



REPUBLIC OF ZAMBIA

SERVICE DELIVERY CHARTER

FOR THE

TROPICAL DISEASE RESEARCH CENTRE

Prepared by:

TROPICAL DISEASE RESEARCH CENTRE

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May, 2021

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FOREWORD

As Tropical Diseases Research Centre (TDRC) we are committed to providing a high standard of service to all our clients. As such, we always explore improvement opportunities in order to enhance service standards. This Service Delivery Charter is one of such opportunities.

The Charter outlines the levels of the service standards you can expect in your dealings with us as well as our commitments and responsibilities aimed at delivering the best service to you. These standards will serve as the benchmark against which you can measure our service delivery. The Charter is therefore, a 'social contract' between us and our clients which provides a mechanism to hold us accountable for the quality of our services.

TDRC is a national health research institution that operates under the general guidelines of the TDRC Act No. 31 of 1982. Under this Act, the Centre is a strategic institution and resource for health research, training and development. Thus, this Charter is intended to enhance service delivery in line with our mandate as provided for by the Act.

This Charter was developed through stakeholder participation and consultation and in it, we do not only set out our service commitments to you but also your responsibilities and obligations which include seeking your feedback and advice to help us better respond to your expectations.

It therefore gives me great pleasure to present the TDRC Service Delivery Charter to you, our valued clients.

I am confident that this charter shall be used as a tool for enhancing favourable interaction between our clients and us.

Finally, I pledge that all staff in the Centre will use the Charter as a means to enhance efficiency in the delivery of services to you our clients.

Dr. Gershom Chongwe

Director

TROPICAL DISEASE RESEARCH CENTRE

1.0 PURPOSE OF THIS CHARTER

- a) To enhance your awareness of the type of services The Centre provides;
- b) To explain the standards of service you should expect to receive;
- c) To outline your rights and responsibilities as a client;
- d) To explain our rights and responsibilities as the Service Provider; and
- e) To explain how to submit feedback (complaints, compliments and make suggestions) about our service delivery.

2.0 OUR CORE MANDATE

The Tropical Disease Research Centre is a statutory body established by the TDRC Act No 31 of 1982 of the laws of Zambia. The Act mandates the Institution to conduct research and training in tropical diseases of public health importance.

3.0 VISION AND MISSION

3.1 VISION

“To be a Centre of excellence in the promotion of health in Zambia and the African Region through research”

3.2 MISSION

“To contribute to socio-economic development through targeted research and product development leading to effective prevention and control of disease.”

3.3 Goal

Our goal is to conduct research and training in diseases of public health importance and related conditions in the region in order to contribute to their prevention and control.

4.0 CORE VALUES

The core values of the Tropical Diseases Research Centre are:

High Ethical Standards: Committed to conducting business and research in an honest, fair manner and with utmost integrity.

Accountability and fiscal responsibility: Committed to the efficient use of resources and to act in a financially prudent manner for the benefit of the stakeholders, employees and the community.

Excellence: Commitment to achieving the best results in all our endeavours, and conducting research, training and service with high integrity and quality.

Gender sensitivity: Commitment to treat all people with respect and Promote equal partnerships, equity and diversity.

Social responsibility: Commitment to act in a responsible manner with absolute regard for communities, the environment and other stakeholders.

Responsive to positive Change: Embrace new technology to conduct research and training and deliver services in the most efficient manner in order to serve the needy and vulnerable.

5.0 WHAT OUR CLIENTS SHOULD EXPECT FROM US

In support of the above values, The Centre will strive to continuously improve the standards of the services we provide so as to meet your needs and expectations. To this end, you, our esteemed clients have the right to expect timely provision of the following services:

- a) Research and consultancy;
- b) Training and capacity building;
- c) Clinical and specialised laboratory testing;
- d) Outpatient clinical;
- e) Specialized diagnostic tests;
- f) Point of entry screening
- g) Internship; and
- h) Pharmacy.

Service Type	Vital Steps	Standard of Service	Duration
1. Health Research/consultancy (solicited)			As per contract
Clients: Funding Agencies	Issue a call for proposals	As per call	
	Review proposals and notify TDRC of the outcome	As per call	
	Sign the contract/MOU	As per call	
	Fund the Research/Consultancy	As per contract	
	Receive the Research/Consultancy Report	As per contract	
	Receive the report on dissemination of results where applicable	As per contract	
Requirements			
<ul style="list-style-type: none"> -provide the scope of the study - provide regulatory guidelines -funding for the project 			

Service Type	Vital Steps	Standard of Service	Duration
2. Health Research/Consultancy (unsolicited)			As per contract
Clients: Funding Agencies/Private entities	Vital Steps		
	Submit request	Acknowledge within 48hrs	
	Agree on the scope	Within 30 days	
	Sign the contract	As per client's inclination	
	Fund the Research or Consultancy	As per contract	
	Receive the Research/Consultancy Report	As per contract	

Service Type	Vital Steps	Standard of Service	Duration
3. Outpatient Services			
Clients: General Public	Register at the reception	Within 10 minutes	Within 3 hours 25 minutes
	Pay prescribed fees where applicable	Within 10 minutes	
	Proceed to nurse's desk for assessment of vital signs	Within 20 minutes	
	Proceed to Doctor's room for consultations 1	Within 10 minutes	
	Pay for investigation where applicable 1	Within 10 minutes	
	Proceed to the actual investigations	Within 15 minutes	
	Return to the Doctor for consultations 2	Within 120 minutes	
	Proceed to pharmacy/ obtain referral letter where applicable	Within 10 minutes	
Requirements			
<ul style="list-style-type: none"> - Identification documents - Pay prescribed fees/ medical scheme/ insurance scheme 			
	Receive the report on dissemination of results (Where applicable)	As per contract	
Requirements			
<ul style="list-style-type: none"> -provide the contextual background -provide the scope of the study -funding for the project 			

Service Type	Vital Steps	Standard of Service	Duration
4. Clinical Laboratory Testing/ Radiological /Endoscopy Services			2 hours 25 minutes
Clients: General public	Pay for investigation where applicable	Within 10 minutes	
	Proceed to the actual investigations	Within 15 minutes	
	Collect results	Within 120 minutes	
Requirements <ul style="list-style-type: none"> - Identification documents - Pay prescribed fees/ medical scheme/ insurance scheme 			

Service Type	Vital Steps	Standard of Service	Duration
5. Specialised Laboratory Testing(e.g. Water testing, Micronutrient testing, toxicology)			Within 7 working days
	Submit request	Within 1 working day	
Clients: General public	Pay for investigations	Within 2 working days	
	Provide sample(s)	Within 3 working days	
	Collect results	Within 3 working days	
Requirements <ul style="list-style-type: none"> - Duly completed Request form - Well labelled and sealed Samples - Maintenance of Cold Chain Environment (Where applicable) - Sample should be delivered to the laboratory within the prescribed time - Proof of payment 			

Service Type	Vital Steps	Standard of Service	Duration
6. Lab Testing (COVID-19)			
Clients: General public and travellers (point of entry)	Pay for investigation where applicable	Within 5 minutes	RDT within 30 minutes
	Complete a COVID -19 data capturing tool	Within 10 minutes	Premium Within 2 hours
	Registration	Within 5 minutes	10 minutes
	Proceed to the sample collection point	Within 5 minutes	Express within 24 hours
	Collect results	Within 20 minutes RDT Within 2 hours Premium Within 24 hours Express Within 48 hours Standard	Standard within 48 hours
Requirements			
<ul style="list-style-type: none"> - Identification documents - Pay prescribed fees/ medical scheme/ insurance scheme 			

- Note that time given for standard of service is client specific

Service Type	Vital Steps	Standard of Service	Duration
7. Lab Testing (COVID-19)			
Clients: Institutions	Request	Acknowledgement within 24 hours	RDT within 30 minutes
	Receive quotation	Within 48 hours	Premium
	Send the list of members of staff to be tested	Within 24 hours	Within 2 hours
	Make payment	Within 24 hours	10 minutes
	Collect results	Within 20 minutes RDT	Express within 24 hours

		Within 2 hours Premium Within 24 hours Express Within 48 hours Standard	Standard within 48 hours
Requirements <ul style="list-style-type: none"> - Provide work space for sample collection/testing - Identification documents - Pay prescribed fees 			

Service Type	Vital Steps	Standard of Service	Duration
8. Use of Research Facilities			
Clients: Students, Research Institutions and Researchers	Submit request and/or research proposal	Within 1 working day	Within 11 working days
	Pay prescribed fees	Within 5 working days	
	Use the facility	Within 5 working days	
Requirements <ul style="list-style-type: none"> - Curriculum Vitae of Researcher - Institutional profile where applicable - Approved project proposal - Ethical and Regulatory approvals - Meet research budget expenses 			

Service Type	Vital Steps	Standard of Service	Duration
9. Training			
Clients: General Public, Research Institutions, Private Companies, Academia, and Government Institutions	Submit request		As provided in the scope or agreement
	Agree on scope and budget		
	Pay prescribed fees		
	Attend training		
	Collect Certificate of attendance and Training report where applicable		

Requirements

- List of participants where applicable
- Provide scope
- Payment of prescribed fees

Service Type	Vital Steps	Standard of Service	Duration
10. Internship			As provided in the agreed scope
Clients:	Submit request	Acknowledgment within 5 working days	
	Agree on scope	Within 5 working days	
	Pay prescribed fees	Before starting training	
	Undertake internship	As per agreement	
	Submit training report	As per agreement	
	Collect letter of attestation	As per agreement	
Requirements			
<ul style="list-style-type: none"> - letter of introduction from the training institution - provide proof of qualifications where applicable - payment of prescribed fees - scope of internship 			

6.0 OUR OTHER STANDARDS***IF YOU CONTACT US BY TELEPHONE***

- *Our staff will identify themselves by name and department.*
- *We will give clear and easy to understand advice*
- *If we are unable to answer your enquiry immediately, we will advise you when you can expect a response.*

IF YOU WRITE TO US

- *We will respond to your correspondence within Five (5) working days. Our responses will clearly show our reference number, the author's name, office telephone and email address.*
- *We will respond to email within two (2) working days.*
- *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 response.*

IF YOU VISIT OUR OFFICES

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

**Our clients are encouraged to make appointments whenever possible.*

7.0 CLIENT RIGHTS AND OBLIGATIONS

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

In this respect, you have the right to:

- *Accurate information on the service you are seeking from us;*
- *Privacy and confidentiality with respect to personal and financial information, written or oral, that you communicate to us in the course of receiving a service from us;*
- *Be treated with courtesy and consideration 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 gifts, 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.*

8.0 HOW TO COMPLAIN AND COMPLIMENT

We encourage you to provide feedback (complaints and compliments) about our officers, staff and services. When complaining or complimenting we ask that you:

- *Provide personal details such as full names, phone number and address. This will enable us to respond to your complaint expeditiously;*
- *State clearly why you are happy or not happy with the service or conduct of our officers and staff;*
- *State what you want to be rectified (if not happy); and*
- *Be honest.*

Feedback can be provided via telephone, email, website and letter or in person by visiting our offices at the address given below:

*Tropical Diseases Research Centre,
6th and 7th Floor Ndola Teaching Hospital,
Corner of Nkana and Broadway Road,
P.O Box 71769
Ndola
Zambia*

Telephone : +26 0212 620737 or +26 0 212 621860

Email : info@tdrc.org.zm

Website : www.tdrc.org.zm

Facebook : Tropical Diseases Research Centre

Twitter : @TDRC_Ndola

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

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

9.0 FEEDBACK MECHANISM

- *We will acknowledge receipt of all complaints, compliments and suggestions;*
- *We will respond to your written complaints within 10 working days of receipt; and*
- *Where we are unable to provide a response within that time, we will inform you when exactly we will be able to do so.*

10.0 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 charter commitments in our Annual Reports;*
- *Report on charter performance to our clients and other stakeholders including our staff; and*
- *Publish a summary of complaints categorised by type and frequency of occurrence and what actions we took in our Annual Report, website and social media platforms.*