



**TANZANIA PLANT HEALTH AND PESTICIDES
AUTHORITY (TPHPA)**



CLIENT SERVICE CHARTER

March 2026

NAME OF THE DOCUMENT	TPHPA's Client Service Charter
VERSION	1 st Release, TPHPA/QAU/CSC/Rev-01
DEVELOPED BY	Quality Assurance Unit
RESPONSIBILITY	Quality Assurance Unit, Public Relations and Communication Unit and Human Resource and Administration Unit
APPROVAL	Director General
APPLICABLE TO	TPHPA Board of Directors, Management and Staff
PURPOSE	To Communicate our service standards, commitments, and customers' expectations to ensure transparency and customer satisfaction
RELATED DOCUMENTS	TPHPA Policies & Strategic Plan
DISTRIBUTION	TPHPA Board of Directors, Management and Staff

DOCUMENT CHANGE HISTORY

S/N	Revision No.	Summary of Changes	Clause	Effective Date
1	Rev. 01	Original Document		
2				

PREFACE

Tanzania Plant health and Pesticides Authority (TPHPA) is a government entity under the Ministry of Agriculture, established under The Plant Health Act No. 4 of 2020 with mandate to enhance plant health and phytosanitary measures for sustainable agricultural production. The Authority has the responsibility of regulating plant health and pesticides efficiently and effectively in the country and facilitate national and international safe trade of plants and plant products.

This Client Service Charter will enable clients to understand the services, service standards, and quality levels of the services provided by the Tanzania Plant Health and Pesticides Authority. The concept of preparing the client service charter is part of the implementation of public service reform programs. The Government of Tanzania has recognized the importance of using client service charter as a tool to bring about cultural changes towards a service system that is customer oriented.

This client service charter is a written agreement between the authority and client regarding the services and quality standards of the services. The charter defines service standards that our clients have right to receive and establishes a mechanism for monitoring and resolving challenges as they arise. The charter has been prepared with the participation of clients, stakeholders and employees.

This charter will help the authority improve the delivery of services to its clients and obtain feedback on the services provided. Therefore, we believe that this charter will be a catalyst for increasing efficiency in work performance.

We expect the client service charter to build good working relationships between the Tanzania Plant health and Pesticides Authority and our clients, helping us achieve the goal of delivering and improving our services efficiently.



Pro. Joseph C. Ndunguru
Director General

EXECUTIVE SUMMARY

TPHPA Client Service Charter

The Tanzania Plant Health and Pesticides Authority (TPHPA), established under the Plant health Act No 4 of 2020, is mandated to safeguard plant health, regulate pesticides and facilitate safe trade of plants and plant products. The Client Service Charter serves as a formal agreement between the Authority and its clients, outlining service commitments, rights, obligations, and mechanisms for accountability and feedback. It reflects the Government's public service reform agenda by promoting transparency, efficiency and client-focused service delivery.

TPHPA works with a broad range of stakeholders including farmers, pesticides dealers, government agencies, research institutions, NGOs, consumers, and international trade partners. The Charter emphasizes professional conduct, accountability, transparency and fairness in all interactions. It ensures clients are treated with dignity, receive clear and accurate information, and access services without discriminations, while clients are expected to provide accurate information, respect staff, and adhere to established procedures.

The Charter provides structured mechanisms for feedback and complaints, accessible through multiple channels such as online systems, email, phone and physical offices. Complaints are acknowledged with two business days handled fairly and transparently, and escalated when necessary. This process strengthens trust and ensures client concerns contribute directly to service improvement.

To guarantee relevance and quality, the Charter includes a framework for continuous monitoring and review of service standards through audits, client feedback, and stakeholders' consultations. This commitments to ongoing improvement enable TPHPA to adapt to changing needs, maintain compliance with national and international requirements, and strengthen its role in safeguarding agriculture, public health, and trade.

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INTRODUCTION

1.1 Purpose of the Client Service Charter

The Client Service Charter of the Tanzania Plant Health and Pesticides Authority (TPHPA) is one of the key documents that sets forth the benchmark of the services expected by clients. It is committed to fostering transparency, accountability, and consistency in providing services related to plant health and pesticide management. The Charter outlines our mission and vision, specifies the services offered, and clarifies the client rights and obligations. It establishes explicit service and performance standards to improve the quality and efficiency of client interactions. It also strengthens a systematic approach for receiving and responding to client feedback and complaints that is essential for the continual enhancement of service delivery. In essence, the Charter is designed to build client trust and satisfaction, signifying the TPHPA's pledge to service excellence and effectively fulfilling client requirements.

1.2 Scope

TPHPA Client Service Charter encompasses all facets of TPHPA's operations, guaranteeing uniform and expert assistance to all parties involved, such as farmers, pesticide manufacturers, importers, exporters, distributors and government agencies. The charter sets explicit benchmarks for service provision, including timelines for responses, quality of service, and staff conduct, to ensure equitable and dignified treatment of all clients. It also details the procedures for providing feedback and lodging complaints, emphasizing transparency and accountability in resolving client issues. Additionally, the charter outlines the mechanisms for regular monitoring and review of service standards to promote continuous improvement.

This charter is universally applicable to all TPHPA activities across Tanzania, assuring a consistent standard of service for every client and stakeholder, irrespective of their individual requirements or geographical location.

1.3 Our Commitment

The Tanzania Plant Health and Pesticides Authority (TPHPA) is committed to delivering high quality plant health and pesticide management services that not only protect the nation's agriculture and environment but also safeguard human and animal health. Recognizing the interconnectedness between plant health, pesticide use, and public wellbeing, TPHPA ensures that all activities are conducted with strict adherence to safety standards to minimize any potential risks to human health. This includes the careful regulation of pesticide usage to prevent harmful residues in food and the environment, as well as the management of plant pests and diseases that could have direct or indirect impacts on public health. Through continuous process improvement and the adoption of innovative approaches, TPHPA is dedicated to enhancing the quality of life for all Tanzanians by maintaining a safe and sustainable agricultural ecosystem. TPHPA remains responsive to stakeholder feedback and is committed to upholding practices that contribute to the health of the population, plants and regulated articles, environment, animals and the overall wellbeing of the agricultural sector.

MISSION, VISION AND CORE VALUES

2.1 Our Vision

The vision statement articulates TPHPA's long-term aspiration and future position as a leader in plant health and pesticide solutions. The vision of PHPA is *"To attain global excellence in plant health, pesticide management, and trade facilitation."*

2.2 Our Mission

The mission statement defines TPHPA's core purpose, operational focus, and approach to achieving its vision. The mission of TPHPA is: *'To enhance plant health, promote safe and effective pesticide management, and facilitate trade through innovation, research, capacity building, and stakeholder collaboration.'*

2.3 Our Core Values

The core values of TPHPA serve as the guiding principles that shape our actions, decisions, and relationships, ensuring we uphold excellence, integrity, and professionalism in all our work.

- a) **Integrity** – We uphold honesty and strong moral principles in all our actions, ensuring trust and credibility with stakeholders. Our decisions are guided by transparency and ethical standards, even in challenging situations.
- b) **Partnership & Teamwork** – We actively collaborate with stakeholders and colleagues to achieve shared goals. By valuing diverse perspectives and fostering open communication, we strengthen relationships and collective impact.
- c) **Innovation** – We embrace creativity and forward-thinking solutions to enhance our services and processes. Continuous learning and adaptation allow us to stay responsive and effective in a changing environment.

- d) **Accountability** – We take full responsibility for our actions and consistently deliver on our commitments. We measure results transparently and use feedback to improve performance and outcomes.
- e) **Professionalism** – We maintain high standards of conduct, expertise, and ethical behaviour in all interactions. Our approach is consistent, respectful, and dedicated to excellence in service delivery.

TPHPA CLIENTS AND STAKEHOLDERS

TPHPA serves a broad range of clients and stakeholders, each with different needs and interests related to plant health and pesticide management. Key clients and stakeholders typically include:

(i) Farmers and Agricultural Producers

These are primary users of plant health and pesticide management services. They rely on TPHPA for guidance on pest control, safe pesticide use, and access to certified pesticides to ensure their crops are healthy and productive.

(ii) Pesticide Manufacturers and Distributors

Companies involved in the production, formulations and distribution of pesticides are stakeholders in TPHPA's regulatory framework. They must comply with the standards and regulations set by TPHPA to ensure their products are safe and effective.

(iii) Importers and Exporters

Businesses involved in the import and export of agricultural produce interact with TPHPA for phytosanitary inspections and certificates to meet international trade requirements.

(iv) Government Agencies and Ministries

TPHPA works closely with various government bodies, such as the Ministry of Agriculture, to align its services with national policies and regulations related to plant health and environmental protection.

(v) Research Institutions and Universities

Academic and research organizations collaborate with TPHPA in research initiatives related to pest control, pesticide management and toxicology, and plant health. These stakeholders contribute to the development of best practices and new technologies.

(vi) Nongovernmental Organizations (NGOs) and Development Partners

NGOs and international organizations involved in agriculture, environmental protection, and public health are stakeholders in TPHPA's efforts to ensure sustainable agricultural practices and safe pesticide use.

(vii) Consumers

The public, as consumers of agricultural products, are indirect stakeholders who benefit from TPHPA's work in ensuring that the food supply is safe, healthy, and free from harmful pesticide residues.

(viii) Environmental and Public Health organizations

Groups focused on environmental protection and public health have an interest in TPHPA's work, particularly in ensuring that pesticides are used safely and do not harm ecosystems or human health.

(ix) Local and International Trade Partners

Countries and trading partners that import Tanzanian agricultural products interact with TPHPA to ensure that imports meet their own plant health and pesticide standards. These stakeholders rely on TPHPA's expertise and services to maintain a safe, productive, and compliant agricultural sector.

TPHPA RIGHTS AND OBLIGATIONS

TPHPA is dedicated to upholding the highest standards of service delivery, ensuring that all interactions and services are conducted with excellence, professionalism, and accountability. The Authority is committed to the following obligations:

(i) Timely Response to Inquiries and Complaints

TPHPA is committed to responding to all client inquiries and complaints promptly. Standard response times are established to ensure that clients receive timely and accurate information. Urgent issues are prioritized, and the Authority strives to address and resolve complaints efficiently to maintain client satisfaction.

(ii) Service Quality Benchmarks

The Authority maintains rigorous quality benchmarks for all services provided, ensuring consistency, reliability, and accuracy in all plant health and pesticide management activities. TPHPA regularly reviews and updates its service delivery processes to meet evolving industry standards and client needs, with a focus on continuous improvement.

(iii) Professional Conduct of Staff

TPHPA staff are expected to uphold the highest standards of professionalism in all client interactions. This includes demonstrating expertise, integrity, and ethical behaviour while delivering services. Clients can expect courteous and knowledgeable service, with staff committed to providing accurate advice and support in a respectful and transparent manner.

(iv) Accountability and Transparency

TPHPA is committed to being accountable and transparent in all aspects of its operations. The Authority ensures that clients are informed about the processes, timelines, and any potential challenges related to the services they receive. Clear communication and transparency are key to building trust and confidence among clients.

(v) Reliability and Consistency

TPHPA strives to provide reliable and consistent services, ensuring that clients can depend on the Authority for accurate and timely support. The Authority continuously monitors and evaluates its service delivery to ensure that it meets established standards and fulfils client expectations.

(vi) Commitment to Client Satisfaction

TPHPA places a high priority on client satisfaction and is dedicated to meeting or exceeding client expectations in every interaction. The Authority actively seeks client feedback and uses it to refine its services, ensuring that they are aligned with client needs and contribute to the overall success of plant health and pesticide management efforts.

(vii) Compliance with Regulations and Best Practices

All services provided by TPHPA are conducted in full compliance with national and international regulations, as well as industry best practices. The organization is committed to maintaining the highest levels of safety, quality, and ethical standards in all aspects of its work, ensuring that clients receive services that are both effective and compliant with legal and regulatory requirements.

(viii) Continuous Improvement

TPHPA is dedicated to the continuous improvement of its services. The organization regularly reviews its service delivery processes and seeks opportunities to enhance efficiency, effectiveness, and client satisfaction. By embracing innovation and best practices, TPHPA ensures that its services remain at the forefront of the industry.

CLIENT RIGHTS AND RESPONSIBILITIES

5.1 Clients Rights

(i) Right to Respect and Dignity

Clients have the right to be treated with the utmost respect and dignity in all interactions. TPHPA is committed to fostering a professional and courteous environment, ensuring that all clients feel valued and respected regardless of the nature of their inquiry or service request.

(ii) Right to Privacy and Confidentiality

Clients have the right to the privacy and protection of their personal and sensitive information. TPHPA guarantees that all client data will be handled securely and confidentially, used only for the purposes for which it was collected, and shared only with authorized personnel or as required by law.

(iii) Right to Clear and Accurate Information

Clients are entitled to clear, accurate, and up-to-date information regarding TPHPA's services, procedures, and regulatory requirements. The Authority is committed to providing information in a manner that is understandable and accessible, helping clients make informed decisions.

(iv) Right to Timely and Quality Service

Clients have the right to receive services in a timely manner, delivered with a commitment to quality and efficiency. TPHPA ensures that all services are provided within agreed upon timelines and meet established standards of excellence to support client needs effectively.

(v) Right to Safe and Effective Services

Clients have the right to expect that all services, particularly those related to pesticide management and plant health, are conducted with the highest standards of safety and effectiveness. TPHPA is dedicated to safeguarding the health of plants, the environment, and the public through rigorous regulation and best practices.

(vi) Right to Fair and Transparent Processes

Clients are entitled to fair treatment and transparency in all dealings with TPHPA. This includes clear communication about processes, fees, and decisions, as well as the opportunity to inquire or challenge decisions that affect them.

(vii) Right to Access Services without Discrimination

Clients have the right to access TPHPA's services without discrimination based on race, gender, religion, disability, or any other status. The Authority is committed to promoting equality and inclusivity in all aspects of its operations.

(viii) Right to Provide Feedback and Lodge Complaints

Clients have the right to provide feedback on services received and to lodge complaints if their expectations are not met. TPHPA is committed to addressing client concerns promptly and thoroughly, with clear procedures for submitting feedback or complaints and ensuring that they are resolved in a fair and timely manner.

5.2 Clients Responsibilities

When engaging with TPHPA, clients are expected to uphold the following responsibilities:

(i) Providing Accurate and Complete Information

Clients are responsible for providing TPHPA with accurate and complete information when requesting services or complying with regulatory requirements. This ensures that TPHPA can deliver services efficiently and make informed decisions that align with the best interests of plant health, environmental safety, and public wellbeing.

(ii) Respecting TPHPA Staff

Clients are expected to treat all TPHPA staff with respect and courtesy. Respectful communication and behaviour foster a positive and professional environment, enabling staff to provide the best possible service.

(iii) Adhering to Guidelines and Procedures

Clients have a responsibility to adhere to all relevant guidelines, procedures, and regulatory requirements set forth by TPHPA. Compliance with these rules ensures the safe and effective management of plant health and pesticide related activities and helps protect the wider community and environment.

(iv) Providing Timely Feedback

Clients are encouraged to provide feedback on the services received from TPHPA, especially when improvements can be made. Constructive feedback is invaluable in helping TPHPA refine its processes and enhance service quality.

(v) Using Services Responsibly

Clients should use the services provided by TPHPA responsibly, ensuring that their actions do not undermine the Authority's efforts to protect plant health and regulate pesticide usage. Responsible use of services includes following the advice and instructions provided by TPHPA staff.

(vi) Engaging in Constructive Communication

Clients are expected to communicate constructively with TPHPA, especially when raising concerns or seeking clarification on services or procedures. Open and respectful dialogue helps to resolve issues more effectively and ensures that client needs are met.

(vii) Reporting Issues Promptly

Clients have a responsibility to report any issues, such as violations of plant health regulations or misuse of pesticides, to TPHPA promptly. Timely reporting enables the Authority to take swift and appropriate action to address potential risks.

SERVICES AND STANDARDS

IMPORTANT NOTE: The service completion timelines indicated in this charter commence only after the customer has fulfilled all payment obligations and submitted all required documentation in full.

1: BUSINESS LICENCING AND PERMITS			
SN	SERVICE NAME	HOW TO OBTAIN THE SERVICE	TIMELINE
01	Issuance of permit for sales of pesticides on wholesale basis	Filling application form via e-KILIMO	1 business day
02	Issuing of permit for sales of pesticides on retail basis	Filling application form via e-KILIMO	1 business day
03	Issuance of License to deal with fumigation and other pest control activities.	Filling application form via e-KILIMO	1 business day
04	Registration pesticides to be used in the country to control pre and post-harvest pests and plant/crop diseases for horticultural and non-horticultural crops.	Request Letter, Email, pre submission meeting.	- 3 years for Non-Horticultural Crops (3 cropping seasons of the target crop). 1 - 3 years for Horticultural Crops (3 field trials at three different agro ecological zones of the target crop). - 1 cropping season (Label extension for Non horticultural crops). - 1 field trial (Label extension for horticultural crops).
05	Issuance of pesticides importers' certificates	Filling application form via e-KILIMO	Within 1 business day
06	Issuance of pesticides formulators certificates	Filling application form via e-KILIMO	Within 1 business day
07	Analysis of pesticides samples (for both	Email, Letter, in person.	Within 7 business days

	formulation and residue samples).		
08	Issuance of pesticides importers' certificates	Filling application form via e-KILIMO	Within 1 business day
09	We offer permit to import plants and regulated articles	Filling application form via e-KILIMO	15 minutes - 1 hours
10	We offer phytosanitary certificates for plants consignments	Filling application form via e-KILIMO.	15 minutes - 1 hour
11	We offer release order Certificate of imported agricultural products/plants	Filling application form via e-KILIMO.	15 minutes - 1 hour
12	License for importation of new spraying equipment (registered)	Request letter, Email or in person	2 weeks
2: SURVEILLANCE AND INSPECTION			
13	We inspect Warehouses	Filling application form via e-KILIMO.	1 – 6 hrs
14	We perform pest surveillance	Not Applicable	2 weeks
15	We perform pests risk analysis	Not Applicable	30 minutes
16	We Perform Horizon Scanning	Not Applicable	30 minutes
17	Pesticides efficacy, sensitivity, and selectivity testing of pesticides against targeted pest	Not Applicable	3 cropping seasons
18	Insect identifications, biology and ecology	Not Applicable	5 business days
19	Insecticides Resistance detection on pests	Not Applicable	10 business days

19	Insecticides Resistance detection on pests	Not Applicable	10 business days
20	Identification of pest distribution, coverage and management	Not Applicable	Flexible depending on a survey area
21	Consultancy on pesticide use for plant health improvement	Not Applicable	Flexible depending on the magnitude of the work
22	Establishing the pesticide residue decline in crops	Not Applicable	Flexible depending on the crop maturity.
23	To Conduct follow-up studies to assess the longterm effects of pesticide applications on pest control, crop yields, and the surrounding environment	Not Applicable	2 – 3 months depending on the sample collected
24	To conduct studies to determine the toxicity of various pesticides to nontarget organisms, including beneficial insects, pollinators, and wildlife.	Not Applicable	Flexible, depending on the need
3: TRAININGS AND CONSULTANCY			
25	We offer training on safe use and handling of pesticides.	Request letter, phone call or in person.	2 weeks
26	We offer services for destruction of plants and or plant products	Filling application form via e-KILIMO	30 - 60 minutes

27	laboratory analysis of aflatoxins in contaminated cereals	Filling application form via e-KILIMO	Within 7 business days
28	Plant Identification Service	Request letter, Email or in person	7 business days
29	Herbarium Techniques Training	Request letter, Email or in person	5 business days
30	Provision of Herbarium reference Materials	Request letter, Email or in person	3 business days

31	We provide technical expertise on field collection for Herbarium Services	Request letter, Email or in person	5 business days
32	Training on Plant Genetic Resources Conservation Techniques	Request letter, Email or in person	5 business days
33	Access of Genetic Plant Resources Materials	Request letter, Email or in person	7 - 14 business days
34	Germplasm Field exploration and collection	Request letter, Email or in person	5 business days

4: ENVIRONMENTAL AND PUBLIC HEALTH

35	We provide health related services about pesticide exposure (AChE test)	Request letter, Email or in person	2 weeks
36	We perform soil analysis	Request letter, Email or in person	7 business days

37	Analysis of Other samples (Water samples, Calcium Hypochlorite, etc).	Request letter, Email or in person	7 business days
38	We assess pesticides pollution in the environment	Not Applicable	1 - 2 weeks
39	We respond to pest outbreak	Request letter from District Executive Director	1 - 2 weeks
40	Provide advisory services on pesticides disposals	Request letter, Email, phone call or in person	15 - 30 minutes
41	We provide pesticides to farmers for control of invasive species and provide advice on good agricultural practices.	Request letter from District Executive Director	Within 2 business days

FEEDBACKS AND COMPLAINTS

TPHPA is committed to ensuring that all clients have the opportunity to provide feedback and lodge complaints in a clear, straightforward manner. This process is designed to ensure that any concerns are addressed promptly and effectively, contributing to the continuous improvement of our services.

1) Procedure for Providing Feedback or Lodging Complaints

- (i) Clients can provide feedback or lodge complaints through several channels, including online forms (TPHPA Website or e-KILIMO), email, phone calls, or in person at any TPHPA office.
- (ii) All feedback and complaints are recorded and acknowledged upon receipt, ensuring that the client's voice is heard and considered in the evaluation of our services.
- (iii) To submit feedback or a complaint, clients should provide relevant details such as the nature of the feedback/complaint, the specific service or interaction in question, and any supporting documentation if applicable.

2) Handling of Complaints

- (i) Upon receiving a complaint, TPHPA will assess the issue and take appropriate action to resolve it.
- (ii) The authority strives to handle complaints in a fair, impartial, and confidential manner. The process includes an initial review, investigation if necessary, and communication with the client regarding the resolution.
- (iii) Complaints will be handled according to the severity and complexity of the issue. Simple complaints may be resolved within five (5) business days, while more complex issues may require a longer investigation period.

3) Response Times and Escalation Procedures

- (i) TPHPA is committed to providing a timely response to all complaints. Clients can expect an initial acknowledgment of their complaint within two (2) business days.
- (ii) If the complaint cannot be resolved immediately, TPHPA will provide regular updates on the status of the investigation and an estimated resolution timeframe.
- (iii) If a client is not satisfied with the initial resolution, the complaint can be escalated to a higher authority within TPHPA for further review. The escalation process is designed to ensure that all complaints are thoroughly and fairly addressed.

MONITORING AND REVIEW

TPHPA is committed to maintaining the highest standards of service delivery and continuously improving its operations to meet the evolving needs of its clients. The Authority has established a robust system for monitoring and reviewing service standards to ensure that the commitments outlined in this Client Service Charter are upheld.

8.1 Monitoring of Service Standards

TPHPA will regularly monitor its service delivery through various methods, including client feedback, internal audits, and performance evaluations. This ongoing monitoring helps the Authority identify areas for improvement, ensure compliance with established standards, and enhance overall service quality.

Key performance indicators (KPIs) will be tracked and analysed to assess the effectiveness of the services provided. These KPIs may include response times, client satisfaction levels, the number of complaints received and resolved, and adherence to regulatory requirements.

The Authority will also conduct periodic surveys and gather input from clients to evaluate their experiences and identify any emerging needs or concerns. This proactive approach allows TPHPA to stay responsive to client expectations and adapt its services accordingly.

8.2 Review and Updating of the Charter

TPHPA is committed to reviewing and updating this Client Service Charter when needed to ensure that it remains relevant and aligned with the Authority's mission, client needs, and industry best practices.

The review process will involve input from key stakeholders, including clients, staff, and regulatory bodies, to ensure that all perspectives are considered in the update process. This collaborative approach helps TPHPA maintain transparency and accountability in its service delivery.

Any significant changes to the charter will be communicated to clients through appropriate channels, ensuring that they are informed of updates and understand the impact on the services they receive.

By consistently monitoring and reviewing its service standards, TPHPA ensures that it meets its commitment to providing high quality, reliable, and client focused services. The Authority remains dedicated to continuous improvement, adapting to changing circumstances, and upholding the highest standards of plant health and pesticide management.

CONTACT INFORMATION

9.1 General Inquiries

- Phone Number:
- Email Address: dg@tphpa.go.tz
- Physical Address: TPHPA Headquarters Office, Ngaramtoni, Arusha, Tanzania, P.O. Box 3024.

9.2 Feedback and Complaints

- Phone Number:
- Email Address: feedback@tphpa.go.tz

9.3 Technical Support

- Phone Number:
- Email Address: support@tphpa.go.tz

9.4 Office Hours

HQ and Zonal Offices

- Monday to Friday: [8:00 am – 15:30 pm]
- Saturday and Sunday: Closed

Entry Points (Border, Airports and Ports)

- Monday to Sunday (24 hrs)