



MZUMBE UNIVERSITY CLIENTS' SERVICE CHARTER

Approved by the University Council on 29th March, 2020

ABBREVIATIONS

CSC	Client Service Charter
DBE	Directorate of Building and Estates
DC	Directorate of Communication
DCC	Dar es Salaam Campus College
DELCE	Directorate of External Linkages and Continuing Education
DF	Directorate of Finance
DHCS	Directorate of Health and Clinical Services
DHRA	Directorate of Human Resource and Administration
DIA	Directorate of Internal Auditing
DICT	Directorate of Information and Communication Technology
DLTS	Directorate of Library and Technical Services
DP	Directorate of Planning
DQA	Directorate of Quality Assurance
DRPS	Directorate of Research and Postgraduate Studies
DSW	Directorate of Students' Welfare
DUS	Directorate of Undergraduate Studies
DVC	Deputy Vice Chancellor
FoL	Faculty of Law
FSS	Faculty of Social Sciences
FST	Faculty of Science and Technology
ICT	Information and Communication Technology
IDM	Institute of Development Management
IDS	Institute of Development Studies
MCC	Mbeya Campus College
MU	Mzumbe University
MU-CSC	Mzumbe University-Client Service Charter
PMU	Procurement and Management Unit
PPRA	Public Procurement Regulatory Authority
PSRP	Public Sector Reform Programme
SOB	School of Business
SOPAM	School of Public Administration and Management
VC	Vice Chancellor

TABLE OF CONTENTS

ABBREVIATIONS	1
FOREWORD	4
1.0 INTRODUCTION	5
2.0 PURPOSE OF THE CLIENT SERVICE CHARTER	5
3.0 STRUCTURE AND GOVERNANCE	6
3.1 MU Governance Structure	6
3.1.1 Council.....	6
3.1.2 Senate.....	6
3.1.3 University Administration	6
3.1.4 Academic and Administrative Organs	7
4.0 VISION, MISSION AND CORE VALUES	7
4.1 Vision Statement.....	7
4.2 Mission Statement.....	7
4.3 Core Values.....	8
4.3 Core Functions	8
5.0 SERVICES OFFERED BY UNIVERSITY	8
5.1 Services as per the University Mandates	8
5.2 University Public Services	9
6.0 PRINCIPLES, EXPECTATION AND COMMITMENT IN SERVICE DELIVERY	9
6.1 Principles of Service Delivery	9
6.2 Expectations in Service Delivery.....	9
6.2.1 Clients and their Expectations	9
7.0 RIGHTS AND RESPONSIBILITIES OF MU CLIENTS, COMPLAINTS HANDLING AND ALTERNATIVE REMEDIES	10
7.1 Rights and Responsibilities of Clients	10
7.1.1 Clients' Rights;	11
7.1.2. Clients' Responsibilities	11

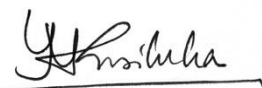
7.2 Complaints' Handling Procedures and Feedback	11
7.3 Alternative Remedies.....	11
8.0 SERVICE PROVISION TIMEFRAME.....	12
8.1 Administrative services.....	12
8.2 Academic Services.....	13
8.3 Library Services	13
8.4 Undergraduate Services	14
8.5 Directorate of Research and Postgraduate Studies (DRPS).....	15
8.6 Accounts' services	16
8.7 Procurement services	16
8.8 Health Services	17
8.9 Building and Estates Maintenance services	17
8.10 Students' welfare services.....	17
8.11 Public Relations and Communication services.....	18
8.12 Directorate of Information Technology Communication (DICT).....	18
9.0 ACCOUNTABILITY IN SERVICE PROVISION.....	19
10.0 REVIEW OF THE CHARTER.....	19
11.0 HOW TO REACH US	19
11.1 Postal address	20
11.2 Business Hours	20

FOREWORD

Mzumbe University remains to be the leading institution of higher learning in Tanzania. The University offers undergraduate and postgraduate programmes at the Main Campus as well as at its two Campus Colleges; one in Dar es Salaam and the other in Mbeya. Like other academic institutions, Mzumbe University faces a number of challenges including a challenge to deliver affordable quality services to our clients. In order for the University to deliver quality services to its clients, it has been considered important to develop a Client Service Charter which is a social contract between the University on one hand and its clients and stakeholders on the other. The purpose of this Charter is to inform our clients and stakeholders about the types of services that we offer and standards of services expected from us. The approach that we use in order to meet clients' needs and expectations, the relationship that we seek to establish between them and us and their rights and obligations.

The University is committed to adhere to working standards set out in this Charter, and to enhance our services to clients. Mzumbe University will strive to adhere to the convention of excellence in teaching and learning, research and publications, consultancy and outreach services. The Client Charter will also help to measure our performance in delivering services and maintaining focus on our clients' needs and demand. It provides opportunity for clients to give feedback about the services received from the University and advice on how to improve our services.

I am pleased to present the Mzumbe University Client Service Charter as a tool for contractive engagement between our clients and University Community.



Prof. Lughano J.M. Kusiluka.
Vice Chancellor
MZUMBE UNIVERSITY

1.0 INTRODUCTION

Client Service Charter (CSC) refers to the agreement between the service provider on one hand and client on the other. It indicates service provider's promise and commitment to observe the client's rights, informs about the quality of service to be provided by the organisation and defines client's obligations to enhance service provision.

The use of CSC in Tanzania was introduced by the Government in 2001. The purpose was to enable Government institutions to deliver quality services to their clients (citizens) and this was considered to be part of the efforts towards implementation of the Public Sector Reform Programme (PSRP) of 2000. It has been noted that for CSC to be effective, it has to ensure that there is good and harmonious interactions and relationship between service providers and service recipients.

2.0 PURPOSE OF THE CLIENT SERVICE CHARTER

The Mzumbe University Clients' Service Charter is a communication tool between Mzumbe University and clients and its purpose is to inform clients and stakeholders on commitment with regard to the services and standards of service delivery. Through the CSC, Mzumbe University presents its commitment to provide quality services in the course of implementing its mandate as provided in the Mzumbe University Charter of 2007. On top of that the MU-CSC clearly defines rights and obligations of Mzumbe University to its clients, as well as to ensure proper monitoring of service delivery and handling of the complaints thereafter.

In this regard, therefore, the MU-CSC is expected to:

- i. Inform the internal and external customers on the services offered by Mzumbe University
- ii. Inform internal and external customers on how to engage with the University's service units and access the services delivered there.
- iii. Inform internal and external customers what should be expected when accessing the services from the University's service units.
- iv. Inform internal and external customers what are required to do as the pre-requisites for being served by the University's units.
- v. Inform internal and external customer on the procedure for lodging complaints regarding the quality of services delivered to them.
- vi. Serve as a mechanism to ensure transparency and fairness in the University service delivery process.

3.0 STRUCTURE AND GOVERNANCE

3.1 MU Governance Structure

Mzumbe University governance structure is guided by the Mzumbe University Charter 2007, which establishes several organs responsible for University governance and administration at different levels. Structural reviews have been carried out on periodic basis to accommodate growth of the University. The University organs include the University Council, the Senate, and the University Administration.

3.1.1 Council

The overall governance and responsibility of the University rests with the University council. The University Council is established under Article 21 of the Mzumbe University Charter 2007. The Council is the governing body and policy making organ of the University. It is responsible for the management and administration of the properties and funds of the University and has control over the conduct of all affairs of the University.

3.1.2 Senate

The Mzumbe University Senate established under Article 23 of the University Charter 2007, and is the principal overall decision-making organ for all academic matters of the University. The Senate is responsible for the academic work of the University in teaching, research and consultancy. It is also responsible for regulation and superintendence of the education of students at the University.

3.1.3 University Administration

Part III of the University Charter provides the structure of the University administration. The Chancellor is the Head of the University, who in the name of the University confers degrees, diplomas, certificates and other awards. The Vice Chancellor is responsible for overall management and assisted by two Deputies, one responsible for Academic Affair and the other for matters relating to general Administration and Finance. The running of day to day academic and administration matters of the University is undertaken by the Principals; Deans and Directors who are assisted by Heads of Departments. Decision making process is collegial and involves through bottom up and top bottom approaches through principal of Campus Colleges, and Dean of Schools, Faculties, Directorates and as well as Head of Departments and various committees. Important matters are discussed and agreed at lower organs and channelled for approval by higher organs.

3.1.4 Academic and Administrative Organs

The University has 14 academic units and eight administration units. These are: two Campus Colleges one in Dar es Salaam and the other in Mbeya; three Faculties: Faculty of Social Sciences (FSS), Faculty of Science and Technology (FST), and Faculty of Law (FoL). There are two schools: School of Business (SOB) and School of Public Administration and Management (SOPAM) and one institute, the Institute of Development Studies (IDS). There are six academic directorates namely, Directorate of Information and Communication Technology (DICT), Directorate of External Linkages and Community Engagement (DELCE), Directorate of Library and Technical Services (DLTS), Directorate of Quality Assurance (DQA), Directorate of Undergraduate studies (DUS), and Directorate of Research, Publication and Postgraduate Studies (DRPS).

The administrative units include the Directorate of Communication (DC) which is responsible for coordinating all University communications and public relations matters, Directorate of Finance (DF), responsible for matters related to revenue collection, expenditure and preparation of financial and management reports and Directorate of Internal Auditing (DIA), responsible for auditing and assurance risk management. The Directorate of Planning (DP), handles all matters related to policy, planning, resource mobilization and institutional statistics, Directorate of Health and Clinical Services (DHCS) responsible for matters related to public health and clinical services as well as Directorate of Human Resource and Administration (DHRA), which handles all matters related to human resources management and general administration. The Directorate of Students Welfare (DSW) is responsible for handling all matters related to students' welfare, counseling and career guidance and sports and games. All matters related to estates development and management at the University are coordinated by the Directorate of Buildings and Estates (DBE).

4.0 VISION, MISSION AND CORE VALUES

4.1 Vision Statement

Mzumbe University aims to be a centre of excellence in training, research, consultancy and outreach services in management and allied sciences for socio-economic development of the people by 2025.

4.2 Mission Statement

The mission of the University is to provide opportunities for acquisition, development, preservation and dissemination of knowledge and skills through training, research, technical and professional services.

4.3 Core Values

The building of a cohesive and binding organizational culture is a fundamental pre requisite for the sustainable development of the University. The following are the core values which guides Mzumbe University's organizational culture;

- i. **Transparency:** Being transparent in all our work and dealings and stand ready for public scrutiny.
- ii. **Accountability:** Being accountable to our stakeholders and to the community for the mandate and responsibilities bestowed upon us.
- iii. **Creativity and innovativeness:** Always curious and striving to reach out and embrace new technologies and innovative methods of doing our work and contributing to socio-economic development.
- iv. **Integrity:** Being exemplary in our behaviour and acting with honesty and impartiality in all our transactions.
- v. **Team work:** Working at all times as a team.^[1]_[SEP]
- vi. **Diligence:** Being meticulous and thorough in whatever we do.^[1]_[SEP]
- vii. **Respect for others:** We always respect personal opinion and academic freedom.
- viii. **Responsiveness to society needs:** We strive to continuously respond to current and future needs of the society.

4.3 Core Functions

Mzumbe University is a public University owned by the Government of United Republic of Tanzania and it operates under the Ministry of Education, Science and Technology. As outlined in the MU Fourth Five Year Corporate Strategic Plan (2017/2018-2021/2022), the core functions of the University are teaching, research, consultancy and outreach activities.

5.0 SERVICES OFFERED BY UNIVERSITY

The services offered by Mzumbe University are categorised into two groups, namely: services which emanate from the University's mandates as outlined in the University Charter and public services as highlighted in MU Fourth Five Year Corporate Strategic Plan (2017/2018-2021/2022).

5.1 Services as per the University Mandates

According to the University Charter, Mzumbe University has four mandates to accomplish. These include academic delivery, research and innovation, consultancy and outreach

5.2 University Public Services

For the University to accomplish or implement the services derived from its core mandates, the following services must be provided by the University mandates; Administrative services

- i. Academic Services
- ii. Library Services
- iii. Undergraduate Studies Services
- iv. Research, Publication and Postgraduate Studies Services
- v. Accounts' and Financial Management Services
- vi. Procurement Services
- vii. Health and Clinical Services
- viii. Building and Estates Management Services
- ix. Students' Welfare Services
- x. Communication and Public Relations Services
- xi. Information and Technology Communication Services

6.0 PRINCIPLES, EXPECTATION AND COMMITMENT IN SERVICE DELIVERY

6.1 Principles of Service Delivery

For the purpose of ensuring that the University provides quality services to its clients, the following principles will be embraced:

- i. The level of quality service will be clearly defined for the customers to be able to evaluate the services delivered to them and make follow ups.
- ii. Openness to important information and assistance to the customers to make them understand the proper procedures when accessing services in the University service units.
- iii. Working co-operatively in the process of service delivery to ensure that customers' needs are adequately taken care of.

6.2 Expectations in Service Delivery

6.2.1 Clients and their Expectations

As outlined in the previous sections, MU has internal and external clients who receive services from University. Client satisfaction starts with understanding the clients as well as what they want/expect. For the University to provide the expected services to its clients, MU clients and stakeholders are identified in the University Strategic Plan as summarised in Table 1 below:

Table 1: The MU clients and their expectation

S/N	Clients	Expectations
1.	Government	<ul style="list-style-type: none"> • Adhere to policies, guideline and procedures • Graduates who are employable or can employ themselves • Smooth learning processes • Innovation in expansion of intake self-financing • Accountability
2.	Students	<ul style="list-style-type: none"> • Quality education that meet the need of employment markets • Conducive learning environment • Timely graduation • Value for money
3.	Employers	<ul style="list-style-type: none"> • Competent graduates with requisite skills and work attitudes • Quality services • Value for money
4.	Employees	<ul style="list-style-type: none"> • Good working environment • Good image to the public • Job security • Good governance
5.	Parents/guardian	<ul style="list-style-type: none"> • Smooth learning progress • Timely graduation • Employability for students • Moral and ethical growth • Value for money
6.	Regulatory authorities	<ul style="list-style-type: none"> • Compliance to the procedures and standards
7.	Alumni	<ul style="list-style-type: none"> • Good image and reputation • Growth and prosperity
8.	Suppliers	<ul style="list-style-type: none"> • Transparency • Corruption free and fair procurement process • Timely payments • Dignity and courtesy
9.	Collaborative institutions	<ul style="list-style-type: none"> • Impacts of collaboration • Harmonious collaborative relations • Value for money • Mutual benefits
10.	General public	<ul style="list-style-type: none"> • Peace and harmony • Growth of social and economic activities
11.	Other institutions of higher learning	<ul style="list-style-type: none"> • Benchmarking and inter University relationship • Ethical behaviour
12.	Development partners	<ul style="list-style-type: none"> • Resource deployed according to set priorities • Accountability and compliance • Realisation of project outputs

Source: MU Fourth Five Year Corporate Strategic Plan 2017/2018-2021/2022.

7.0 RIGHTS AND RESPONSIBILITIES OF CLIENTS, COMPLAINTS HANDLING AND ALTERNATIVE REMEDIES

7.1 Rights and Responsibilities of Clients

This charter stipulates the rights and responsibilities of clients to facilitate provision of services in an acceptable and satisfactory manner. Clients have the right to access services in accordance with laid down public service and other laws and regulations as well as Mzumbe administrative instruments. On the other hand, clients have obligations to fulfil (as indicated in clients' responsibilities) in order to receive those services as per the standards set.

7.1.1 Clients' rights;

MU clients have the right to:

- i. Seek and obtain efficient, effective and affordable services.
- ii. Transparent service delivery system.
- iii. Privacy and confidentiality.
- iv. Provide feedback on the quality of services received.
- v. Lodge complaints and if dissatisfied seek,for the alternative remedies.

7.1.2. Clients' responsibilities

MU clients have obligation to:

- i. Abide by legal requirements and regulations to be eligible for services.
- ii. Pay all relevant dues to University timely.
- iii. Respond to questions and requests for information accurately and timely.
- iv. Give clear and correct explanation when required to do so
- v. Refrain from behaviours and tendency that encourage corruption; and
- vi. Respect MU staff and other clients

7.2 Complaints' Handling Procedures and Feedback

Mzumbe University is committed to provide quality services to all clients as indicated in this Charter. However, we expect to receive comments and feedback on the quality of services provided. In this regard opinions, comments, compliments and complaints depending on the services received are welcomed and the University will investigate and respond timely. Feedback from MU clients will be documented as inputs for continuous self-assessment for the purpose of improving the quality of services delivery and performance as a whole.

Feedback on the quality of services can be channelled via letters, verbal communication, telephone, e-mail and suggestion boxes. Privacy and confidentiality about received feedback will be maintained. Written feedback shall be addressed to the Vice Chancellor of Mzumbe University at the address given in the last page.

7.3 Alternative Remedies

In case the clients are not satisfied with the quality of or the way services are delivered, by an individual staff in the University, may seek remedy from other avenues which include but not limited to the following:

- i. Heads of Departments/Sections.

- ii. Principal, Deans and Directors Offices.
- iii. Deputy Vice Chancellors.
- iv. Vice Chancellor.

8.0 SERVICE PROVISION TIMEFRAME

The University has 12 service units which provide services to both internal and external clients as mentioned in section 4.1.2. The following sections provide MU commitment (service contract) to services offered to our clients.

8.1 Administrative services

The administrative services are under the Directorate of Human Resource and Administration. The Directorate is responsible for handling all matters related to human resource management and general administration at the University. The services provision within the University involves uses of files and therefore, a file is supposed to stay in the office for not more than 48 hours. Table 8.1 shows services offered and the timeframe for each service.

Table 8.1: Human Resources Management and Administrative services

Type of Service	Response Time
a) Leaves	
Annual leave	8 working days
Study leave	10 working days
Maternity leave	7 working days
Sick leave	7 working days
Compassionate leave	Immediately
Safari advice	7 working days
b) Conducting meeting	
Notice for meeting	14 days before the meeting
Circulating meeting documents	7 days before the meeting
Production of minutes	7 days after the meeting
Working on matter arising	14 days after meeting
c) Recruitment and selection	
Needs identification	7 working days
Waiting for application after advertisement	14 days
Long listing	7 working days
Short listing	7 days
Call interviews	1 days
Interview process	7 days
Selection	14 days after interview
Notifying the selected applicants	7 days
Placement	14 days
Orientation	3 days
d) Personal Emolument	
Notifying the applicant on when the process will start	7 days before the date of commencing the job
Notifying the applicant on the decision made	14 days after the meeting
Uploading the names of promoted staff in the system	Immediate after approval from respective

	authorities
Retirement notification	6 months before the date of retirement
Processing payment of retirees	14 working days before the date of retirement
e) OPRAS	
Notification on the date to start the process	14 working days before the date of the start
Setting the targets	By June in every year
Conducting the mid-year review	End of December in every year
Conducting annual review	End of June in every year
f) Training	
Time needed to submit the training report	21 working days

8.2 Academic Services

Academic services include teaching, research and consultancy services. These services and the timeframe are enumerated in table 8.2.

Table 8.2: Academic Services

Type of Service	Response Time
a) Processing/announcement of test	According to Almanac
b) Marking a test	Up to 7 days
c) Time given to students to accomplish assignment	Up to 14 days
d) Marking an assignment	Up to 7 days
e) Assigning the students term paper	According to Almanac
f) Marking the term paper	Up to 14 days
g) Reading and provide feedback for research proposal	
Undergraduate	7 working days
Master	14 working days
PhD concept note	15 - 30 working days
PhD proposal	Up to 30 working days
h) Reading and provide feedback for research report	
Undergraduate	14 working days
Master	15 - 30 working days
PhD	Up to 30 working days
i) Examination	
Submission of final examination questions	In accordance to University Almanac
Marking the final exam	In accordance to University Almanac
j) Submitting the report for consultancy and research	1 to 3 days before the deadline
k) Submitting the conference and symposium report	14 days after returning back

8.3 Library and Technical Services

Mzumbe University Library contains various collections of books and other selectively document in various disciplines taught at the University. The fields include: Management, Administration, Accountancy, Business, Entrepreneurship, Procurement and Supply Chain Management, Economics, Education, Law, ICT, environment, Mathematics, Statistics, Engineering and Health Service Management.

Table 8.3 Indicates the type of services and time response for each service offered.

Type of Service	Response Time
a) Readers' services	
Registration of new members and issuance of borrowing tickets	15 minutes per each student
Clearance of membership	Immediately after completion of studies
Issuing/lending of books to readers	As per the Library Rules
Returning of books by borrowers	Around 5 minutes per each borrower
Renewal of books	Around 5 minutes per each borrower
Reservation of books	As per the Library Rules
Identification of book lost or damaged by users	As per the Library Rules
Organization of books on the shelves/shelving and shelf reading	Within 5 hours each day
Charging of overdue books	As per the Library Rules
Issuance of reminder for overdue books	As per the Library Rules
b) Library Science and Information Services	
Collection and processing of Masters and PhD thesis/dissertation	One year after graduation
Uploading of electronic thesis and other electronic materials into the MU Research Repository	One year after graduation
Organization of periodical and reference materials	2 days
Training of library staff on the use of library information system	3 days
Coaching junior staff	Minimum of 7 days
Orientation of new library staff	4 days
Preparation of periodic index	Four (4) weeks
Registration of subscribed electronic resources	Depends on the internet speed not more than 3 weeks
Collection of periodicals such as journals and publications from other libraries and donors	Within two (2) weeks
Downloading of free e-books and uploading the same in the books management system in a stand-alone computer	Two (2) books may be downloaded and uploaded into the books management system per day
Handling users queries related to reading materials	Immediately up to 5 minutes
c) Library Technical Services	
Provision of teaching aid such as LCDs,	When the need arise but within 30 minutes
Evaluation of stock of books/stocktaking	Two (2) months
Acquisition/ordering of new books from suppliers through the PMU	60 working days
Verification of new books with store people	Within 7 days after receipt of new books
Entering new books in the Accession Ledger	Within four (4) weeks
Processing new books using cataloguing/classification tools, stamping, magnetizing, entering metadata/bibliographic information in the Library System	Two (2) books by each responsible staff per day

8.4 Undergraduate Studies Services

Table 8.4: Undergraduate studies services

Type of Service	Response Time
a) Preparation of Senate and Committee of Principals, Dean & Director meetings	
Notice for meeting	14 days before the meeting
Circulating meeting documents	7 days before the meeting

Production of Minutes	7 days after the meeting
Working on matter arising	14 days after meeting
b) Examination Office	
Processing appeal against examination after student lodging documents.	30 days after Senate meeting
Production of transcript	30 days after Senate meeting
Signing and issuance of academic transcript	2 days after student requesting
Preparation of graduation booklets	Within 5 days after the approval by the Senate
Offering the certificates	3 months after graduation
Certification of copies of transcripts and academic certificates	1 day after approval of payment
c) ARIS System	
Assigning subjects to lecturer	At the start of the Semester
Release of final examination for student to view their grade	After Faculty Board Meeting
d) Undergraduate admission services	
Admission announcement and uploading the admission form	March and April of each year
Receive new applications	By end of July
Preparation of temporary file for applicants	By end of August
Creating a long list of all applicants	By Mid of September
Send to Schools, Faculties and Directorates/Institutes	7 days
Conducting Selection Meetings	14 days
Announcement of Selected Candidates	October of each year
Second selection notification	14 days after start of Semester one
Third selection	7 days after second selection
Registration of new students	21 days after starting of academic year
Opening permanent file	21 days after starting academic year
Provision of student registration number	On registration
Changing the course	30 days after registration
Processing postponement of studies	14 working days
Processing transfer to another University	30 days after receiving request

8.5 Directorate of Research, Publication and Postgraduate Studies

The Directorate of Research Publication and Postgraduate Studies (DRPS) is responsible for coordinating the research, publication and postgraduate studies activities. The DRPS keep records on the number of publications made by the academic staff; number of research grants and number of research conducted both completed and on-going researches. The types of services and time frame for services offered by DRPS are clarified in Table 8.5.

Table 8.5: Directorate of Research, Publication and Postgraduate Studies

Type of Service	Response Time
a) Postgraduate studies	
Advertisement of the Post graduate studies	January and February of each year
Notification for successful applicants	10 working days
Sending the joining instruction	It is uploaded online with advertisement
b) PhD studies	
Notification for receiving PhD application	Immediately after receiving the application
Concept note processing	Within one (1) month
c) Publication of articles and research reports	
Acknowledging receipt of article	Immediately after the article

Processing the submitted article and notifying the clients	45 working days
Publishing accepted articles	- Publish bi-annual by January and June each year Uongozi Journal and Journal of Policy and Leadership (JPL) - Publish Annually (February) each year – East African Journal of Health Monitoring and Evaluation (EAJHME)

8.6 Accounting and Financial Management Services

Directorate of Finance is responsible to undertake all matters related to revenue collection, expenditure, preparation of financial management reports and budgeting. Table 8.6 shows the time taken by each unit to accomplish the task in an ideal situation.

Table 8.6: Accounting and Financial Management Services

Type of Service	Response Time
a) Budgeting	September to February
Processing and payment of the claims	
b) Director of Finance Office for signing	Within 2 day
c) Head of Expenditure	
Payment Voucher	
Vote book	Within 2 day
Pre-Audit	
d) Writing Cheque	Within 1 day
e) Signature	
f) Submit Cheque to Bank	Within 2 days
g) Retirement of imprest	As per financial regulations

8.7 Procurement services

The Procurement Management Unit is responsible for ensuring that procurement is undertaken in a timely manner and within the provision of relevant laws and regulations. Table 8.7 shows the types of services and time frame for procurement services.

Table 8.7: Procurement Management Unity

Type of Service	Response Time
I) Procurement of good, services, work and disposal below 10 million	
a) User submit the requisition for procurement	Within 1 day
b) Soliciting of quotations from Suppliers	Within 5 days
c) Preparation priced internal Procurement requisition for signing	Within 3 days
d) Preparation of Local Purchase Order (LPO) for signing	Within 3 days
e) Placing the order by issuing LPO to supplier	Within 1 day
f) Delivery of Goods	Within 5 days
g) Inspection of goods by appointed Inspection Committee	Within 3 days
h) Receiving of good through Goods Received Note (GRN) by Stores	Within 1 day
i) Submission of document for approval and payment at Directorate of Finance	Within 1 days
II) Tendering processing for goods, services, work and consultancy above 10 million	Depend on prevailing Procurement Act and Regulations

8.8 Health Services

The Directorate of Health and Clinical Services is responsible for undertaking all matters related to public health and clinical services for staff, students and surrounding community. The type of services and time frame for delivery of the of the services is shown in Table 8.8

Table 8.8 Directorate of Health and Clinical Services

Type of Service	Response Time
Out Patient Department services	Half an hour
In patient services	Half an hour
Reproductive and Child Health services	One hour
Laboratory Services	One hour to two days depending on nature and kind of test
Care and Treatment Clinic	One hour

8.9 Building and Estates Maintenance Services

All matters relating to development and management of estates of the University are coordinated by the Directorate of Buildings and Estates. The type of services and time frame for delivery are shown in table 8.9.

Table 8.9: Building and Estate Management services

Type of Service	Response Time
a) Maintenance of buildings:	
Requesting the equipment	1 day
Attending the problem after receiving equipment from PMU	Normal services 1 day, major maintenance 5 working days
b) Electricity:	
Requesting the equipment	1 day
Attending the problem after receiving equipment from PMU	3 days
c) Water:	
Requesting the equipment	1 day
Attending the problem after receiving equipment from PMU	3 days
Maintain water sources	Everyday
d) Vehicles:	
Requesting the equipment	1 day
Attending the problem after receiving equipment from PMU	Normal services 1 day, major maintenance 5 working days
e) Maintenance and servicing equipment	
Air Conditioners	After every 3 months
Teaching equipment in classes	Every week
Transformer problems	Immediately
Generators	Immediately
Equipment in students' hostels and offices	Immediately

8.10 Students' Welfare Services

The Directorate of Students' Welfare, is responsible for handling all matters related to students' welfare, counselling career guidance and sports and games. The type of services offered and time frame are indicated in table 8.10.

Table 8.10: Student Welfare Services

Type of Service	Response Time
a) Accommodation services	
Plan and provide accommodation services to students	2 weeks before the start of the Semester
Provide mattress, key of rooms	Immediate after payment and registration
Receive back mattress and key	Immediate after examination
Inspect and report on the general condition of the accommodation	At the end of every semester
b) Guidance and counseling services:	
Provide guidance and counsel services to students' personal and social issues	Immediate after notification
Handle students' conflicts	Immediate after notification
Letter of introduction of students to other offices	1 day after receiving notification
Advise the students' government	
c) Sport and games:	
Oversee sports and games among students	Everyday
Interfaculty games	Every year according to Calendar
Tanzania University Sport Association	Every year according to Calendar
EA University federation	Every year according to Calendar
Respond to individual/group request for sport support	Immediate after request

8.11 Communication and Public Relations Services

The Directorate of Communication is responsible for coordinating all university communications and public relations activities.

Table 8.11: Communication and Public Relation Services

Type of Service	Response Time
Circulate documents for meetings of the higher organs of the University such as Senate and Council meeting	3 weeks before the date of the meeting
Disseminate the VC and DVCs notice of absence	Immediate after notice of absence and handover note
Receive, verify and forward to Website Content Committee for approval and uploading	1 day after receiving the information
Receive, process and forward media	Immediate after budget and approval
Weekly report from the University units	Every Friday at 10.00 AM
Promotion materials such as University calendar	1 st December in every year
Publication of Newsletter	1 st December in every year

8.12 Directorate of Information and Technology Communication

The Directorate of Information and Communication Technology (DICT) is responsible for coordinating the utilization of information and communication technology in the delivery of core function and administrative services at the University. The services which are offered by DICT and the response time response for each are indicated in Table 8.12.

Table 8.12: Directorate of Information and Communication Technology

Type of Service	Response Time
Help Desk Services – Any request/query	Within 2 hours
Mail System/ARIS system	

Registration of email	15 minutes
Setting Password	15 minutes
Delete employee who is not in service after getting information from DHRA	15 minutes
E – learning systems services (Sharing online materials)	Everyday
Introduction and orientation to E – learning systems	One week
Developing system on customer’s need	Up to 7 days depending on customers specification

9.0 ACCOUNTABILITY IN SERVICE PROVISION

The MU Client’s Service Charter is intended to provide assurance to any clients on our resolve to provide good quality service that consisted with the norms of the public service. In undertaking the same University commits to undertake the following:

1. Monitor and evaluate performance in service provision against the agreement made in this Charter, publish the results in report and in our web site and make them available upon request through our Directorate of Communication. The Monitoring and Evaluation will be done through day to day collection of data from suggestion box, clients feedback, opinion from clients and periodic survey that will be done time to time.
2. Be open to feedback on performance in service delivery, and improvement on the quality of our service will be made based on client and public suggestions.
3. Publish all information related to levels of clients’ satisfaction with service delivery.
4. Provide clarification when our services do not meet the standard set in this Charter.
5. Review the standards set in this Charter based on clients’ needs and suggestions as well as trends in the services environment.
6. Investigate and respond to the clients’ complaints, take measures and inform clients on the resolutions to those complaints.
7. Issue performance sanctions and rewards to staff as provided in relevant administrative instruments

10.0 REVIEW OF THE CHARTER

The Client Service Charter will be reviewed periodically in consultation with MU clients and stakeholders. The review will depend on, but not limited to, feedback from MU clients; changes in the functions; change in rules, regulations and by laws; need and priorities; changes in service delivery mechanisms and performance standards.

11.0 HOW TO REACH US

For external clients and internal clients correspondence should be addressed to office of Vice Chancellor.

11.1 Postal address

Mzumbe University, P.O. Box 1, Mzumbe, Morogoro, Tanzania

Tel: +255 (0) 232931220/1/2, Fax: +255 (0) 232931216, email: mu@mzumbe.ac.tz, Website: www.mzumbe.ac.tz

11.2 Business Hours

Our offices are open for business with clients and stakeholders during the following times:
07:30 – 15:30 hours, Mondays to Fridays except on public holidays.