



MALAWI BUREAU OF STANDARDS
Promoting Standardization and Quality Assurance in Malawi

MS-ISO 9001:2015 Quality Management System System document

Document nr: MBS/DGO/SD/001	Revision nr: 00	Effective date: 1 st December, 2020	Nr of copies: 5 Page 1 of 8
Document title: Malawi Bureau of Standards Detailed Service Charter for Internal Use	Prepared by: DEPUTY DIRECTOR GENERAL Signature:  Date: 2020/11/16	Approved by: DIRECTOR GENERAL Signature:  Date: 2020-11-20	

1 Purpose

The purpose of this document is to outline the MBS service delivery specifications in line with its mandate.

2 Scope

The service charter covers **all** departments of the MBS.

3 Responsibility

The Deputy Director General has the responsibility to ensure the implementation, maintenance and facilitation of improvement and revision of this document.

4 MBS Service Charter

The Malawi Bureau of Standards is mandated to promote standardization and quality assurance of products and services in Malawi through implementation of various services. The MBS commits to undertake the services with efficiency and within service delivery specifications as provided below in this service charter revised.



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A. SERVICES TO EXTERNAL CLIENTS

S/N	SERVICE RENDERED	REQUIREMENTS	CHARGES (MK)	SERVICE DELIVERY SPECIFICATION	JUSTIFICATION FOR SERVICE DELIVERY SPECIFICATION
1	Development of a new Malawi Standard	Submit a request to the MBS for the development of a new Malawi standard	(a) No cost if the development of the new standard will follow the normal process (b) Requesting party to pay for the costs of the development if they require the development of the new standard to be undertaken using a fast track process. Cost to be determined after receipt of a request	Within 12 months	This service was not part of the services listed in the original service charter. We note from experience that it takes on average 12 months to develop a Malawi Standard hence the specification



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Document title: Malawi Bureau of Standards Detailed Service Charter for Internal Use			Prepared by: DEPUTY DIRECTOR GENERAL Signature:  Date: 2020-11-16		Approved by: DIRECTOR GENERAL Signature:  Date: 2020-11-20
2	Review a Malawi Standard	Submit a request to the MBS for the review of an existing Malawi standard	(a) No cost if the review of the standard will follow the normal process (b) Requesting party to pay for the costs if they require the review to be undertaken using a fast track process. Cost to be determined after receipt of a request	Within 12 months	Explanation as above
3	Acknowledge your correspondence on TBT/SPS inquiries	Submission of a TBT/SPS inquiry to the MBS	Free	Within 24 hours	N/A
4	Respond to your correspondence on TBT/SPS inquiries if a detailed reply is required that may take additional time to research within	Submission of a TBT/SPS inquiry to the MBS	Free	Within 10 working days	N/A
5	Respond to general correspondence to the MBS	Submission of a correspondence to the MBS	Free	Within 5 working days	This service criteria is a general one for the MBS. In order to bring



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2	Review a Malawi Standard	Submit a request to the MBS for the review of an existing Malawi standard	(a) No cost if the review of the standard will follow the normal process (b) Requesting party to pay for the costs if they require the review to be undertaken using a fast track process. Cost to be determined after receipt of a request	Within 12 months	Explanation as above
3	Acknowledge your correspondence on TBT/SPS inquiries	Submission of a TBT/SPS inquiry to the MBS	Free	Within 24 hours	N/A
4	Respond to your correspondence on TBT/SPS inquiries if a detailed reply is required that may take additional time to research within	Submission of a TBT/SPS inquiry to the MBS	Free	Within 10 working days	N/A
5	Respond to general correspondence to the MBS	Submission of a correspondence to the MBS	Free	Within 5 working days	This service criteria is a general one for the MBS. In order to bring



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				in a spirit of timely responding to correspondences from clients
6	Import certification	a) Imports commercial invoice; b) Product test certificate from manufacturer; c) Consignment packing list d) Safety data of product	a) IQMS fees: Inspection and sampling: (0.65% of FOB value (MK25,000 to MK500,000)) + administrative charges + test charges (varying from product to product) + VAT. b) Cess: 0.5% of landed cost	Within 21 working days 5 days for inspection and registration of samples for testing + 3 days for report processing and signing + 1 day for dispatch + 12 days required for testing = 21
7	Export certification	a) Conformance assessment specifications for the product from the importing country or buyer.	a) Export certification fees: Administrative charges: MK21,000 + test charges (varying from product to product) + VAT	Within 21 working days Same as above



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8	Permit/ designation certification (local products/services)	a) Company registration certificate; b) Tax Payer Identification Number (TPIN)	Initial inspection charges (MK17,825.00 to MK46,825.00) + transportation costs (MK103.50/Km) + test charges (varying from product to product) + VAT	Designation Within 10 working days Permit Within 21 working days	More time required for permit as certification involves both process and product audit while designation only uses process audit results;
9	Consumer Complaint Processing			Within 21 working days	
10	Testing of food and non-food samples (except cement samples for compressive strength)	Service request from the clients indicating the required parameters and quantity of samples	Minimum of MK4,000 per parameter per sample plus reporting fee of MK5000 (Extra 25% shall apply on express testing for samples)	Express Service Within 7 working days Normal Service Within 12 working days	The revised period has taken into account the days for analysis of microbiological parameters, sample receipt, reporting and invoicing which were not considered in the current target
11	Testing of compressive strength in cement samples	Service request from the clients indicating the required parameters and quantity of samples	Minimum of MK23,500 per parameter per sample plus reporting fee of MK5000	Within 30 days	The revised period has taken into account the days for sample receipt, reporting and



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					invoicing which were not considered in the current target
12	Repairing and maintenance of electronic equipment	Service request from the clients detailing the fault and the sort of service required	Minimum service charge of MK5,500 per man-hour plus the cost of the spare parts and reporting fee of MK5,000	Within 15 days depending on the complexity of the fault	Maximum days provided
13	Calibration of Industrial Equipment	Client request for service	MK25,000.00	15 working days	The revision has taken into account processes that are external to MSD namely approvals by the DGO's office and provision of support services by FAD (fuel, vehicle, driver, DSA as applicable). This was not the case in previous charter.
14	Verification/Calibration of Weighbridges	Compliance to OIML requirements	MK700,000.00 + 0.6 x prevailing fuel pump price x distance	20 working days	As above



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15	Verification of Weighing Instruments	Compliance to OIML requirements	MK1,500.00 to MK30,000.00	7 days	As above
16	Verification/Calibration of Bulk Flow Meters	Compliance to OIML requirements	MK180,000.00	15 working days	As above
17	Industrial Research, Training and Consultancy Unit (IRTACU) Services – Proposal/Quotations	Issuance of Quotation after Client Enquiry	0.5days = K51,000 / participant 1 day = K69000 / participant 2 days = K85,500 /participant 4.5 days =K153,000 /participant For tailor made trainings charges dependent on nr of participants and location of training	Within 2 working days	Preparation of quotation follows soliciting job specifications from client
18	IRTACU Services – Notice for preparations after Payment or Purchase Order	Offering Service after Payment or Purchase Order Issuance by Client	As above	Within 7 working days	1 week notice is required for preparations which include printing and binding of training manuals, standards



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				and processing resources i.e transport and subsistence for facilitators	
19	IRTACU Services – Execution of works after Payment or Purchase Order	Offering Service after Payment or Purchase Order Issuance by Client	As above	0.5 to 4.5 days for most training and unspecified periods for other training, research and consultancy depending on ToRs	Duration of training, research and consultancy work varies depending on nature of the assignment to be accomplished.
20	IRTACU Services – Issuance of Certificates and/or Reports to client	Submitting Certificates and/or Reports after Service and payment by Client	Charges as quoted and invoiced to client include certificates and reporting	Training Report Within 7 working days after training; Research and Consultancy Report Within 14 working days after research or consultancy work	Days for issuance of reports and certificates vary depending on complexity/TORs of work especially for research and consultancy. For examinable training marking of exams also takes time.



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B. SERVICES TO INTERNAL CLIENTS

S/N	SERVICE RENDERED	REQUIREMENTS	CHARGES (MK)	SERVICE DELIVERY SPECIFICATION	JUSTIFICATION FOR SERVICE DELIVERY SPECIFICATION
1.	Approval of transport requests	Appropriate approvals	N/A	Within 1 day	N/A
2.	Vehicle Allocation	Appropriate approvals	N/A	Within 1 day and/or subjected to availability of vehicles	Sometimes activities clash, hence sufficient time is required to identify alternative means;
3.	Processing of payment vouchers	Appropriate approvals	N/A	Within 3 days	To allow for accounting processes
4.	Office maintenance	Appropriate approvals	N/A	Within 14 days	To allow for approvals and procurement processes
5.	Vehicle servicing	Appropriate approvals	N/A	Within 5 days	Service providers have own requirements besides internal processes



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6.	Procurement through Request for Quotation	Approved Purchase Requisition and IPDC documentation	N/A	Within 14 days	To allow for approvals and procurement processes
7.	Procurement through tender	Approved Purchase Requisition and IPDC documentation	N/A	Within 90 days	To allow for approvals and procurement processes
8.	Placement of Advertisements	Appropriate approvals	N/A	Within 7 days	To ensure thorough checking and approvals
9.	Issuing of Consumables	Appropriate approvals	N/A	Within 2 days	N/A

"COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY"

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Director General, MBS, P O Box 946, Blantyre, Malawi; Email: mbs@mbsmw.org,
Phone: +265 1 870 488; Fax: +265 1 870 765

IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE



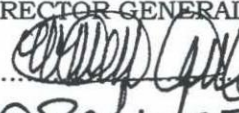
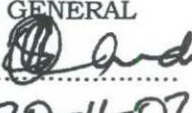
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18	IRTACU Services –Notice for preparations after Payment or Purchase Order	Offering Service after Payment or Purchase Order Issuance by Client	Within 7 working days
19	IRTACU Services – Execution of works after Payment or Purchase Order	Offering Service after Payment or Purchase Order Issuance by Client	0.5 to 4.5 days for most training and unspecified periods for other training, research and consultancy depending on ToRs
20	IRTACU Services –Issuance of Certificates and/or Reports to client	Submitting Certificates and/or Reports after Service and payment by Client	Training Report Within 7 working days after training; Research and Consultancy Report Within 14 working days after research or consultancy work

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MBS Service Charter

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S/N	SERVICE RENDERED	REQUIREMENTS	SERVICE DELIVERY SPECIFICATION
1	Development of a new Malawi Standard	Submit a request to the MBS for the development of a new Malawi standard	Within 12 months
2	Review a Malawi Standard	Submit a request to the MBS for the review of an existing Malawi standard	Within 12 months
3	Acknowledge your correspondence on TBT/SPS inquiries	Submission of a TBT/SPS inquiry to the MBS	Within 24 hours
4	Respond to your correspondence on TBT/SPS inquiries	Submission of a TBT/SPS inquiry to the MBS	Within 10 working days
5	Respond to general correspondence to the MBS	Submission of a correspondence to the MBS	Within 5 working days
6	Import certification	a) Imports commercial invoice; b) Product test certificate from manufacturer;	Within 21 working days



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		c) Consignment packing list d) Safety data of product	
7	Export certification	a) Conformance assessment specifications for the product from the importing country or buyer.	Within 21 working days
8	Permit/ designation certification (local products/services)	a) Company registration certificate; b) Tax Payer Identification Number (TPIN)	Designation Within 10 working days Permit Within 21 working days
9	Consumer Complaint Processing	Registration, Investigation, Testing and Reporting	Within 21 working days
10	Testing of food and non-food samples (except cement samples for compressive strength)	Service request from the clients indicating the required parameters and quantity of samples	Express Service Within 7 working days Normal Service Within 12 working days
11	Testing of compressive strength in cement samples	Service request from the clients indicating the required parameters and quantity of samples	Within 30 days
12	Repairing and maintenance of electronic equipment	Service request from the clients detailing the fault and the sort of service required	Within 15 days depending on the complexity of the fault
13	Calibration of Industrial Equipment	Client request for service	15 working days
14	Verification/Calibration of Weighbridges	Compliance to OIML requirements	20 working days
15	Verification of Weighing Instruments	Compliance to OIML requirements	7 days
16	Verification/Calibration of Bulk Flow Meters	Compliance to OIML requirements	15 working days
17	Industrial Research, Training and Consultancy Unit (IRTACU) Services – Proposal/Quotations	Issuance of Quotation after Client Enquiry	Within 2 working days