



INTRODUCTION

The **Tanzania Bureau of Standards (TBS)** was established by Act of Parliament in 1975 which was subsequently amended in 1977. TBS is a specialized parastatal organization servicing in the field of standardization, certification, quality assurance, metrology service and training in standardization and quality control.

Specifically, TBS is mandated to undertake measures for quality control of products and to promote standardization in industry and commerce. And as part of the efforts by TBS to enhance the trade industry services, starting 1st February 2012, TBS has implemented the Pre-shipment Verification of Conformity (PVoC) to Standards Programme as a conformity assessment and verification procedure applied to specific Imported Regulated Products at the respective exporting countries, to ensure that all imports of regulated products as listed on Appendix B of this guideline comply with the approved Tanzanian technical regulations, (i.e. Tanzanian or other approved international standards), prior to shipment. Every consignment of imported goods into Tanzania, which contain regulated products, should be accompanied by a Certificate of Conformity (CoC) issued by PVoC Country Offices prior to shipment.

GENERAL OUTLINE OF THE OPERATIONS OF THE PVoC PROGRAMME

PVoC is a conformity assessment process used to verify that products imported into Tanzania are in conformity with the applicable Tanzania Standards or approved technical regulations before shipment.

The absence of procedures to check the quality and safety of imports resulted in the presence of inferior quality and unsafe products in the local market.

To enhance the trade industry services, TBS has put in place Pre- Export Verification of Conformity (PVoC) program to ensure that selected goods are verified for conformity to relevant Tanzania standards or approved technical regulations before shipment to Tanzania.

The primary objective of applying Pre- Export Verification of Conformity (PVoC) program is to ensure quality of products, health and safety, and environmental protection for Tanzanians and this is reflected in the product coverage scope.

The key elements undertaken in PVoC are:

- Physical inspection prior to shipment,
- Sampling, testing and analysis in accredited laboratories,
- Audit of product processes,
- Documentary check of conformity with regulations; and
- Assessment of conformity to standards

PRINCIPLES OF PVoC

The PVoC Programme is based on Article 5 of Technical Barriers to Trade (TBT/WTO), which requires that technical requirements (i.e. Standards) applied to foreign products must also be applied to domestically manufactured products.

Since PVoC is a conformity assessment process to verify that products imported into Tanzania are in compliance with the applicable Tanzania standards or approved technical regulations before shipment, it is the sole responsibility of the supplier (i.e. exporter) to demonstrate the same and hence meet any associated costs of verification.



RESPONSIBILITIES

Importers

Ensure their suppliers are conversant with import quality requirements and that their consignments are accompanied with a Certificate of Conformity (CoC) from the appointed TBS Service Providers.

Exporters

Ensure their products or goods meet the regulations and quality requirements of Tanzania before shipment by carrying out tests and/or obtaining the necessary certification of Conformity (CoC) from the appointed PVoC Service Providers for all products subject to the PVoC programme.

Tanzania Bureau of Standards (TBS)

Ensure that only quality goods gain entry into the country as provided for in the Section 4 (1) of the Standards Act No. 2 of 2009. Thereby, offering the necessary protection to Tanzania consumers in safety, health and environmental matters.

HOW TO OBTAIN A CERTIFICATE OF CONFORMITY

The PVoC compliance procedures are designed to provide maximum flexibility to exporters and importers by providing three (3) possible routes for obtaining a Certificate of Conformity (CoC) for their shipments. The method utilized will depend on the frequency of the exporters' shipments to Tanzania and the level of compliance they are able to demonstrate initially when applying for certification.

Request for Certification

The electronic Import Declaration Form (IDF) data is to be received from TBS. The PVoC Country Office in the Country of supply may contact the exporter and provide the exporter with a Request for Certification form, (RFC). The exporter must send the form duly completed together with a pro-forma invoice and provide information about the date and place for inspection. The exporter attaches to the RFC form the test reports (if available) and when applicable copies of the statements of registration and / or Licence.

Determination of Route

The PVoC Country Office will review the RFC and attached documentation and will confirm the applicable route for certification and the standards applicable.

Product Testing

Wherever possible, the PVoC Country Office shall arrange for product sampling and testing with an approved or an ISO/IEC 17025 accredited laboratory in advance of the scheduled date of shipment. The exporter should await the test results before shipment. Where the exporter wishes to provide test certificates, these should be from a laboratory accredited to an ISO/IEC system or from other approved laboratories. The exporter may also make arrangements to have the tests witnessed by a PVoC Service Provider staff. Test reports should be submitted to the PVoC Country Office along with a copy of the Laboratory Accreditation. The test reports must be sufficiently detailed so as to demonstrate traceability to the consignment to be shipped to Tanzania.

Inspection

The PVoC Country Office will contact the place of inspection and confirm the appointment for physical inspection of the consignment. Physical inspection is normally carried out to verify requirements that may be visually verified (e.g. product labeling) and to ensure reconciliation of the consignment with previously submitted test reports. If applicable, product sampling for testing purposes may also be performed during physical inspection. In such cases, exporters should await the test results before shipment.

Certification

Except for air-shipments, the exporter shall submit a final invoice to the PVoC Country Office, as soon as possible after physical inspection. The PVoC Country Office will perform a final review of all test and inspection reports and decide upon the issuance of the Certificate of Conformity (CoC) or Non Conformity Report (NCR). PVoC Country Office will indicate any corrective actions needed prior to the issuance of a Certificate of Conformity. Only if the discrepancy is corrected, a CoC will be issued.



ROUTES FOR CERTIFICATION

ROUTE A – CONSIGNMENT CERTIFICATION

Under Route A, products to be shipped have to be both tested and physically inspected to demonstrate conformity to relevant standards, essential requirements or in some case where there are no standards, to the manufacturer's specification.

This Route is open to all products being exported by either traders or manufacturers. The shipment certification process is as outlined below:

Step 1 – Submission of Request for Certification (RFC) by the Exporter

The exporter shall complete and submit RFC form (available on the website) to the respective PVoC Service Provider's office together with the following documentations:

- a. Product Data Sheet and/ or Product Description to specify the product's intended use – Mandatory
- b. Proforma Invoice and Import Declaration Form – Mandatory
- c. Manual/ Operating Instructions
- d. Production Data (Batch No/ Size, Manufacturer's Name, Production Date, Expiration Date, Manufacturer's Certificates)
- e. QMS Certificates/ Conformity Marks/ Safety Marks/ National Approval – If available
- f. Product Technical Specification from the manufacturer – If available
- g. Third Party Test Reports – If available
- h. Distributorship/ Dealership Agreement – If available (*This is only applicable to manufacturer, authorized dealers and distributors.*)

NOTE: Quality and completeness of the above mentioned documentation directly influences time and cost of processing of the order/ request.

Step 2 – Review of RFC/ Documentation submitted by Exporter by the PVoC Service Provider

The concerned PVoC Service Provider shall review the documentation for completeness and to:

- a. Establish the appropriate Tanzania Standard and/ or international equivalent (Standard application priority to be applied)
- b. Establish the essential requirements (Based on Health and safety hazards as per the Standard)
- c. Establish product risk profile (for purposes of determining level of intervention)
- d. Prepare inspection and testing instructions (See: Step 3 and 4)

And respond to the exporter's request giving details specified below within 48 hours;

- a. Missing documents (*if any*);
- b. Essential requirements (*as per the identified standard*) and the level of intervention (*i.e. where testing must be done, the exporter shall be informed*);
- c. Proposed inspection date and schedule for the exporter's confirmation;
- d. Any other PVoC related requirements.

NOTE: Inspection shall be scheduled for a date not later than 3 days from receipt of the missing documents specified in the PVoC Service Provider's communication to the exporter after reviewing RFC. However, if the RFC was accompanied with all the valid documents specified in Step 1, the inspection shall be scheduled for a date not later than 5 days from receipt of RFC unless the exporter prefers a later date.



Step 3 – Consignment Inspection by the Appointed Inspector

The inspection shall be carried out as per the instruction prepared in Step 2. The inspection shall focus on marking, packing, product's shelf life (where applicable) and visual product conformity for reconciliation with the test report. Assessment of product functionalities is critical more so where testing is not feasible (See: Step 4).

Samples shall be drawn and respective packages from which samples drawn marked appropriately by the inspector for testing.

Upon completion of the inspection, the inspector shall prepare report detailing findings and remarks (recommendation). A copy of the report shall be submitted to the exporter immediately thereafter. Any discrepancy noted during inspection shall be brought immediately to the attention of the exporter through a discrepancy report.

NOTE: The Conformity assessment process is not complete after physical inspection of goods only. Final decision on conformity of the inspected goods will be undertaken by the concerned PVoC Service Provider after evaluation of the inspection report, test reports (where applicable) and other relevant quality documentation.

Step 4 – Consignment Testing

Testing shall be confined to essential requirements or parameters of the applicable standard only. Testing shall only be performed on samples drawn by the concerned PVoC Service Provider in any of the following laboratories:

- a. Any PVoC Service Provider Laboratory.
- b. An independent laboratory accredited to ISO/IEC 17025 worldwide.
- c. Any laboratory not accredited to ISO/IEC 17025 or the manufacturer's laboratory under witnessing by PVoC Service Provider. *(This option is only open in instances where the first two laboratories cannot be found within the locality)*

Witness testing shall be performed by qualified personnel familiar with the product and test methods. The PVoC Service Provider shall carry out witness testing only in laboratories meeting requirements specified in ISO 9001:2000.

Where testing is not economically viable/feasible, due to multi-line items, low value consignments, disassembled machinery etc, evaluation of the following documents may be carried out in lieu of testing:

- a. Manufacturer's own test report.
- b. Safety Marks/ Conformity Marks/ National Approvals (e.g. CE mark, type approval reports, etc)
- c. Relevant Quality Management System Certificates

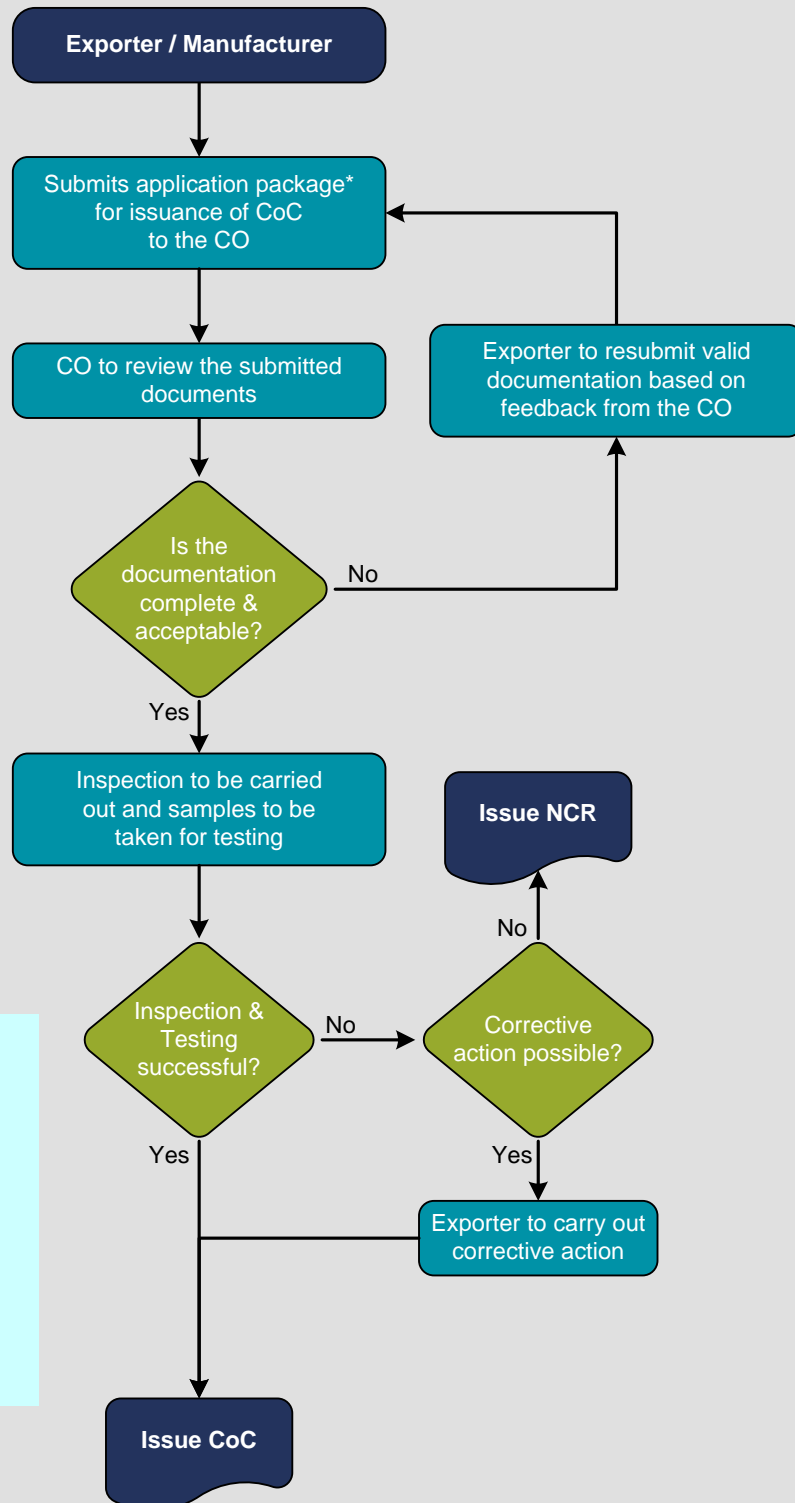
Step 5 - Issuance of the Final Certification by the PVoC Service Provider

Upon receipt of the inspection report (Step 3) and test report/ documentary evaluation report (Step 4), the PVoC Service Provider shall take a certification decision and issue the certificate (i.e. Certificate of Conformity or Non Conformity Report) within 3 working days of receipt of the reports and the final invoice.

NOTE: (1) Where testing has to be carried out, the final decision on conformity of goods will be taken no earlier than completion of testing. (2) Exporter may contact the concerned PVoC Service Provider in order to obtain Certificate of Conformity (CoC) or to know certification decision prior to shipment.



Shipment Certification Procedure (Route A)



Legend

- *Application Package covers:**
- Request for Shipment Certification with Product Information
 - Proforma / Final Invoice
 - Packing List
 - Import Declaration Form (IDF)

CO – Country Office
CoC – Certificate of Conformity
NCR – Non Conformity Report



ROUTE B – PRODUCT REGISTRATION AND CERTIFICATION OF SHIPMENT

Route B offers a fast track certification process for goods with reasonable and consistent levels of quality through registration of such products by the PVoC Service Provider. Product Registration is recommended to Exporters having frequent shipments of homogenous products.

The registration is valid for a period of one year. Shipments of registered products are exempted from mandatory testing and certification may be based on physical inspection only. However, random testing of registered product is still required to ensure product conformity throughout the registration period.

A. Product Registration Process

Step 1 – Submission of Registration Application Form to PVoC Service Provider by the Exporter

Exporters seeking registration of their products under the PVoC programme may fill and submit to the PVoC Service Provider Registration Application Form together with the following documentations:

- a. Product Data Sheet and/ or Product Description to specify the product intended use – Mandatory
- b. Proforma Invoice and Import Declaration Form – Mandatory
- c. Manual/ Operating Instructions
- d. Manufacturer's Certificates
- e. QMS Certificates/ Conformity Marks/ Safety Marks/ National Approval – If Available
- f. Product Technical Specification from the manufacturer – If Available
- g. Third Party Test Reports – If Available
- h. Distributorship/ Dealership Agreement - If Available (*This is only applicable to manufacturer, authorized dealers and distributors.*)

NOTE: Traders dealing in branded goods shall provide evidence of their relationship with the Original Equipment Manufacturer (OEM)

Step 2 – Review of Registration Application by the PVoC Service Provider

PVoC Service Provider shall review the submitted documentations to:

- a. Establish product compliance to Tanzania Standard and/ or international equivalent.
- b. Establish the exporter's ability to consistently supply quality goods.

The concerned PVoC Service Provider shall communicate, outcome of the document review to the exporter within 4 working days of receipt of the application.

On successful review by the concerned PVoC Service Provider, the exporter shall be issued with the **Statement of Registration** detailing the products registered, validity period and other registration conditions upon payment of the applicable fees.

B. Registered Products Shipment Certification Process

Shipments of registered products still require Certificate of Conformity in order to be permitted into Tanzania. However, the certification process is faster due to the above registration. Below is the procedure for certification:

Step 1 – Submission of Request for Certification (RFC)

The exporter shall fill and submit the RFC Form to the concerned PVoC Service Provider along with the following documentations:

- a. Valid **Statement of Registration** containing goods to be shipped.
- b. Proforma Invoice and Import Declaration form (IDF)

The concerned PVoC Service Provider shall review the documentations with a view to establishing the validity of the Statement of Registration and schedule inspection for a date not later than 3 days from the date of receipt of the RFC unless the exporter/ supplier prefers a later date.



Step 2 – Consignment/Shipment Inspection by PVoC Service Provider Appointed Inspector

The inspector shall schedule and perform inspection as per the guidelines and instructions issued by the PVoC Service Provider within four days of notification by the Exporter. The inspection shall focus on marking, packaging, product shelf life (where applicable), conformity to packing list/ invoice and visual product conformity.

Samples may be drawn and respective packages from which samples drawn marked appropriately by the inspector as and when advised by PVoC Service Provider for testing. Upon completion of the inspection, the inspector shall prepare report detailing findings and remarks (recommendation).

A copy of the report shall be submitted to the exporter immediately thereafter. Any discrepancy noted during inspection shall be brought immediately to the attention of the exporter through a discrepancy report.

NOTE: PVoC Service Provider shall inform the exporter when the products are to be sampled for testing. However, the CO is not required to wait for the result of testing to issue the CoC. Availability of the test reports may be used as a means to decide the CoC issuance in subsequent shipments.

Step 3 – Random Sample Testing from the shipment

Testing shall be confined to essential requirements or parameters of the applicable standard only. Testing shall only be performed randomly on samples drawn by the concerned PVoC Service Provider in any of the following laboratories:

- i. Any PVoC Service Provider laboratory
- ii. An independent laboratory accredited to ISO/IEC 17025 worldwide.
- iii. Any laboratory not accredited to ISO/IEC 17025 or the manufacturer's laboratory under witnessing by PVoC Service Provider. *(This option is only open in instances where the first two labs cannot be found within the locality)*

Witness testing shall be performed by qualified personnel familiar with the product and test methods. The PVoC Service Provider shall witness testing only in laboratories meeting requirements specified in ISO 9001:2000.

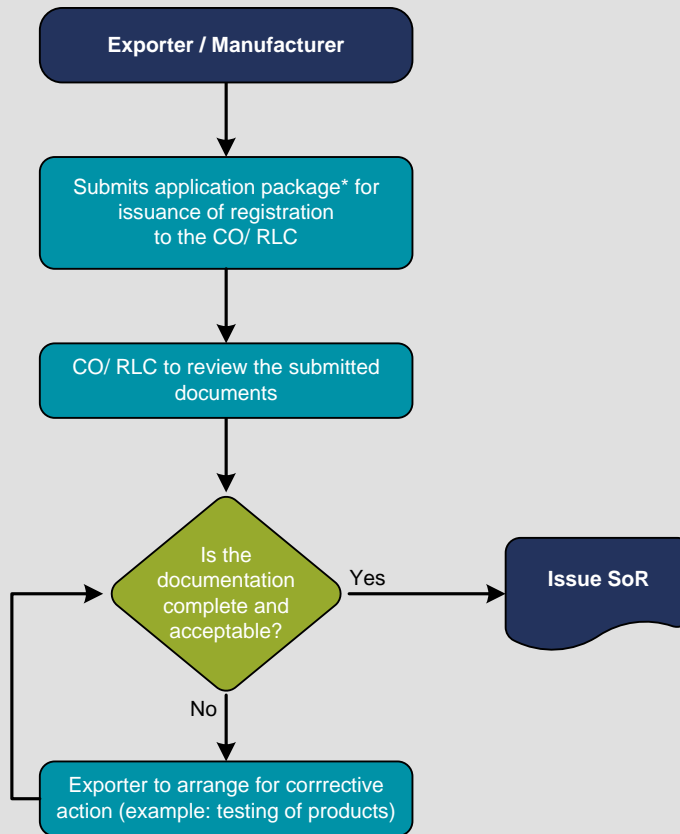
Step 4 – Issuance of the Final Certification Documentation by the PVoC Service Provider

Upon receipt of the inspection report, the PVoC Service Provider shall take a certification decision and issue certificate (i.e. Certificate of Conformity or Non Conformity Report) within 3 working days of receipt of the reports and the final invoice.

NOTE: Exporter may contact the concerned PVoC Service Provider in order to obtain Certificate of Conformity (CoC) or to know certification decision prior to shipment.



Registration Procedure (SoR)



Legend

***Application Package covers:**

- Request for Registration
- Product Information
- Test Documentation for the products (if available)
- Proof of QMS (if available)

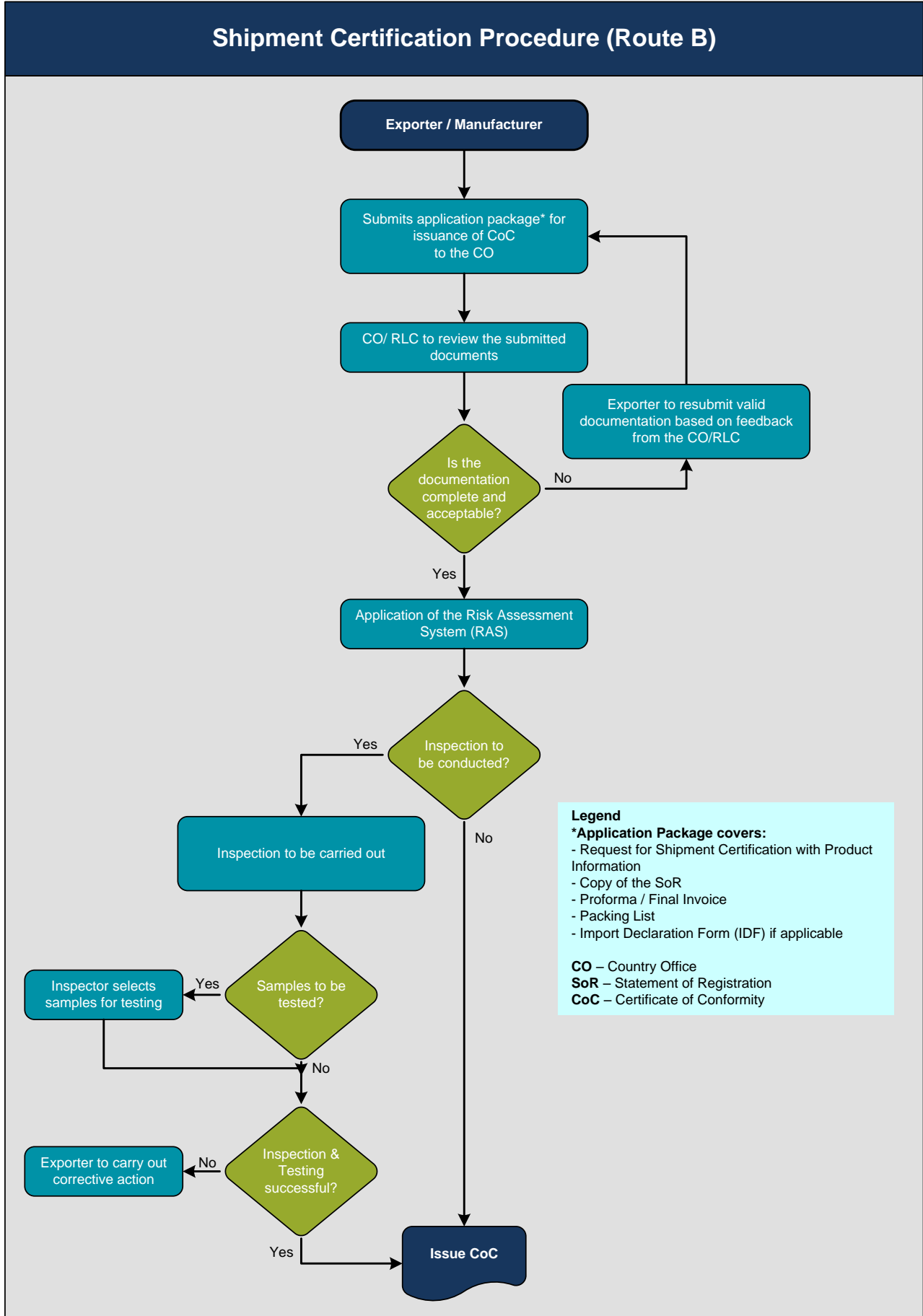
CO – Country Office

RLC – Regional Licensing Center

SoR – Statement of Registration



Shipment Certification Procedure (Route B)





ROUTE C – PRODUCT LICENSING

This route is open only to manufacturers who can demonstrate existence of a quality management system in their production/ manufacturing process. It involves auditing of such production processes and licensing of products manufactured thereof by authorized PVoC Service Provider. This route is recommended for manufactures that have high frequency/volumes of shipments.

The Licensing process includes:

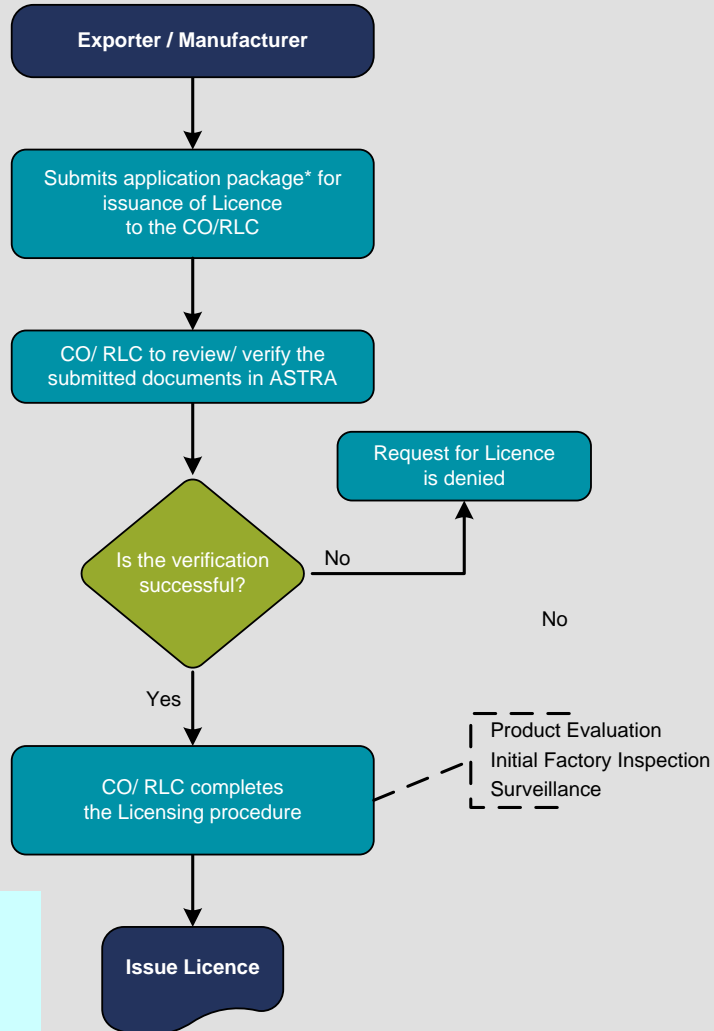
- Product Licensing
- Submission of Licensing Application to PVoC Service Provider by the Exporter
- Review of Licensing Application submitted by Exporter to PVoC Contractor
- Type testing of product
- Periodic factory surveillance in line with ISO Guide 28

Licensed Product Consignment Certification Process

- Random consignment inspection by the Appointed Inspector
- No consignment testing
- Issuance of the Certificate of Conformity (CoC) by the PVoC Service Provider



Product Licensing Procedure



Legend

***Application Package covers:**

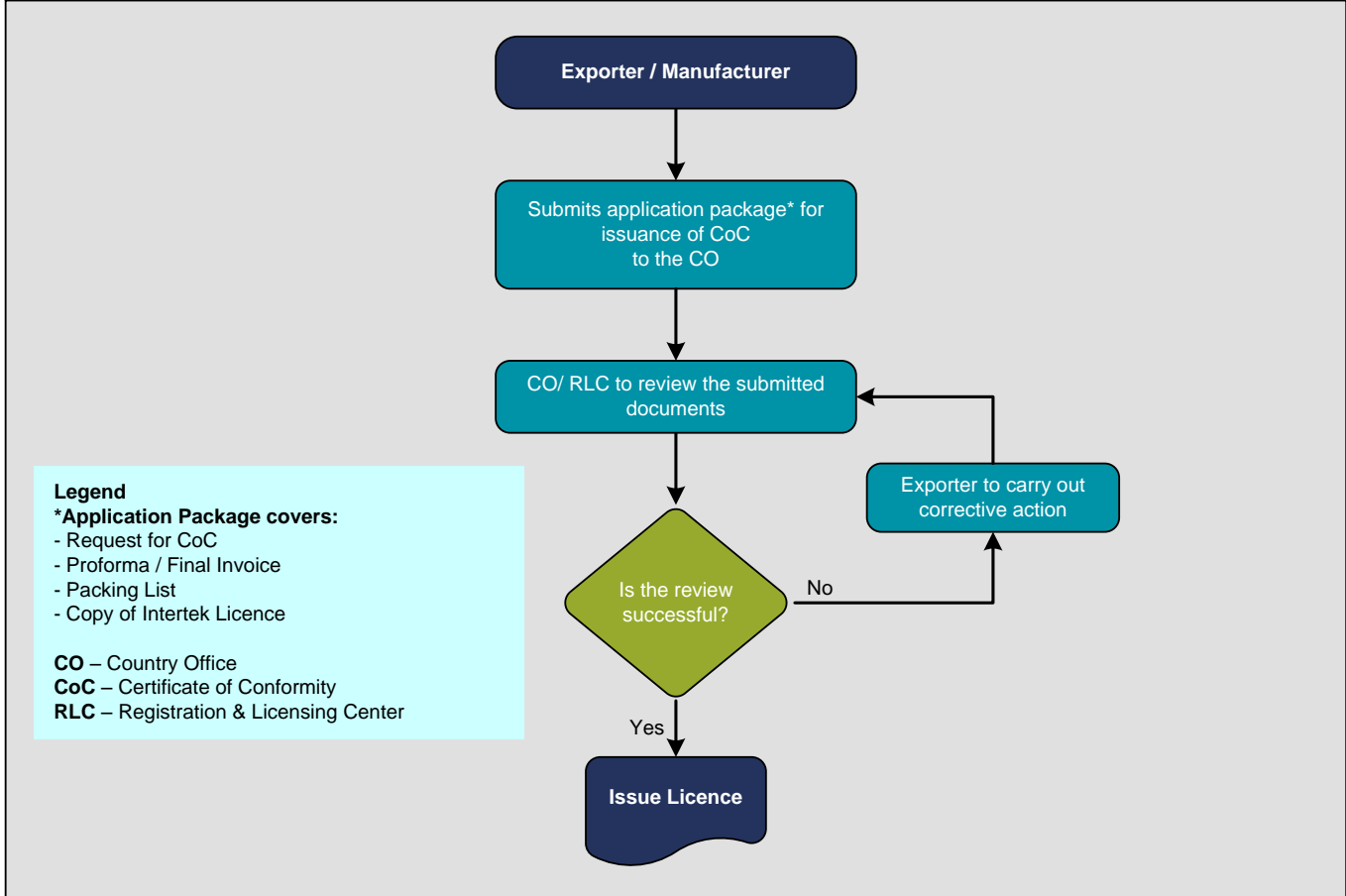
- Licensing Application Form
- Pre-License Factory Questionnaire
- Product Type Questionnaire
- Product Specific Type Approval Guidelines

CO – Country Office

RLC – Registration & Licensing Center



Shipment Certification Procedure (Route C)





OTHER REQUIREMENTS

1. LABELING AND SHELF LIFE REQUIREMENTS

All labeling of packaging of imports shall be as per the International Standards.

2. COUNTERFEIT PRODUCTS

Importation of any counterfeit goods is not allowed. Where products/goods are established to be counterfeits, no Certificate of Conformity (CoC) shall be issued even if the products/goods meet the relevant specifications (standards). Exporters of suspect counterfeit goods will be expected to provide adequate evidence of the genuineness of their goods before a CoC is issued.

CONFORMITY ASSESSMENT FEES (VERIFICATION FEES)

VERIFICATION FEES	REGISTRATION AND LICENSING FEES
<p>The applicable verification fees depend on the route, subject to the minimum and maximum detailed below. The fees are payable by the Exporter or Manufacturer and payable in advance:</p> <p>Route A 0.53% of FOB value subject to a minimum of USD 250</p> <p>Route B 0.45% of FOB value subject to a minimum of USD 250</p> <p>Route C 0.25% of FOB value subject to a minimum of USD 250</p> <p>Testing Fees Determined on a case by case basis</p> <p>NOTE: The above fees are subject to a minimum of USD 250 and a maximum of USD 7,000. However, the maximum fee chargeable is subject to the applicable commercial rates at the port of inspection.</p>	<p>Registration Fees and Licensing Fees Licensing fees are calculated on a case-by-case basis. Please contact your nearest Registration and Licensing Certification Centre or PVoC Country Office for further information.</p> <p>NOTE: Products with common characteristics will be grouped together in determining the Registration / Licence Fees</p>



TANZANIA BUREAU OF STANDARDS
Pre-Export Verification of Conformity to Standards

The United Republic of
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APPENDICES

Appendix A	Country Offices & Zones of Responsibility
Appendix B	Request for Certification (RFC)
Appendix C	Products Subject to PVoC Programme (Covered)
Appendix D	Products Not Subject to PVoC Programme (Excluded, Restricted and Prohibited)
Appendix E	Registration Application Form