



# **SERVICE DELIVERY CHARTER**

**METROLOGY SERVICE EXCELLENCE**

**Prepared by:**

**ZAMBIA METROLOGY AGENCY  
LUSAKA**

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## **PREFACE**

The Zambia Metrology Agency (ZMA), is a Statutory Body under the Ministry of Commerce, Trade and Industry (MCTI), established by the **Metrology Act No. 6 of 2017** of the Laws of Zambia. Its overarching mandate is to oversee the service provision of Scientific, Industrial and Legal Metrology in Zambia and the Region.

In order to enhance the delivery of quality metrology services and to foster continuous improvement, ZMA has reviewed its Service Delivery Charter which sets out commitments to its clients in line with the 2022 – 2026 Strategic Plan. The Charter outlines the types of services that ZMA will endeavour to provide and the various channels clients shall utilise to access metrology services.

The Agency shall as may be appropriate review this Charter in order to keep it in line with your needs and aspirations, Institutional strategic objectives as well as the national developmental agenda.

The Agency invites you to explore this Charter and familiarize yourself with the standards that have been set herein. Client feedback shall be invaluable to the Agency as it shall help in refining the mechanisms for service delivery.

I thank everyone who participated and supported the development of this Charter. I further, recommend that this Charter be used as a tool for enhancing the interface between you, our clients and ZMA.

**Executive Director**

## **1.0 OBJECTIVES OF THE SERVICE CHARTER**

- *To enhance our clients' awareness of the type of services ZMA provides;*
- *To explain to our clients the standards of service they should expect to receive;*
- *To outline your rights and responsibilities as a client;*
- *To explain our rights and responsibilities as the service provider; and*
- *To explain how our clients can lodge complaints and make suggestions about our service delivery.*

## **2.0 MANDATE**

*The Zambia Metrology Agency (ZMA) is a Statutory Body under the Ministry of Commerce, Trade and Industry (MCTI) established by the **Metrology Act No.6 of 2017**. Our Mandate is to provide for the designation, keeping and maintenance of national measurement standards; provide for the use of measurement units of the International System of Units and other units; provide for consumer protection, health, safety and environmental management through legal metrology measures.*

*Under the Metrology Act of 2017, the core functions of the Agency are to:*

- *Realise, maintain and act as custodian of the national measurement standards according to the needs of the private and public sector and in accordance with international practice;*
- *Disseminate units of measurement and maintain a traceability chain;*
- *Keep and maintain secondary standards and other working standards;*
- *Type approve weighing and measuring equipment used in commercial transactions, law enforcement, health, safety services and environmental management in accordance with established standards;*
- *Ensure the use of type-approved measuring equipment in commercial transactions, law enforcement, health, safety services and environmental management, including the relevant calibration and verification of the measuring equipment in use;*
- *Evaluate and approve pre-packaging of commodities intended for and provided to the market place in accordance with relevant standards;*
- *Regulate the manufacture, repair and sale of measuring instruments;*
- *Participate in regional and international inter-comparisons to determine the accuracy of national measurement standards; and*
- *Pursue the inclusion of the national calibration and measurement capabilities in relevant international and regional mutual recognition arrangements;*

### **3.0 VISION AND MISSION**

#### **3.1 VISION**

*“An innovative National Metrology Agency providing quality measurement services”*

#### **3.2 MISSION**

*“To provide and regulate a National Measurement System traceable to the International System of Units”.*

### **4.0 CORE VALUES**

*The enduring Core Values of ZMA:*

**a. Integrity:** *We act with honesty and strong moral principles in accordance with respective professional and ethical standards of ZMA.*

**b. Accountability:** *We take individual and collective responsibility for all decisions and actions under our charge.*

**c. Transparency:** *We are committed to conducting our business in an open manner consistent with ZMA professional ethics and business rules.*

**d. Professionalism:** *We uphold professionalism at all levels of interaction with our clients in the execution of our duties. We are honest, trustworthy, ethical and respectful to all stakeholders in our service delivery.*

**e. Confidentiality:** *We exercise confidentiality and uphold ethical standards.*

**f. Team work:** *We value individual and collaborative efforts in achieving the Agency’s service delivery.*

### **5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US**

*In support of the above values, ZMA will strive to continuously improve the standards of services we provide so as to meet your needs and expectations. To this end, our esteemed clients have the right to expect the highest quality of services as outlined below:*

*Timely provision of the following services;*

- *Training on measurement technology;*
- *Calibration;*
- *Regulation of measurement instruments, entities and practitioner*

- Regulation of prepackaged commodities

## 6.0 STANDARDS OF QUALITY SERVICE DELIVERY

In conformity with the Law and core values espoused in our Balance Scorecard, we pledge to provide services in accordance with the following standards:

### 6.1 DEPARTMENT OF SCIENTIFIC AND INDUSTRIAL METROLOGY

Service Type			Duration
<b>1. Calibration services – (Within ZMA laboratories)</b>			Within 14 days
<b>Clients:</b> Manufacturing and service Industries, Health institutions, scientific research institutions, food processors, construction companies, mining companies and citizens	Submit duly completed calibration request form	Within 1 day	
	Collect quotation	Within 2 days	
	Pay calibration fee and submit proof of payment	Within 1 day	
	Present instruments for calibration	Within 5 days	
	Collect calibration certificate	Within 5 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>- Present serviceable equipment</li> <li>- Pay prescribed fees</li> <li>- Client deliver instruments</li> </ul>			
Service Type			Duration
<b>2. Calibration services – Onsite (Within Lusaka)</b>			Within 14 days
<b>Clients:</b> Manufacturing and service Industries, Health institutions, scientific research institutions, food processors, construction companies, mining companies and citizens	Submit duly completed calibration request form	Within 1 day	
	Collect quotation	Within 2 days	
	Pay calibration fees and submit proof of payment	Within 1 day	
	Present instruments for calibration	Within 5 days	

	Collect calibration certificate	Within 5 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>- Present serviceable equipment</li> <li>- Pay prescribed fees</li> <li>- Indicate location of stationary equipment</li> </ul>			
<b>Service Type</b>			<b>Duration</b>
<b>3. Calibration services – Onsite (Outside Lusaka)</b>			Within 38 days
<b>Clients:</b> Manufacturing and service Industries, Health institutions, scientific research institutions, food processors, construction companies, mining companies and citizens	<b>Vital Steps</b>	<b>Standard Service</b>	
	Submit duly completed calibration request form	Within 1 day	
	Collect quotation	Within 2 days	
	Pay calibration fees and submit proof of payment	Within 1 day	
	Present instruments for calibration	Within 14 days	
	Collect calibration certificate	Within 20 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>- Present serviceable equipment</li> <li>- Pay prescribed fees</li> <li>- Indicate location of stationary equipment</li> </ul>			
<b>Service Type</b>			<b>Duration</b>
<b>4. Training on Measurement Technology</b>			Within 24 days
<b>Clients:</b> Manufacturing and service industries, scientific research institutions, food processors, construction companies, mining companies, Laboratories and citizens	<b>Vital Steps</b>	<b>Standard Service</b>	
	Request for training	Within 1 day	
	Sign contract review form	Within 3 days	
	Pay training fees	Within 1 day	
	Attend Training	Within 14 days	
	Collect Certificate	Within 5 days	
<b>Requirements</b> <ul style="list-style-type: none"> <li>- Provide training facilities, instruments and documentation</li> <li>- Pay prescribed fees</li> </ul>			

## 6.2 DEPARTMENT OF LEGAL METROLOGY

<b>Service Type</b>			<b>Duration</b>
<b>1. Type Approval</b>			<i>Within 28 days</i>
<b>Clients:</b> Manufacturing, mining, agricultural and service industries, importers of instruments, chain stores, service technician companies, oil marketing companies, utility companies, Law Enforcement Agencies and health facilities.	<b>Vital Steps</b>	<b>Standard of Service</b>	
	Submit duly completed Type Approval request form	Within 1 day	
	Collect quotation		
	Pay Type Approval fees and collect receipt	Within 2 days	
	Present Instruments and documentation for type approval evaluation	Within 5 days	
	Collect Type Approval Status Report/Certificate	Within 20 days	
<b>Requirements</b> - Pay prescribed fees - Present instruments and documentation			
<b>Service Type</b>			<b>Duration</b>
<b>2. Verification of measuring instruments</b>			<i>Within 42 days (Mining, agricultural and energy sectors)</i>  <i>Within 26 days (Other sectors)</i>
<b>Clients:</b> Manufacturing, mining, agricultural, service, construction companies, importers, chain stores, service technician companies, oil marketing companies, utility companies and transporters.	<b>Vital Steps</b>	<b>Standard of Service</b>	
	Submit verification request	Within 1 day	
	Collect quotation		
	Pay verification fees	Within 1 day	
	Present instruments	Within 10 days	
	Collect verification Certificate	Within 30 days (Mining, Agricultural and energy sectors)	
<b>Requirements</b> - Pay prescribed fees - Present Instruments - Present ZMA registration where applicable			

<b>Service Type</b>			<b>Duration</b>
<b>3. Registration of pre-packaging Companies</b>			Within 12 days
<b>Clients:</b> Manufacturers, importers, distributors and packers	<b>Vital Steps</b>	<b>Standard of Service</b>	
	Submit duly completed application form	Within 1 day	
	Collect quotation		
	Pay registration fees	Within 1 day	
	Witness compliance inspection	Within 7 days	
	Collect registration certificate	Within 3 days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>- Pay prescribed fees</li> <li>- Present evidence of verified measuring instruments</li> <li>- Present documentation and labelled packaging materials</li> </ul>			
<b>Service Type</b>			<b>Duration</b>
<b>4. Registration of service technician companies</b>			Within 9 days
<b>Clients:</b> Service technician companies	<b>Vital Steps</b>	<b>Standard of Service</b>	
	Submit duly completed application form	Within 1 day	
	Collect quotation		
	Pay registration fees	Within 1 day	
	Collect registration certificate	Within 7 days	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>- Pay prescribed fees</li> <li>- Present evidence of certification of Technicians</li> <li>- Present evidence of company registration</li> </ul>			
<b>Service Type</b>			<b>Duration</b>
<b>5. Certification of Technicians</b>			Within 14 days
<b>Clients:</b> Service Technicians	<b>Vital Steps</b>	<b>Standard of Service</b>	
	Submit duly completed application form	Within 1 day	
	Collect quotation		
	Pay examination fees	Within 1 day	
	Write examination	Within 7 days	
	Collect practicing license	Within 5 days	

<b>Requirements</b>			
<ul style="list-style-type: none"> <li>- Pay prescribed fees</li> <li>- Introductory letter from employer</li> </ul>			
<b>Service Type</b>			<b>Duration</b>
<b>6. Renewal of Certificate of Competence</b>			Within 2 days
<b>Clients:</b> Service Technicians	<b>Vital Steps</b>	<b>Standard of Service</b>	
	Submit application form duly completed	Within 1 day	
	Collect quotation		
	Pay renewal fees		
	Collect Certificate of Competence	Within 1 day	
<b>Requirements</b>			
<ul style="list-style-type: none"> <li>- Pay prescribed fees</li> <li>- Present introductory letter from employer</li> </ul>			

## **7.0 OUR OTHER STANDARDS**

### **7.1 TELEPHONE CALLS**

- Our staff will identify themselves by name and department.
- We will give clear and easy to understand information.
- If we are unable to provide an immediate response to your queries, we will take your contact details and ensure your enquiry or complaint is attended to within two (02) business days.

### **7.2 WRITTEN CORRESPONDENCE**

- When you write us, we will acknowledge receipt of your correspondence with five (05) working days.
- We will respond to your correspondence within fifteen (15) working days. Our responses shall be typed on headed paper and clearly show our reference number, the author's name, office telephone, fax and email address.
- We will endeavour to resolve your enquiry before we send you the response. If we are unable to do so, we will inform you of the progress we are making and when you can expect a comprehensive response.

### **7.3 OFFICE VISIT**

- *You will be guided to parking slot.*
- *You will be attended to immediately.*
- *You will be ushered to the waiting area whilst waiting for clearance from respective offices.*
- *You will be screened and referred to the appropriate office within 10 minutes.*
- *If you have an appointment, you will be attended to within 10 minutes of your appointment time.*
- *Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.*

### **7.4 LABORATORY VISIT**

- *You will be guided to parking slot.*
- *You will be attended to immediately.*
- *You will be ushered to the waiting area whilst waiting for clearance from respective offices.*
- *You will be screened and referred to the appropriate office within 10 minutes.*
- *If required to access the laboratory, you will undergo a brief safety and confidentiality orientation after which you have to sign a confidentiality form.*
- *If you have an appointment, you will be attended to within 10 minutes of your appointment time.*
- *Without an appointment, we will endeavour to attend to you within 20 minutes of your arrival.*

## **8.0 CLIENT RIGHTS AND OBLIGATIONS**

*As our esteemed client, you have the right to expect the highest standards of service delivery from the Agency.*

*In this respect, you have the right to:*

- *Accurate information on the service you are seeking from us;*
- *Be issued with a receipt within 48 hours of making a payment;*
- *Privacy and confidentiality with respect to personal and financial information; written or oral, that you communicate to us as part of the requirement and in the course of receiving a service from us;*
- *Be treated with courtesy in all your dealings with us;*
- *Complain when you receive sub-standard services; and*
- *Participate in the review of this Charter.*

*We ask from you the following:*

- *To treat our staff with courtesy,*
- *To provide accurate information when requested,*
- *To promptly respond to requests for information by us,*
- *Not to offer any bribe, favours or inducements to our staff or solicit the same from them, and*
- *To comply with any existing Acts and Regulations, governing the provision of the service you are seeking.*

## **9.0 HOW TO COMPLAIN AND COMPLIMENT**

*We encourage you to provide feedback (complaints and compliments) about our staff and services which could be made by telephone, email and letter or in person by visiting our offices at any of the addresses given below:*

*The location of our Head Office is as follows:*

*Zambia Metrology Agency, Longolongo Road, Plot 2387, Lusaka.*

*Postal Address:       The Executive Director  
Zambia Metrology Agency  
P.O. Box 30989  
Longolongo Road  
**Lusaka***

*Telephone             : +260 211-222294  
Fax                     : +260 211-222297  
Email                  : info@zma.org.zm  
Website                : www.zma.org.zm*

Facebook : Zambia Metrology Agency  
LinkedIn : Zambia Metrology Agency

Office Hours:  
Monday – Friday 08.00 – 13.00 hours  
14.00 – 17.00 hours

*When complaining, we ask that you:*

- *State clearly why you are not happy with the service or conduct of our officer/s;*
- *State what you want to be rectified; and*
- *Be honest.*

*In order, to safeguard your rights, we guarantee you utmost confidentiality and privacy in respect of your identity and substance of your complaint.*

*However, we encourage you to provide personal details such as postal address, telephone or email. This will enable us to respond to your complaint expeditiously.*

*When complimenting, we ask that you:*

- *State clearly why you are happy with the service or conduct of the officer/s*
- *State which officer/s you are happy with; and*
- *State if possible, any other areas of improvement.*

#### **10.0 FEEDBACK MECHANISM**

- *We will acknowledge receipt of all complaints, compliments and suggestions.*
- *We will respond to your written complaints and compliments within 15 working days of receipt.*
- *Where we are unable to provide a comprehensive response within that time, we will inform you when we shall be expected to do so.*

#### **11.0 ACCOUNTABILITY TO THE PUBLIC ON CHARTER PERFORMANCE**

*We will continue to be transparent and accountable in the performance of our duties.*

*To this end, we will publish information on our level of compliance with our service standards and guarantees we have made in this Charter.*

*Specifically, we will:*

- *Publish performance results against the Charter commitments in our Annual Reports;*
- *Report on Charter performance to our clients and other stakeholders including our staff; and*

- *Publish in our Annual Reports, a summary of complaints categorised by type and frequency of occurrence and what actions we took.*