

MINISTRY OF HEALTH, COMMUNITY DEVELOPMENT, GENDER, ELDERLY & CHILDREN
TANZANIA FOOD AND DRUGS AUTHORITY

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SERVICE STANDARDS

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No.	Type of services	Standards of Service Delivery
1	Registration of Premises and Issuance of Business Permit	
	Inspection of premises for manufacturing, storage and distribution of food, medicines, cosmetics, medical devices	10
	Inspection of new premises	5
	Issuance of premises registration certificate and business permit	5
	Renewal of business permits for manufacturing, storage and distribution of food, medicines, cosmetics and medical devices	3
2	Product Market Authorization	
	Registration of cosmetics	50
	Registration of Class A medical devices	100
	Registration of Class B, C and D medical devices	200
	Registration of low risk food products.	40
	Registration of high risk food products.	120
	Registration of medicinal products from domestic manufacturers.	120
	Registration of imported medicinal products.	240
	Registration of complementary medicines	200
3	Renewal of product Market Authorization	
	High risk food products	20
	Low risk food products	10
	Medicinal products from domestic manufacturers.	30
	Complementary medicines (herbal medicines, antiseptics and disinfectants).	30
	Cosmetics	20
	Medical devices	30

4	Issuance of clinical trial permits	
	Issuance of clinical trial permits	60
5	Approval of Alterations/Variations for Registered Products	
	Alterations in a registered food product	14
	Variation of a registered medicine, cosmetics and medical devices	45
6	Issuance of Import/Export Permits	
	Import and export permits of registered food, medicines, cosmetics and medical devices	1
	Import and export permits of non-registrable products after receiving pre-shipment sample	25
7	Evaluation and Approval of promotional materials	
	Evaluation and approval of medicines and complimentary products promotional materials	10
	Evaluation and approval of food promotional materials.	3
8	Issuance of Disposal certificate for unfit food products, medicines, cosmetics and medical devices.	
	Issuance of Disposal certificate for unfit food products, medicines, cosmetics and medical devices.	3
9	Issuance of Laboratory results for samples of TFDA regulated products	
	Issuance of Laboratory results for samples of TFDA regulated products	20
10	Providing feedback after receiving customer/ complaints/comments/suggestions.	
	Providing feedback after receiving customer/ complaints/comments/ suggestions	5
11	Follow up and investigation of Adverse Drugs Reactions (ADR)	
	Follow up and investigation of Adverse Drugs Reactions (ADR)	20