



# MSD CUSTOMER **SERVICE CHARTER**

2024

    msdtanzania

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**MSD CORE FUNCTIONS - Production | Procurement | Storage | Distribution**

*"Dedicated To Save Life"*

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Years of services excellence  
(1994 - 2024)



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## ABBREVIATIONS AND ACRONYMS

CSC - Customer Services Charter

ILS - Integrated Logistics System

ISO - International Organization Standards

MoH - Ministry of Health

PORALG - President's Office, Regional Administration and Local Government

## **PURPOSE OF THIS CHARTER**

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





## NOTE OF MSD BOARD OF TRUSTEE CHAIRPERSON

Tanzania's medical supply chain is ever evolving, with cut edge technology in the medical field it is crucial to promise customer or client satisfaction upon service delivery. A Customer service charter is a promise to customers on quality service provision. Medical Stores Department (MSD) has undergone necessary changes to ensure provision of quality services to her Customer. This is inline to the continuous changes the government of Tanzania has repeatedly attempted to carry out in health sector reforms (HSRs) to alleviate disparities in health service utilization. In particular, around 1999, HSRs were incorporated into two approaches, including

Decentralization by Devolution and Sector Wide Approach.

MSD for over twenty-nine (29) years has strived to entail the state of art services to her clients. Being the chairperson for MSD Board of Trustees we promise to deliver quality services through increase of availability of medicine and medical supplies. It is our hope that this client service charter will uphold the great standards we hold at MSD and live up to our customer's expectations in health service provision.

A handwritten signature in black ink, appearing to read 'R Silaa', with a dotted line extending to the right.

Rosemary Silaa  
**CHAIRPERSON**



## ABOUT THIS CHARTER

### Dear Valued Customers,

I have the honour to present to you the Medical Store Department's Client Service Charter, which lays out the procedures and standards of services MSD is committed to offer you; and what we expect from your end. The Medical Stores Department (MSD) is a legal entity and department of the Ministry of Health (MoH), established in 1993 under the Medical Stores Department Act, Cap. 70. The MSD has served its intended clients over 29 years while demonstrating its innovative growth and maintenance in efficiency and cost-effectiveness through its four main functions of Production, Procurement, Storage and Distribution.

MSD is an ever-evolving entity whose reformation considers Medical supply chain requirements, health recommended products and services standards, affordable prices, operational excellence as well as promoting good

governance. MSD strives to be Centre of excellence for health commodities supply chain in Africa by ensuring MSD products and services meet international standards, and customer relationship is at its best.

MSD would as like to acknowledge the continued contribution and support from the Government of the United Republic of Tanzania. The department, also, extends its appreciation to different stakeholders including business partners and customers for good cooperation and their trust in MSD Tanzania.

I would like to ensure our valued customers that MSD will continue to deliver high standard level and recommendable services; and maintain healthy business relationship with all our customers.

Mavere Tukai  
MSD Director General

# MSD PROFILE

Medical Stores Department (MSD) was established by the Act of Parliament No.13 of 1993 as an autonomous department under the Ministry of Health responsible for developing, maintaining and managing an efficient and cost effective system of production, procurement, storage and distribution of approved medicines and medical supplies required for use by all public health facilities.

## MSD Management

The Board of Trustees is the highest decision-making body that governs and sets the direction of MSD on behalf of the Ministry of Health. The Board is comprised of nine (9) members appointed after every three years. The President of the United Republic of Tanzania appoints the Chairman while the Minister responsi-

ble for health appoints the rest (8) members. The Director General serves as the Secretary to the Board but has no right to vote.

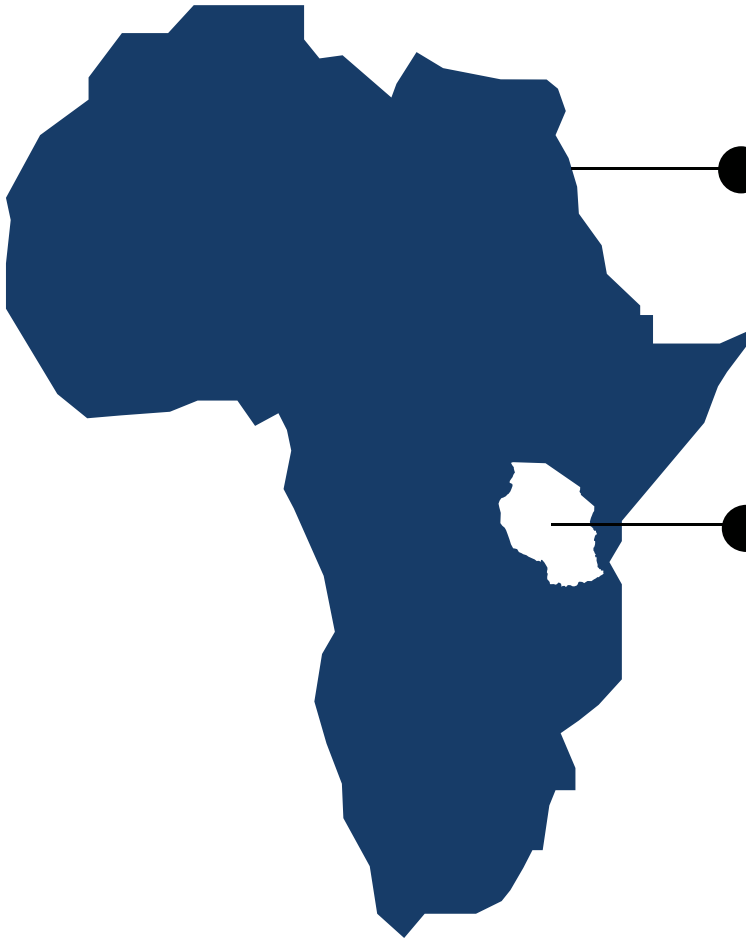
## MSD Headquarter and Zones

MSD Headquarter is located in Dar es Salaam region - Tanzania. currently the Government of Tanzania has moved its operations to Dodoma region this move has required MSD also to open sub Headquarter offices in Dodoma. To effectively perform its duties and bring services closer to health service delivery points and ultimately to the citizens of Tanzania MSD has strategically set ten (10) zones located in different regions; Dar es Salaam, Mwanza, Tabora, Kilimanjaro, Mtwara, Mbeya, Iringa, Dodoma, Tanga and Kagera.





# MSD VISION AND MISSION



## **VISION**

Centre of excellence for health commodity supply chain in Africa

## **MISSION**

“Provide quality and reliable health commodities accessible to health facilities within and outside Tanzania borders”.

# OUR CORE VALUES

MSD is guided by the following values:



## Reliability

We are consistent...

We consistently fulfil our responsibilities with honesty and accuracy. Our customers can depend on us to fulfil their needs efficiently, and in a timely manner.



## Innovation

We are open minded...

We encourage new ideas and creativity in improving how we deliver our services. We are problem solvers, dedicated to finding more efficient and effective ways of fulfilling our mandate.



## Team work

We are committed to each other...

We support each other, working co-operatively, respecting each other's views, and making our work environment enjoyable and conducive for one another.



## Integrity

We do the right thing...

We are determined to remain transparent, honest and ethical in what we think, say and do. We are committed to maintaining impartiality and stand accountable for our practices.



## Customer focused

We are a responsive, customer centred organization.

We recognize and engage our customers in a timely and friendly manner. We use customer insights to shape our products, services, and



# QUALITY POLICY STATEMENT

“We seek to continually improve the effectiveness of our procurement, storage and distribution services by regularly reviewing our quality policy, service objectives and by practical implementation of ISO 9001:2015 Quality Management System”.

## NEWS AND COMMUNICATIONS

In developing its communication strategy; MSD recognizes that communication is not primarily about dealing with the media. It is about how MSD communicates with its stakeholders, Ministries, Department, Agencies, Regional and Local Government Authorities, Development partners, Training and Research Institutions, Private sector, Civil Society, Media, its own

staff and general public.

With technological advancement, MSD through its Communication and Public Relations Department has open online digital marketing platforms like Facebook, Twitter, Instagram and YouTube, for posting



## OUR CUSTOMER

Our customers include:

- i. Government facilities; National hospital, Zonal Referrals hospitals, Regional Referrals hospitals & Specialized hospitals, District Hospitals, Health Centers and Dispensaries
- ii. Government institutions
- iii. Faith Based Hospitals (FBH's)
- iv. Private Hospitals (Approved by the MoH) and donors



## OUR CORE BUSINESS

**Our Core Business include:**

### **i. Production**

After the review of the Act. No.13.of 1993 of MSD's formation in year 2021, core business of production was included in MSD's operations. The goal is to ensure high quality medical supplies are made available at an affordable cost and delivery time is shortened due to the fact production is set to be done in Tanzania. Our customers should look forward to accessing health products at a much higher pace due to lead time reduction whilst not compromising on quality. Currently MSD is producing disposable mask (surgical & N95), gloves. Our expectations are to produce more quality and reliable products.



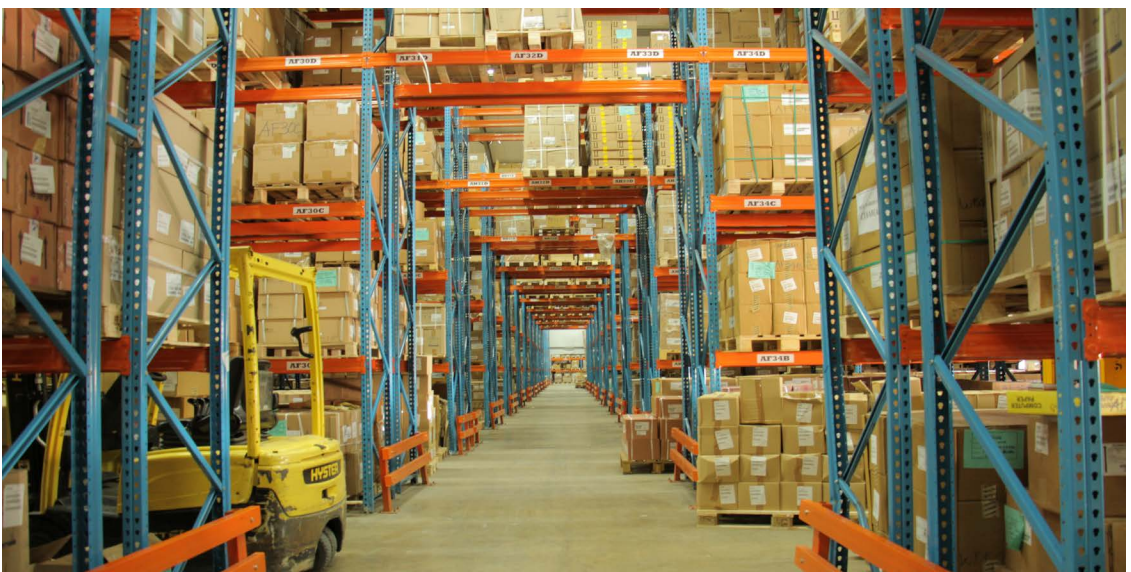
### **ii. Procurement**

MSD is the largest importer of health commodities in Tanzania of which 80% medicines, 90% medical supplies and 100% laboratory supplies are imported from different countries across the world. Our customers should expect modern cut edge medical supplies that comply to both national and international standards of treatment but also be assured of MSD's commitment to reliability and integrity in honouring procurement acts and norms.



### iii. Storage

An efficient supply chain requires a strong and reliable storing system. MSD has 42,038.38 square meters located in 10 warehouses and 1000 cubic square meters of cold chain storage. This ensures all health commodities are stored in safe and ISO approved warehouses. Our customers can be assured that all health commodities are stored in a proper manner to ensure quality is not compromised.



#### **iv. Distribution**

With a combined force of ample fleet and well-trained logistics assistants, MSD boasts on thirty years' experience in distribution of health commodities through direct delivery. Our customers can rest be assured their requirements will be delivered to their facilities and can enjoy a more digitized form of acceptance and proof of delivery that assures easy retrieval of data when need arises.





# PRODUCT CATEGORIES

MSD have three nature of product categories namely as follows:

## I. Normal health commodities

These are health commodities procured based on forecast from customers. These items are being stored in our warehouses waiting for customer request.

## II. Special procured Health commodities:

These are health commodities procured under special arrangements for specific customers, based on their requirements and specifications. Once delivered at the MSD, special items are immediately dispatched to customers who ordered the items. Customer submits their orders between 1st to 10th of every month for timely processing and submission to the PMU before 20th of every month to initiate the procurement processes.



## Special Order Management involves the following steps:

- Customers submit their requirements to MSD, stating their own specifications or may accept the specifications provided by MSD.
- MSD will source the supplies and get the prices, then compute landing cost and set margin to get selling price.
- Customer will confirm the actual price of the items to be procured and then make payment.
- Finally, MSD will procure the product(s) specifically for that customer, ensure pre-installation, installation, training and commissioning if need be.

### III. Vertical program Health commodities:

Currently MSD operates with 9 Major Vertical Programs under the MOH and Health development partners who support healthy initiatives in the country; These programs are;

NACP- National Aids Control Program, NMCP- National Malaria Control Program, NTLP- National TB&LEPROSY, IVD- Immunization Vaccine Development, TFNC- Tanzania Food and Nutrition Centre, NTD- Neglected Tropical Disease , NBTS- National Blood Transfusion Services, RCHS-Reproductive and Child Health Services and Ministry of Health items.

In addition to the Program health commodities that are either procured by MSD, MSD also received VP Health commodities under the support from various development partners such as ;

Global Fund(, USAID, PEPFER, WHO, UNICEF, UNFPA and MOH Zones shall obtain distribution lists for VP items and process orders timely and finally charge distribution costs within ten (10) days.



# OUR SERVICE CATEGORY

MSD has grouped its customers in the following categories;

## **i. Corporate Customers**

Corporate customers are those Hospitals that fall under; National Hospital (MNH), Zonal Referral Hospitals, Specialized Service Hospitals, Regional Referrals, all programs under MoH and special projects, Central Medical Store Zanzibar and SADC.

### **a) Services Offered to Corporate Customers within the Country**

- Deliver ILS orders six times a year within 20 days after order submission
- Provide technical support (customer empowerment)
- Responding to queries from social media within two working days
- 24 Hours Call Center
- Provision of transport for all orders above TZS100M will be offered free transportation to facility
- A designated officer in processing orders to ensure shorter time spent
- Digitized product catalogue available at MSD Website
- Quarterly meetings to discuss any issues and improvement to be done, window shopping at MSD Warehouses at customers convenience.
- Provide awareness of MSD 's Operations, Arrival of new Consignment etc.
- Provide customer statements when needed
- Implement cash & carry policy and when credit needed MOU should be applied
- Access to MSD Customer portal
- Holiday e-greetings cards
- Provide O/S notification 24hrs after final approval of the order
- Provide usefully information to through using customer portal such as stock status, price list, order status, customer statement and provide customer complain/ feedbacks

### **c) Services Offered to Corporate Customers outside the Country (SADC pooled procurement services)**

The SADC Secretariat and Medical Stores Department of Tanzania signed a Memorandum of Understanding (MOU) in 2018 to collaborate on pooled procurement services. The primary objective of the initiative is to advocate for health systems strengthening, with a focus on efficient, effective, and equitable delivery of healthcare.

SADC member states should expect to be served by an experienced team of professionals with vast knowledge of International business and foreign policy, quality health commodities that comply with international standards.



## ii. Non-Corporate Customers

Non-corporate customers include Primary Health Facilities (Dispensaries, Health Centers), District Hospitals registered by PO-RALG; and Ministry of Health.

### Services Offered to Non-Corporate Customers

- Deliver ILS orders six times a year within 20 days after order submission
- Provide technical support during customer visit (Customer empowerment)
- Acknowledge official electronic mail and social media
- Respond to inquiries, questions and correspondences from Customer within two (2) working days.
- Respond to enquiries from social media within one (2) working days
- Provide awareness of MSD 's Operations, Arrival of new Consignment etc.
- Provide customer statements when needed
- Provide O/S notification 24hrs after final approval of the order
- Digitalized MSD product catalogue
- Provide usefully information through using customer portal such as stock status, price list, order status, customer statement and provide customer complain/ feed-backs

## CUSTOMER COMPLAINTS HANDLING

Customer complaint is an expression of grievance, resentment or dissatisfaction from anyone who have a business relationship with MSD. It is an objection to something that is unfair, unacceptable or otherwise not up to normal standards. Tools for delivery of complains include formal letters, official emails and MSD portal. The following are MSD procedures of handling complaints.

- I. Complaints receipt, acknowledgement and registration within two (2) working days
- II. Handling complaints which do not require escalation attended within five (5) working days
- III. Complains requiring more than five working days to be resolved, customer will be notified every stage until the closure of the complaint.

## MSD RESPONSIBILITIES

The following are MSD responsibilities when delivering services to our customers:

- i. Treat customers with fairness, respect and courtesy.
- ii. Receive and fulfill customers' orders as requested
- iii. Provide quality products to customers
- iv. Protect privacy and confidentiality of customers.
- v. Provide response and feedback timely to requests for information, queries and lodged complaints as specified in this Charter.
- vi. Implement cash & carry policy and when need MOU should be applied
- vii. To provide access to MSD customer portal
- viii. To process and deliver ILS orders within 20 days
- ix. Issue out of stock notification with 24 hours from when orders were finally approved to MSD



# CUSTOMERS' RIGHTS AND RESPONSIBILITIES

**Our customers' rights and responsibilities are as follows:**

## **1. Customer's Rights**

Our customers have the right to: -

- i. Be served with respect, fairness, professionally and timely
- ii. Privacy and confidentiality
- iii. Request and receive information related to services offered;
- iv. Receive feedback timely

## **2. Customer's Responsibilities**

Our customers are responsible to:

- i. Timely order submission
- ii. Provide payment timely as agreed in MOU
- iii. Provide prompt responses to queries or additional information.
- iv. Abide by relevant laws, regulations, guidelines, circulars, and directives.
- v. Provide timely, complete, and accurate information related to the service required
- vi. Adhere cash & carry policy

# MONITORING AND EVALUATION

## **1. Customer Service Charter Review**

This Charter will be reviewed after every three (3) years, or as the need arises.

## **2. Customer Service Charter Performance Assessment**

MSD will conduct the customer service delivery survey annually to determine performance of services provided in this Charter.

# FEEDBACK

MSD welcomes opinions and feedback for improving our services. Your opinion and feedback will be treated with the utmost confidentiality and used for the intended purpose only. Please share your opinion and feedback through a letter, suggestion box, e-mail, telephone, website, physical visit or any other means of your convenience.



HOSPITALI YA MSOGA  
S.L.P 65  
CHALINZE



# OUR CONTACTS AND LOCATIONS



## MSD HEAD QUARTERS

Medical stores Department, Off Nyerere Road, Napinduzi street,  
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Telephone: +255(22)2860890/7, Fax: +255(22)2865814/19,  
Email: info@msd.go.tz, Website: www.msd.go.tz



## ZONAL STORES CONTACTS

### DAR ES SALAAM ZONAL OFFICE

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P.O BOX 9081, Dar es Salaam.  
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Email:- dar@msd.go.tz

### IRINGA ZONAL OFFICE

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### MWANZA ZONAL OFFICE

Nkurumah Road,  
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Email: - mwanza@msd.go.tz

### DODOMA ZONAL OFFICE

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### MTWARA ZONAL OFFICE

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