



THE UNITED REPUBLIC OF TANZANIA

MINISTRY OF AGRICULTURE AND FOOD SECURITY

CLIENTS SERVICE CHARTER

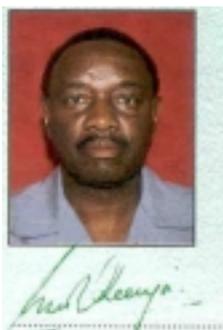
MINISTRY OF AGRICULTURE AND FOOD SECURITY
P.O. Box 9192, TEMEKE
DAR ES SALAAM

1. PREFACE

This Client Service Charter is a social contract between the Ministry of Agriculture and Food Security (MAFS) as a service provider and its receivers. It specifies standards for the delivery, which MAFS believes its service users have a right to expect, and sets out feedback and complaint handling mechanisms. The charter has been developed through consultations with MAFS customers and staff. MAFS commits itself to report annually to the stakeholders and to the parliament on its performance against this charter. The MAFS will develop a monitoring and evaluation system that will be the supporting instrument for the reporting process.

The Government of Tanzania recognises the potential benefits of using charters as tools to drive cultural change towards a more customer-focused approach throughout the public service. In June 2000 the President of the United Republic of Tanzania launched the Public Service Reform Programme, which aims at promoting a more open and responsive Tanzania Public Service. In conformity with this process, MAFS is happy to publish and launch this Ministerial Charter.

In order to be effective and successful, this charter has to be a living document, which is a product and the embodiment of good working relationship that MAFS will endeavour to maintain with its clients, partners and staff. I therefore commend this charter to all users of MAFS services and hope that they will use the mechanisms suggested to enter into constructive dialogue with the Ministry. This will help us to achieve our aim of continuous review and improvement in the quality of the services, which MAFS provides to the Tanzania population – our principal customer.



Charles N. Keenja
MINISTER FOR AGRICULTURE AND FOOD SECURITY

9th November, 2002

2. THE PURPOSE OF THE CHARTER

The main purpose of this charter is to improve awareness to the public of the availability and quality of the agricultural services offered by the Ministry of Agriculture and Food Security (MAFS). We will do this by assisting you to understand what we commit ourselves to do and how we can be contacted. We will help you to understand what you should expect by way of offering good quality standards, and finding solutions if something goes wrong.

Services which we offer include agricultural research, extension, training, agricultural statistics, early warning systems, food security and technical issues related to agricultural mechanization, land use planning, seed production, plant protection and quarantine, and policy formulation. We believe, the charter will help you to claim existing rights. It also provides transparency mechanisms for contact, complaints and accessibility.

Key Features

Details about our main clients and user groups and the services they should expect are summarised as follows:

- The standard of agricultural services users can expect to receive in the context of the Key Result Areas that we have agreed upon;
- The arrangements of sending complaints should something go wrong; and
- Brief information about how to contact us and get further information.

Review of the Charter

We intend to review this Charter every year. We will monitor and evaluate our own performance against this charter, with assistance of independent surveys and through consultations with users. This charter will help management and staff by setting out clearly the agricultural services and standards that we commit to provide to you and other customers. For the charter to be effective it must continue to be up- to-date and to meet your needs.

3. OUR CORE PRINCIPLES OF PUBLIC SERVICE DELIVERY

We commit ourselves through this charter to 8 *Core Principles of Public Service Delivery*:-

(i) Standard of Service

We will set clear standards of services that users can expect; monitor and review the performance; and publish the results

(ii) Be open and provide information

We will be open and communicate clearly and effectively in simple language in order to help people using agricultural services; and we will provide our customers with information about agricultural services, and how we perform on an annual basis.

(iii) Consult and Involve

We will consult and involve present and potential users of agricultural services as well as employees to solicit your views to improve the services provided

(iv) Treat all fairly

We will treat all people fairly, but pay particular attention to those who need special attention e.g. the elderly and the disabled.

(v) Put things right when they go wrong

We will always strive to put things right quickly and effectively, learn from complaints and have a clear, well publicised and easy to use complaints management procedure.

(vi) Use resources effectively

We will use resources effectively in order to provide best values for taxpayers, partners and users

(vii) Innovate and Improve

We will continually look for ways to improve facilities and services we offer.

(viii) Work With Other Service Providers

We will provide policy guidelines and standards of agricultural services to ensure quality services. We will work with Ministries, Departments, NGO's and other agricultural service providers to facilitate them to deliver better agricultural services to their end users where we have responsibility for cross cutting issues.

4. MAFS CLIENTS AND USERS

MAFS Medium Term Strategic Plan identifies the following main user groups and their expectations:-

(i) The Government expectations:

- Improved management capability and efficiency in the agricultural sector; and
- Sustainable food security hence contributing to the overall national food security.

(ii) The clientele (farmers, traders, processors, consumers, investors, researchers) expectations:

- Timely delivery of quality and cost effective services;
- Generation of appropriate production technologies;

- Readily accessible services;
- Fairness and transparency;
- Gender sensitivity in provision of services; and
- Conducive policies, legal and regulatory framework.

(iii) Our employees expectations:

- Relevant knowledge and skills enhancement;
- Commensurate remuneration;
- Transparency and fairness in staff advancement;
- Administrative and political support;
- Conducive working environment and adequate working tools; and
- Good leadership.

(iv) Development partners expectations:

- Good governance and transparency; and
- Efficiency and effectiveness in service delivery and management of resources.

(v) Politicians expectations:

- Non-partisan agricultural services;
- Responsiveness to political aspirations;
- Efficient and cost effective service delivery; and
- Significant contribution to poverty reduction.

5. OUR SET UP AND SERVICES

In order to address and respond to your expectations, we have been restructured to reflect the need for tackling issues on agricultural development and food security (Annex I). We also have defined eleven Key Results Areas (Annex II) in the MAFS's Medium Term Strategic Plan 2001- 2006 as follows:-

- (i) Policy development and implementation;
- (ii) Regulatory and quality control services;
- (iii) Devolution of responsibilities to Local Authorities and private sector;
- (iv) Agricultural research and development;
- (v) Capacity to manage performance, human resource development and management;
- (vi) Accessible technical and extension services;
- (vii) Regional and international co-operation;

- (viii) National food security;
- (ix) Plant pests management; and
- (x) Management of information systems.

Our Vision

MAFS aspire to be proactive, responsive in spearheading agricultural sector's development.

Our Mission

To promote efficient and effective services to the agricultural sector in collaboration with all stakeholders, we will maintain the highest standards of excellence and competence in:

- (i) Formulating, coordinating, monitoring and evaluating; implementation of relevant policies in the agricultural sector and monitoring crop regulating institutions under our supervision;*
- (ii) Providing relevant technical services in extension, irrigation, plant protection, land use, mechanization and information services;*
- (iii) Promoting and coordinating research and development;*
- (iv) Promoting private sector and local government participation in delivery of support services;*
- (v) Promoting and coordinating investment in the sector;*
- (vi) Undertaking crop monitoring and early warning, maintaining strategic food reserves, and promoting appropriate post harvest technologies; and*
- (vii) Collaborating with other national and international institutions working in the agricultural sector*

To realize the vision and mission, we will respond to stakeholders' needs by employing and maintaining well-trained professional staff that are capable of maintaining the highest standards of excellence, honesty and productivity.

5. OUR CORE VALUES

(i) Pursuit of excellence in service

MAFS staff shall strive to achieve the highest standards in our work, and shall actively look for opportunities to improve on those standards.

(ii) Loyalty to government

MAFS staff shall loyally serve the duly elected Government of the day, and shall comply with the lawful instruction of our Minister and Senior Managers to the best of our ability.

(iii) Diligence on duty

MAFS staff shall be at our places of work during the official hours of duty and shall devote ourselves wholly to our work during the hours.

(iv) Impartiality in service

MAFS staff not engage in political activities at places of work, or allow our personal political views to influence our duty performance.

(v) Integrity

MAFS staff shall not seek or accept gifts, favours or inducements, financial or otherwise, in the course of discharging our duties. Likewise, we shall not offer gifts, favours or inducements. We shall not use public property or official time for our own private purpose. We shall not use information acquired in the course of our official duties to gain personal financial advantage.

(vi) Courtesy to all

MAFS staff shall treat our clients and colleagues with courtesy. We shall regard ourselves as servants of the Tanzanian people, and shall be particularly considerate when dealing with vulnerable members of the public, such as the elderly, the poor, the sick, and people with disabilities, and other disadvantaged groups in the society.

(vii) Respect for the law

MAFS staff shall not commit unlawful acts in the course of our duties, nor shall we instruct or encourage any other person to do so. If directed to commit an unlawful act, we shall refuse to comply, and report the matter to our superiors.

(viii) Proper use of official information

MAFS staff shall not unnecessarily withhold information which the public has a right to know. On the other hand, we shall not divulge or misuse official information which is confidential.

8. OUR GUARANTEED STANDARDS

To ensure that the above are implemented, we will strive at all times to continuously improve the standards of services provided to you. The benchmark for assessing improvements against the required standards will be based on the following:-

(a) Quality of Service Standards:-

We will attempt to continuously improve the quality of service provision with regard to the following:-

(i) Responsiveness

We will deal with all plant and crop pests and diseases outbreaks as promptly as possible especially in emergencies and when you seek for services.

(ii) Clarity

We will clarify information communicated to you on type of service, procedures, recommendations and consistence of information pertaining to our services.

(iii) Accuracy

We will monitor the accuracy of services provided to you in accordance with set standards.

(iv) Appropriateness

We will seek to ensure that the services fit to your needs. We shall also provide for special needs for disadvantaged, disabled and vulnerable groups.

(b) Our Relationship and Responsibilities to you:-

We want to establish and maintain good working partnerships and excellent relationships with clients through clear understanding of mutual expectations, rights and responsibilities. We have set out below what we consider as clients' rights and responsibilities. We therefore promise to maintain the highest standards possible in respect of the following: -

(i) Advice

We will always endeavor to provide consistent, accurate and impartial advice to you.

(ii) Staff Manner

We will require and train our staff to be friendly, helpful, respectful and sensitive to your individual needs, explaining, and listening carefully to your requirements and views.

(iii) Public Education

We will promote your education on various services provided.

(iv) Inspection

We will regularly and conveniently conduct inspection cum supervision visits to public and private establishments.

(v) Update guidelines

We will regularly develop, up-date and maintain standards and guidelines for effective delivery of services and natural resources management.

(vi) Human resource development

We will develop and promote rational use of human resources for agricultural development.

(c) Timeliness and Promptness of Service Delivery

This covers the speed and efficiency of the administration and management of service delivery processes. We will pursue opportunities for continuous improvement in the following areas:

(i) Response times for our contacts with you

We will deal with letters, e-mails, telephones and fax messages as quickly as possible and always within 7 working days from the date of receipt.

(ii) Processing time

We will process permits for registration licenses, applications, and initiate proposals for staff recruitments, confirmations, promotions and terminal benefits as quickly as possible within the following time limits:

- For permits, and registration licenses: up to 90 days from the date of receipt of the request.
- For recruitments, confirmations, promotions and terminal benefits: up to 21 working days.

The following are specific services offered by MAFS:-

RESEARCH AND DEVELOPMENT DIVISION

Head office

- For planning and monitoring of research activities – 6 months;
- For provision of technical backstopping to research scientists – 6 months;
- For preparation of budget – 3 months; and
- For provision of research-extension farmer linkage 1 to 6 months.

Crop research

- For developing and screening of crop varieties – 5 years;
- For testing improved crop varieties under different agro-ecological conditions – 3 years;
- For testing plant protection substances for efficacy, effectiveness in crop pests control – 3 years;
- For developing integrated pest management (IPM) strategies – 3 years;
- For evaluation of nutritional value of crop varieties –1 year
- For preparation, publication and distribution of manuals and leaflets on improved packages 3 months;
- For supplying breeders seed – 6 months;
- For supervision of foundation seed production 6 months;

- For provision of consultancy on various crop research management – 2 months;

Special Programmes:

- For conducting district soil and land surveys (scale 1:125,000) – 1 year;
- For soil fertility appraisal – 3 months;
- For conducting soil plant and water analysis (100) samples 3 months;
- For training of laboratory technicians- 3 months;
- For training farmers on improved crop production techniques – 4 weeks;
- For developing and production of fertilizer use guidelines – 3 years;
- For conducting on farm and station crop research 3 to 5 years;
- For printing agricultural resource maps – 1 day;
- For conducting animal drawn implement field performance tests 3 months;
- For provision of consultancy services on animal traction, conservation tillage and post harvest technologies 1 to 4 months;
- For development of prototype animal drawn implements 3 months;
- For supplying tree seeds and seedlings (orders have to be made during the month March) – 5 months;
- For provision of training to farmers and extension staff on agro-forestry techniques – 2 to 3 months;
- For conducting farming systems zonation at district and zonal levels 6 to 12 months;

Farming systems/Socio-economics:

- For training of agricultural researchers on farming systems approach (FSA) – 4 weeks
- For publication of socio-economic study reports – 2 months after completion of the field work

CROP DEVELOPMENT DIVISION

Crop Extension Services

- For provision of extension officers refresher courses – 14 days
- For production of communication materials: Pamphlets, leaflets and posters – 14 days; Magazines – 60 days; Newsletter – 30 days; Video/TV episodes – 90 days; Radio programmes – 14 days.
- For coordinating organization of national and zonal agricultural shows -4 months;
- For evaluation of agricultural extension programmes 1 month
- For planning of extension programmes 2 months

Plant Health Services

Management of crop pest outbreaks:-

- For rodent outbreak forecasting and control – 7 days upon receipt of reports;
- For *Quelea quelea* bird invasion/control – 6 days upon receipt of reports;
- For red locust : Surveillance within 60 days after first rains; control – within 6 days depending on size;
- For armyworms outbreaks forecasting – 2 days upon receiving moth trap activity trap data;

Plant Quarantine services:-

- For phytosanitary certification for export of plants and plant material within 3 days upon request;
- For issuance of plant and plant product import permits 3 days upon receiving the request;

Plant protection substances services (pesticides):

- For issues of pesticide registration certificate: within 3 cropping seasons;
- For issues of pesticide importation permit: 1 day;
- For issuance of biological control agent importation permit: 6 months upon receipt of request (but may vary depending on the type of organism intended for importation).

Agricultural Machinery and Inputs

- For pre-delivery inspection of agricultural machinery, implements – Variable from 7 - 14 days upon request;
- For training of extension staff, operators, farmers on mechanization -7 – 21 days;
- For certification of rehabilitation work of agricultural machinery, implements, equipment both hand, animal and mechanical power driven – 7 days;
- For approval of performance of tested agricultural machinery by analyzing test results: 7 days;
- For field inspection service – 2 days per inspection;
- For seed sampling service – 1 day;
- For seed sample testing: Purity test – 1 day; germination test – 14 days; moisture test – 1 day; health test – 1 day; DUS test – 7 days;
- Post – harvest seed inspection – 1-2 days;
- For training of seed growers, company representatives, extension workers, inspectors and farmers on seed quality aspects – 7 – 21 days depending on training needs of the client;
- For provision of advisory service to agrochemical dealers and users: 14 days upon request;
- For providing agronomic advisory services on inputs such as type of input, application rate, and usage: 7 days.

Land use planning

- For providing expert advise on and soils management 1-6 months;
- For carrying out agricultural land resource survey and demarcation for specific uses and production of a national land use plan – 24 months;
- For developing training and extension materials on promotion of sustainable land and water management: 3 months.

Crop Promotion Service

- For advising on registration approval of agricultural NGOs and CBOs – within 14 days;
- For approval of location of crop processing facilities – within 14 days;
- For provision of advise crops development issues – 7 days;
- For reviewing and approving project proposal for crop promotion –3 weeks.

Irrigation Services

- For pre-feasibility studies for irrigation projects depending on size and topography of the land 14-180 days;
- For water resource assessment and analysis for irrigation depending on the size, topography and type of data and information required – 14-180 days;
- For reconnaissance survey for identifying potential areas for irrigation – 30 days;
- For detailed topographical survey – 90 days;
- For detailed soil survey – 60 days;
- For design of irrigation infrastructure depending on the size and complexity of the scheme/project – 90-180 days;
- For environmental impact assessment for irrigation projects – 90 days.

NATIONAL FOOD SECURITY DIVISION

Crop Monitoring and Early Warning

- For publication of preliminary food production forecasts – by 15th of May of every year;
- For publication of final food production forecasts – by 30th August of every year;
- For publication of final report on post harvest food production forecasts – by 15th December every year;
- Publication of monthly food situation reports – on 20th day of the subsequent month;
- Publication of decadal agro metrological situation report – after every 10 days

Post Harvest Management Services

- For provision of expert advise on post harvest management of agricultural produce – 7 days;
- For preparation of post harvest education material – 1 moth days;
- For coordinating organization of post harvest management field days - 2weeks;
- For evaluation services of post harvest extension programmes 1 month

STRATEGIC GRAIN RESERVE

- For issuing of grain import permits – 2 days;
- For issuing of grain export permits – 2 days;
- For provision of information on strategic grain reserve stock position – 2 days.

POLICY AND PLANNING UNIT

- For provision of information on agricultural development issues -2 days;
- For issuing quarterly, mid and annual reports on agricultural development performance 4 weeks after the end of the quarter, mid year and the year respectively;
- For provision of expert advise on technical, studies, and appraisal reports – 2 weeks
- For issuing agricultural basic data books – 15th May of the year
- For issuing policy position on issues relevant to agricultural sector 14 days

TRAINING DIVISION

- For curriculum review (need assessment, technical writing, duplication and binding) – within 60 days;
- For curriculum development (need assessment, technical writing, duplication and binding) – 90 days;
- For development of an instructional material (content outline preparation, manuscript development, pre-testing, typesetting and printing) – 9 months;
- For provision of certificate level training in agriculture – 2 years;
- For diploma level training in agriculture – 2 years;
- For farmers training (residential) – 2 – 4 years;
- For provision of retraining in-service courses – 2- 4 weeks;
- For processing of staff and students scholarships – 30 days; and
- For provision of retraining on cash and food crops 3- weeks

9. CLIENTS RIGHTS AND RESPONSIBILITIES

We have attempted in this charter to set out our service promises in respect of what we believe you have a right to expect in terms of standards, and have consulted a wide range of stakeholders in this consideration. In addition to the right of high standards of service delivery it is considered that you also have the following rights:

Your Rights:

We will readily avail information for your rights on services to be provided. We shall put in place mechanisms to ensure availability of such information. In addition you have the right to:

- Review and appeal in accordance with established procedures;
- Lodge complaints;
- Privacy and confidentiality;
- Access agricultural services and information which meet your needs;
- Participate in arriving at solutions or recommendations to address his/her agricultural problems; and
- Be treated with respect.

Similarly, we believes that you have certain responsibilities, to abide by certain codes of conduct and behavior, in order to help us to provide good service to you, and to ensure a successful ongoing relationship.

Your Responsibilities:

You are obliged:-

- to treat our staff with courtesy;
- to offer gifts, favors or inducements to our staff, or to solicit the same;
- to attend scheduled appointments punctually;
- to respond to requests for information by us thoroughly and timely;
- to abide with the legal requirement, which make you eligible for services, sought; and
- to contribute to agricultural services provision in accordance with laid down policies and regulations;

10. FEEDBACK AND COMPLAINTS

We welcome constructive criticism and feedback about our services, just as we also welcome compliments and suggestions on how we might improve them. Furthermore we promise that complaints and suggestions will be taken seriously and dealt with as quickly as possible by an officer of appropriate seniority.

Our procedure for clients to make complaints and the standards they can expect of the complaints handling process are set out below. We guarantee to respond in acknowledgement of all complaints

within seven working days. We guarantee to provide answers, results, or a progress report within sixty working days from the date of receipt of the complaint.

How to submit your Feedback or Complaint

Complaints may be made by post, telephone, fax, e-mail or in person by contacting the: -

**The Permanent Secretary,
Ministry of Agriculture and Food Security,
P.O. Box 9192,
Dar es Salaam.
Tel. No. (022) 2862480/1
Fax. No. (022) 2862077
E-mail psk@kilimo.go.tz**

Our offices are located along Kilimo Road off Mandela Express Way, Dar es Salaam; and we are open from 7.30 a.m. to 3.30 p.m. on weekdays except during public holidays. For contact with our zonal offices (Annex III).

11. MAINTAINING AND REVIEWING OUR CHARTER

Reviewing the Charter

We intend to make this charter a living document that evolves in line with the changes that occur in the society, in the agricultural sector and the Ministry that affect you. We will ensure to consult with appropriate clients and stakeholders during the review process.

12. REPORTING PERFORMANCE AGAINST STANDARDS

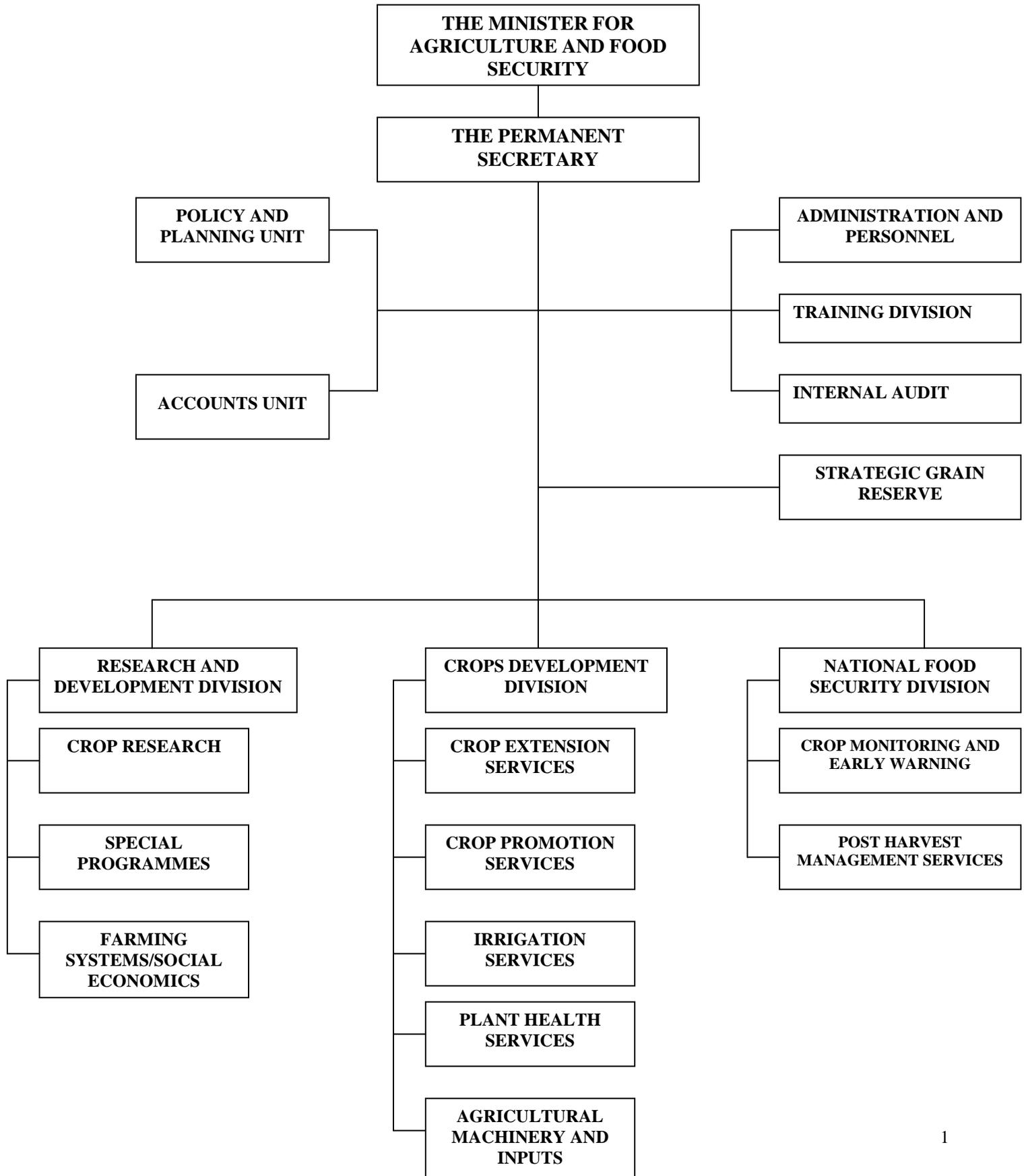
We will continue to make ourselves public, accountable for our performance and operations. We will publish our Charter and information on our level of compliance to the promises, commitment and guarantees we have made in this Charter. In addition we will regularly monitor the level of client awareness of the charter.

Specifically we will:

- Publish performance against the Charter commitment in the Ministerial annual budget report;
- Provide Charter performance information to the Inter-ministerial Steering Committee (IMSC) for the Agricultural Service Reform Programme;
- Provide Charter performance information annually to the Office of the Controller and Auditor General in respect of their requirements for performance auditing and value for money surveys of the public service;
- Report on performance to key clients and stakeholders (including our staff). This will help to ensure openness and accountability so that an on-going relationship with our stakeholders and our staff is maintained;

- Publish summary, with reference to complaints data, and our general response in the ministry's annual report; and
- Provide summary of information annually to the Office of the Prime Minister for a Whole-of-Government Report on Clients Service Charters.

Annex I: THE ORGANIZATIONAL STRUCTURE OF MAFS



Annex II: MAFS KEY RESULT AREAS

KEY RESULT AREA 1:

POLICY DEVELOPMENT AND IMPLEMENTATION

Goal: Improved MAFS capacity to formulate sound agricultural policies proactively

Indicator: Number of trained personnel in policy formulation, facilities and sound policies being implemented

KEY RESULT AREA 2:

REGULATORY AND QUALITY CONTROL SERVICES

Goal: Improved quality of agricultural inputs, services and farm produce

Indicator: Increased percentage of agricultural inputs and farm produce in the market meet the set regulations.

KEY RESULT AREA 3:

DEVOLUTION OF RESPONSIBILITIES TO LOCAL AUTHORITIES AND PRIVATE SECTOR

Goal: Successful devolution of non core functions to Local Governments and the private sector

Indicator: Number of services devolved and hived off being implanted by the Local Government and the private sector successfully.

KEY RESULT AREA 4:

AGRICULTURAL RESEARCH AND DEVELOPMENT

Goal: Agricultural research and development contributes towards increased sustainable agricultural productivity.

Indicator: Number of farmers adopting research findings.

KEY RESULT AREA 5:

CAPACITY TO MANAGE PERFORMANCE HUMAN RESOURCE DEVELOPMENT AND MANAGEMENT

Goal: Efficient MAFS that is providing quality services to its clients.

Indicator: Reduction of the time taken in responding to clients problems at a lower cost

KEY RESULT AREA 6:

ACCESSIBLE TECHNICAL AND EXTENSION SERVICES

Goal: Provision of quality technical (Irrigation, Plant Protection Land Use, and Mechanization) and Extension services.

Indicator: Number of quality technical recommendations delivered to local authorities and private sector.

KEY RESULT AREA 7:

REGIONAL AND INTERNATIONAL CO-OPERATION

Goal: Regional and International cooperation significantly contributing to the performance of MAFS

Indicator: Increase access to technical and financial support from regional and international cooperation

KEY RESULT AREA 8:

NATIONAL FOOD SECURITY

Goal: Attainment of sustainable national food security

Indicator: Prevalence of food surpluses accessible to population countrywide

KEY RESULT AREA 9:

PLANT PESTS MANAGEMENT

Goal: Effective management of crops pests

Indicator: Reduction levels of crop damage

KEY RESULT AREA 10:

MANAGEMENT OF INFORMATION SYSTEMS AND RECORDS

Goal: Readily available technical and management information

Indicator: Increased number of people requesting for technical and management information and reduction in access time.

KEY RESULT AREA 11:

STAFF DEVELOPMENT AND FARMERS EDUCATION

Goal: improved access to on-job staff development opportunities and provision of training to farmers

Indicator: Increased staff performance and quality and increased production of agricultural produce

Annex III: POSTAL ADDRESSES OF MAFS ZONAL CENTRES

AGRICULTURAL RESEARCH CENTRES	
The Zonal Director, Lake Zone, P.O. Box 1433 MWANZA	The Director Mikocheni Research Institute, P.O. Box 6226 DAR ES SALAAM
The Zonal Director, Northern Zone P.O. Box. 6024 ARUSHA.	The Officer In Charge Ifakara Rsearch Institute (KATRIN) Private Bag, Ifakara MOROGORO
The Zonal Director Western Zone P.O. Box. 306 TABORA	The Officer In Charge Maruku Research Institute P.O. Box 127 BUKOBA
The Zonal Director Southern Zone P.O. Box 509 MTWARA	The Officer In Charge Tea Research Institute, Kifyulilo P.O. Box 93 MUFINDI
The Zonal Director Southern Highland Zone P.O. Box 400 MBEYA	The Director TPRI P.O. Box 3024 ARUSHA
The Zonal Director Eastern Zone P.O. Box. ILONGA, KILOSA	The Director Mlingano Research Institute P.O. Box 5088 TANGA
The Officer In Charge (Cholima) P.O. Box 1892 MOROGORO	The Director Vegetable and Fruit Research Institute, Tengeru P.O. Box 1253 ARUSHA
The Officer In Charge Sugar Research Institute P.O. Box 30031 KIBAHA	The Officer In Charge Kituo cha Utafiti wa Mizabibu, Makutopora P. O. Box 1676 DODOMA
ZONAL IRRIGATION UNIT OFFICES	
KILIMANJARO The Zonal Irrigation Officer Zonal Irrigation Unit P.O. Box 1843 Moshi Tel/Fax: 027 2750494	MTWARA The Zonal Irrigation Officer Zonal Irrigation Unit P.O. Box 671 Mtwara Tel: 023 2333121

The Zonal Irrigation Officer MOROGORO Zonal Irrigation Unit P.O. Box 515 Morogoro Tel: 023 4571/2 Fax: 023 4572	The Zonal Irrigation Officer MBEYA Zonal Irrigation Unit P.O. Box 3575 Mbeya Tel: 025 2503485 Fax: 025 2502242
The Zonal Irrigation Officer MWANZA Zonal Irrigation Unit P.O. Box 11454 Mwanza Tel: 028 570964 Fax: 028 2500676	The Zonal Irrigation Officer TABORA Zonal Irrigation Unit P.O. Box 1053 Tabora Tel: 026 2604166 Fax: 026 604274/2604218/2604892
FARMERS TRAINING CENTRES	
The Officer In Charge Bihawana Farmers Training Centre P. Box 877 DODOMA	Officer In Charge Icheha Farmers Training Centre P. O. Box 58 NJOMBE
The Officer In Charge Inyala Farmers Training Centre P. Box 57 MBEYA	The Officer In Charge Mkindo Farmers Training Centre P. Box 40 Turiani MOROGORO
AGRICULTURAL TRAINING INSTITUTES	
The Principal MATI Ukiliguru P. Box 1434 MWANZA Tel: No. 0282550215	The Principal MATI Uyole P. Box 2292 MBEYA Tel: No. 025-2510015
The Principal MATI Ilonga P.O. Box 66, Ilonga KILOSA Tel. No. 023262064	The Principal KATC Moshi P.O. Box 1241 MOSHI Tel. No. 027-2752293
The Principal MATI Mlingano P. O. Box 505 TANGA Tel. No. 027-274884	The Principal MATI Igurusi P. Box 336 MBEYA
The Principal MATI Mtwara P. Box 121 MTWARA Tel. No. 023-2333837	The Director National Sugar Institute P.O. Box 97,KIDATU Tel./Fax No. 023-2626050

PLANT PROTECTION SERVICE CENTRES	
The Officer In Charge Central Zone Plant Protection Service P. O. Box 1101 DODOMA	The Officer In Charge Northern Zone Plant Protection Services P. O. Box 1004 ARUSHA Tel./Fax No. 027-2553387
The Officer In Charge Southern Zone Plant Protection Services P. Box 57 MBEYA	The Officer In-Charge Western Zone Plant Protection Services P. O. Box 476 SHINYANGA Tel./Fax 027 2762731
The Officer In- Charge Rodent Control Centre P. O. Box 3047 MOROGORO	The Officer In Charge Biological Control Centre P. O. Box 30031 KIBAHA
SEED FARMS	
The Farm Manager Msimba Seed Farm P. O. Box 78KILOSA, MOROGORO	The Farm Manager Arusha Seed Farm P. O. Box 1294 ARUSHA
The Farm Manager Dabaga Seed Farm P. O.Box 437 IRINGA	The Farm Manager Kilangali Seed Farm P. O. Box 104, Kilosa MOROGORO
The Farm Manager Mwele Seed Farm P. O.Box. 37 Maramba TANGA	
NATIONAL SEED TESTING LABORATORIES	
The Officer In Charge TOSCA- Morogoro P. O. Box 1056 MOROGORO	The Officer In Charge TOSCA-Njombe P. O. Box. 405, Njombe MBEYA
The Officer In Charge TOSCA – Tengeru P.O Box 2060, Tengeru ARUSHA	