether:

- The charter continues to reflect our approach to client service and any significant new initiatives in this area – particularly through the process of the Reform Programme.
- The service commitments and standards are still aligned to the needs and priorities of clients and key stakeholders. We welcome feedbacks on this, to ensure:
- The charter continues to meet the client service principles and core values,
- The current content is accurate,
- The format, design and availability meet client needs,
- We are maintaining reliable and effective data collection on client feedbacks, service standards and complaints,
- Changes should be made to our complaints handling processes; for example, if we are unable to resolve a satisfactory number of complaints without clients feeling the need to appeal to external bodies.

14.2 *Consultation in review*

In order to be open and accountable we will consult appropriate customers and stakeholders during our review process, and consult external sources such as our Parent Ministry and the Civil Service Department, as well as service delivery surveys and customer focus groups. We intend to review this Charter regularly.

14.3 Reporting Performance against Standards

We will continue to make our-self publicly accountable for our performance and operations by publishing our Client Service Charter and information on our level of compliance to promises, commitments and guarantees we have made. In addition we will regularly monitor the level of client awareness of the charter. Data and information obtained will be included in the process of annual Self Assessment by using the Business Excellence Model.

Specifically we will:

- Publish performance against its Charter commitments in the Annual Budget report.
- Provide charter performance information to our Board of Trustees through Performance Appraisal Report.
- Provide charter performance information annually through performance appraisal report.
- Report on performance to key clients and stakeholders. This will help to ensure openness and accountability so that an ongoing relationship with clients and stakeholders are maintained.
- Publish a summary, with reference to complaints data, and our general response to complaints, in our annual performance appraisal report.

15. HOW TO CONTACT US

Our physical and postal addresses are:

Director General,

Medical Stores Department,

Off Nyerere Road/Keko Mwanga,

P. O. Box 9081, DAR ES SALAAM

Phone: +255 22 286 0890-7, Fax: +255 22 286 5814/19

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