



CATHOLIC UNIVERSITY OF HEALTH AND ALLIED SCIENCES
CUHAS BUGANDO



CLIENTS SERVICE CHARTER

JUNE, 2024

©Catholic University of Health and Allied Sciences (CUHAS), 2024

Wurzburg Road 35, BMC Premises, Post Code: 33102

P. O. BOX 1464 Mwanza, Tanzania

Phone: +255 282 983 384 | Fax +255 282 983 384

Email: vc@bugando.ac.tz

Website: www.bugando.ac.tz

The policy has been approved by CUHAS council

TABLE OF CONTENTS

ABBREVIATED TERMS	v
FOREWORD.....	v
1.0 INTRODUCTION.....	1
2.0 PURPOSE OF THE CLIENT SERVICE CHARTER.....	1
3. 0 VISION AND MISSION OF CUHAS.....	2
3.1 VISION	2
3.2 MISSION	2
4.0 CUHAS MOTTO, CORE FUNCTIONS AND VALUES.....	2
4.1 CUHAS Motto.....	2
4.2 Core functions.....	2
4.3 CUHAS values.....	2
5.0 QUALITY STATEMENT	3
5.1 Our core roles and functions.....	3
6.0 STRUCTURE AND GOVERNANCE.....	3
7.0 PROGRAMMES OFFERED	4
8.0 CLIENTS AND STAKEHOLDERS OF CUHAS.....	5
9.0 SERVICES RENDERED.....	6
9.1 Administrative Services.....	6
9.2 Students Application and Admission services.....	7
9.3 Academic services.....	8
9.4 Library Services	10
9.5 Accounting and Financial Management Services.....	11
9.6 Procurement Services.....	12
9.7 Students' Welfare Services.....	12
9.8 Information and Technology Communication Services.....	12

9.9 Building and Estates Maintenance Services	14
10.0 GENERAL CLIENT’S RIGHTS AND OBLIGATIONS	15
10.1 Client’s Rights	15
10.2 Client’s Obligations.....	15
11.0 PRINCIPLES, EXPECTATIONS AND COMMITMENT IN SERVICE DELIVERY.....	15
11.1 Principles of Service delivery	15
11.2 Expectations in Service Delivery.....	15
12.0 CLIENT COMPLAINTS, INQUIRIES AND REQUESTS	16
12.1 Client Complaints	16
12.2 Client Requests.....	16
12.3 Accountability in Service Provision.....	16
12.4 Resolution of Complaints.....	17
12.5 Review of the Customer Service Delivery Charter.....	17
13.0 TELEPHONE SERVICES, EMAIL ADDRESS, WEBSITE & FAX.....	17



ABBREVIATED TERMS

CATs	: Continuous Assessment Tests
CSC	: Client Service Charter
CUHAS	: Catholic University of Health and Allied Sciences
CUHASSO	: Catholic University of Health and Allied Sciences Student's
DDR	: Diploma in Diagnostic Radiography
DMLS	: Diploma in Medical Laboratory Sciences
DPS	: Diploma in Pharmaceutical Sciences
IAHS	: Institute of Allied Health Sciences
MoEST	: Ministry of Education, Science and Technology
MoH	: Ministry of Health
NACTE	: National Council for Technical Education
NECTA	: National Examination Council of Tanzania Organization
TEC	: Tanzania Episcopal Conference
TCU	: Tanzania Commission for Universities
UE	: University Examination

FOREWORD.



The Catholic University of Health and Allied Sciences - Bugando (CUHAS) is an outstanding Tanzanian Catholic University, leading in health care, training, research and consultancies, while advocating moral and ethical values in responding to societal needs.

CUHAS is located at Bugando Hill, within the Bugando Medical Centre (BMC) premises in Mwanza. Its core business is training, research and consultancy services. It trains health professionals in the fields of Medicine, Pharmacy, Medical Laboratory Sciences, Medical imaging and Radiology, Nursing and Public Health through Diploma, Bachelor, Masters and PhD programmes. Students include local and international/foreign students from all walks of life. CUHAS works in close partnership with the BMC in the training of students and in offering services that address health challenges within the Lake Zone, thus supporting the Health Sector efforts in a purposeful and meaningful way.

The CUHAS CLIENT CHARTER outlines our declared intention and guidance on how we must handle our clients (predominantly students) to their satisfaction and expectations as we execute our core duties and responsibilities.

We look forward to a glorified and exemplary customer service at CUHAS.



.....

VICE CHANCELLOR
PROF. PASCHALIS G. RUGARABAMU
DDS (UDSM); M.Dent (Community Dentistry) (UDSM); MBA (ESAMI)

1.0 INTRODUCTION

The Client Service Charter (CSC) is a document that outlines how an organization promises to work with its customers along with providing insights into how an organization operates. It is the agreement between the service provider on one side and the client on the other.

The CSC helps the organization to manage customers' expectations regarding the delivery of products and services, the standards of quality and conflict resolution. The CSC is a valuable tool for instilling confidence in customers, demonstrating a competitive edge and promoting a commitment to smooth relationships.

The main objective of the charter is to make a transparent commitment to clients, listen and serve them to the possible highest standards aiming to satisfy them in service delivery.

The charter specifies the standards for service delivery which we believe our stakeholders have a right to expect and set out complaints' handling and feedback mechanisms.

The CSC aims at addressing the challenges facing the University in executing services to students who are the main stakeholders/customers. The University will strive to ensure that all its esteemed clients be best served under its regulations and guidelines.

2.0 PURPOSE OF THE CLIENT SERVICE CHARTER

The CUHAS-CSC is a communication tool between the University and its clients with a purpose to inform clients and stakeholders on its commitment to the services and standards of service delivery. Through the CSC, CUHAS presents its commitment to provide quality services in the course of implementing its mandate, as provided in the CUHAS University Charter of 2011. Additionally, the CSC clearly defines the rights and obligations of CUHAS towards its clients, as well as ensuring proper monitoring of service delivery and handling of the complaints thereafter. In this regard, therefore, the CUHAS-CSC is expected to:

- i. Inform the internal and external clients on the services offered by CUHAS
- ii. Openly show the responsibilities of CUHAS to comply with the required quality standards in provision of training services to the students.
- iii. Inform internal and external clients on how to engage with the University's service units and access the services delivered.

- iv. Inform internal and external clients on what to expect when accessing the services from the University's service units.
- v. Inform internal and external clients on what pre-requisites are required for accessing the University's services.
- vi. Inform internal and external customer on the procedure for lodging complaints regarding the quality of services delivered.
- vii. Serve as a mechanism to ensure transparency and fairness of the service delivery process.

3.0 VISION AND MISSION OF CUHAS

3.1 VISION

"To become an outstanding Tanzanian Catholic University excelling in health care, training and research, that espouses moral and ethical values and are responsive to societal needs".

3.2 MISSION

Activities of the University will be guided by the following mission statements: -

- *To provide skilled and competent human resources in the health sector that is vested with moral and ethical values.*
- *Search, discover and communicate the truth to advance the frontiers of knowledge and*
- *Provide quality services to the community".*

4.0 CUHAS MOTTO, CORE FUNCTIONS AND VALUES

4.1 CUHAS Motto: *Discipline, Diligence & Excellence*

4.2 Core functions: *Teaching, Research & Consultancy Services*

4.3 CUHAS Values

In order to achieve its mission functions and transform the University into a respectable Tanzanian institution, the university management is committed to ensure that the following values will be observed and upheld at all times:

i. Equity and Justice

- The CUHAS management through its operations will ensure equal opportunity and exercise social justice and non-discrimination on the basis of gender, race, Religion, political affiliation, disability or any other form.

ii. *Professional standards, Ethical and Moral norms*

4.4 The University management, staff and students will uphold the highest professional standards, ethical practices, respect for persons and human dignity.

iii. *Academic Excellence*

- Academic excellence will be a corner stone in all teaching, learning and advancement of frontiers of knowledge as well as by delivery of quality and relevant public services to communities in the country, region and globally.

iv. *Academic Freedom*

- Academic freedom of expression, critical thought, and enquiry through openness, transparency and tolerance will be upheld and emphasized.

5.0 QUALITY STATEMENT

The Catholic University of Health and Allied Sciences is committed to provide quality training to meet our customers/students' needs which are responsive to societal needs.

5.1 Our Core Roles and Functions

- **Teaching and Learning:** The university offers innovative, relevant and market driven academic programmes, at undergraduate and postgraduate levels.
- **Research:** The University provides a conducive environment for quality research that contributes to the development of the society through the generation, preservation, dissemination and application of knowledge.
- **Consultancy:** The University has integrated consultancy within its mandate.
- **Community Service:** The University engages in community programmes and activities as part of its corporate social responsibility.

6.0 STRUCTURE AND GOVERNANCE

- **The University Council:** is the supreme body charged with the governance, control, and administration of the university.
- **The Senate:** is the supreme organ that determines and oversees all academic matters of the University.
- **The University Management Committee:** co-ordinates the university's development plans, ensures efficient management of resources, and makes proposals to the Senate and the Council on policy matters.
- **The Chancellor:** is the titular head of the university responsible in the name of the university, for conferring degrees and granting diplomas and other awards of the university, advising the Council, and recommending to the Cabinet Secretary a visitation to the university.

- **The Vice Chancellor:** is the Chief Executive of the university and academic and administrative head of the university, entrusted with the overall responsibility for the direction, organization, administration and programmes of the University.
- **The Deputy Vice Chancellor (Academic Affairs):** as the head of the Academic Division, is responsible for the preparation of syllabi and regulations, admissions, examinations, undergraduate and postgraduate studies and academic staff training.
- **The Deputy Vice Chancellor (Finance, Planning and Development):** as the head of Finance, Planning and Development division is responsible for the management of Finance, Assets and Development Plans.
- **Deans and Directors:** As the head of a School or Directorate or Institute, is responsible to provide academic leadership, plan, coordinate and provide an enabling environment for quality training, by implementing academic programmes and plans and managing other relevant activities within the scope of responsibilities.
- **Heads of Departments:** Heads of Departments provide academic and or administrative leadership at the level of Department by planning, directing and coordinating the implementation of academic programmes, research and quality service delivery.
- **All staff-** Academic and Supporting staff: play a pivotal role in implementation of all CUHAS core functions and other relevant activities of University.

7.0 PROGRAMMES OFFERED

1. DIPLOMA PROGRAMMES

- Diploma in Diagnostic Radiography (DDR)
- Diploma in Medical Laboratory Sciences (DMLS)
- Diploma in Pharmaceutical Sciences (DPS)

2. UNDERGRADUATE PROGRAMMES

- Bachelor of Science in Nursing Education (BSc.Ned)
- Bachelor of Medical Laboratory Sciences (BMLS)
- Bachelor of Pharmacy (B-Pharm)
- Doctor of Medicine (MD)
- Bachelor of Science in Nursing (BSc.N)
- Bachelor of Science in Medical Imaging and Radiotherapy (BSc. MIR)

3. POST GRADUATES PROGRAMMES

- Master of Medicine in Internal Medicine (MMed-IM)
- Master of Medicine in Obstetrics and Gynaecology (MMed -OBGY)

- Master of Medicine in Paediatrics and Child Health (MMed -PAED)
- Master of Medicine in Surgery (MMed -SUR)
- Master of Medicine in Orthopedics & Trauma (MMed-OT)
- Master of Medicine in Anatomical Pathology (MMed-AP)
- Master of Medicine in Radiology (MMed -RAD)
- Master of Public Health (MPH)
- Master of Science in Clinical Microbiology and Diagnostic Molecular Biology (MSc. CMDMB)
- Master of Science in Paediatric Nursing (MSc.PN)
- Master of Science in Epidemiology and Biostatistics (MSc. EB)

4. DOCTOR OF PHILOSOPHY (PHD)

8.0 CLIENTS AND STAKEHOLDERS OF CUHAS

CLIENTS OF CUHAS

- a) Students
- b) Parents
- c) Employers (Public and Private)
- d) Employees
- e) Alumni
- f) General public

STAKEHOLDERS OF CUHAS

- a) Tanzanian Episcopal Council (TEC)
- b) Tanzania Commission for Universities (TCU)
- c) Bugando Medical Centre (BMC)
- d) Ministry of Education, Science and Technology (MoEST)
- e) Ministry of Health (MoH)
- f) Linkage partners
- g) Business partners
- h) Employers (Public and Private)
- i) Students Union/CUHASSO
- j) Professional Regulatory bodies (Tanganyika Medical Council, Tanzania Nursing and Midwifery Council, Pharmacy Council, Health Laboratory

Practitioners Council and Medical Radiology and Imaging Professional Council)

k) Sponsors

l) Research collaborators

9.0 SERVICES RENDERED

9.1 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 the use of files, and a file is not supposed to stay in the office for more than 48 hours. Table 9.1 shows the services offered and the timeframe for each service.

Table 9.1: Human Resources Management and Administrative services

Sno.	Type of Service	Response Time
1.	Leaves	
	a) Annual leave	30 working days
	b) Study leave	14 working days- This will be processed only if the proper application procedures were followed.
	b) Submission of training report (for those in study leave)	At the end of each academic semester
	c) Maternity leave	14 working days, however notification to HR should be send to HRs office 84 days prior to the expected Date of delivery
	d) Sick leave	24 hours
	e) Compassionate leave	24 hours
2.	f) Safari notification/advice	14 working days
	Conducting meetings (meetings in the ALMANAC- e.g. Council, Senate, e.t.c)	
	a) Notice for meeting	30 days before the meeting
	b) Circulating meeting documents	7 days before the meeting
	c) Production of minutes	14 days after the meeting
	c) Working on matter arising	14 days after meeting
3.	d) Submission of papers/reports for meetings	2 weeks before the meeting
	Staff recruitment and selection	
	a) Waiting for application after advertisement	30 days
	b) Long listing	7 working days after closure application
	c) Short listing	7 days after long listing
	d) Call interviews	1 day
	e) Interview process	Up to 7 days
	f) Selection	14 days after interview
g) Notifying the selected applicants	7 days after approval from respective university authorities	
h) Placement	30 days	

	i) Orientation	3 to 5 days
4	Uploading/ advertisement the names of promoted staff	Immediately after approval from respective authorities
5	Retirement notification	3 to 6 months before the date of retirement
	Processing payment (transport) of retirees	14 working days before the date of retirement
6	Staff Appraisal - this is done in respective departments/units/sections	
	a) Notification on the date to start the process	14 working days before the date of the start
	b) Setting the targets	By September in every year
	c) Conducting the mid-year review	End of February in every year
	c) Conducting annual review	End of August in every year

9.2. Students Application and Admission Services

Where necessary, Admission Services will go according to the TCU calendar and timelines

Table 9.2: Students Application and Admission services

Sno.	Type of service	Charter standards
1.	Admission announcement and uploading the admission Forms	
	a. For diploma students	From March
	b. Undergraduate students	June
	c. Postgraduate students (Masters)	February/march
	d. PhD students	Throughout the year
2.	Receiving new applications	
	a. Diploma students	April to September/October
	b. Undergraduate students	June to September/October
	c. Postgraduate students (Masters)	February to September
	d. PhD students	Throughout the year
3.	Creating a long list of all applicants	By Mid of September
4.	Sending the lists of applicants to Schools and Directorates/ Institutes (Postgraduates)	7 days
5.	Conducting Selection Meetings	After each round of application
6.	Announcement of Selected Candidates	After each round of application, final announcement -October of each year
7.	Second selection notification	After release of 1 st round
8.	Third selection	after second round
9.	Registration of new students	Mid-October to November
10.	Opening permanent file	During registration (mid Oct to November)
11.	Provision of student registration number	On registration (automated)
12.	Changing the course (both internal and external)	November
13.	Processing postponement of studies	Any time
14.	Processing transfer to another University	14 days after receiving request, in November

9.3 Academic Services

Academic services include teaching, research and consultancy. These services are offered by all schools (WBSOM, AMSON, SPH, School of Pharmacy), IAHS and Directorates. The University offer Diploma, Undergraduate, Postgraduate and PhD studies through schools, institutes and Directorates. These services and the timeframe are enumerated in table 9.3.

Table 9.3: Academic Services

Sno.	Type of Service	Response time
1.	Processing/announcement of CATs	According to departmental timetable
2.	Time given to students to accomplish assignment	Up to 14 days
3.	Marking a Test/CAT/Assignment	Up to 14 days
4.	Announcement of University exams	According to Almanac
5.	Marking the UE papers	Up to 14 days
6.	Provision of complete results to school boards	10 days after UE
	Reading and provision of feedback for research proposal	
	a. Undergraduate	7 working days
	b. Master	14 working days (with evidence from supervision tracking forms)
	c. PHD concept note	15 - 30 working days
	d. PhD Proposal	Up to 30 working days
7.	Reading and provide feedback for research report	
	a. Undergraduate	7 working days
	b. Master Proposal/Thesis	14 working days
	c. PhD proposal	20 days
	d. PhD Dissertation/Thesis	2 months
5.	Examinations	2 days before printing Day
	a. Submission of final examination questions to the department	
	b. Printing of UE papers	According to the timetable issued by examination office
	c. Orientation to examiners and invigilators	One week before exams
	d. Report on examination misconduct or any unusual event during exams	Within 24 hours of the event
	e. External Examiners Report	Full payment to be done upon its reception to the DVC - ARC Office 48 hours after the examination.
	f. Channeling of External Examiners Report	Disseminated to Departments timely upon submission
	g. Departmental Response on External Examiners Report	To be produced during results discussion in departmental meetings
	h. Printing of CATs in Examination Office	Printing Notice from Department should be relayed one (1) week before

	i. Feedback on appeals, acknowledgement and information on the appeal process	2 days after receiving the appeal note
	j. Certification of copies of transcripts and academic certificates	1 day after approval of payment
	k. Production of transcript and certificates	Immediately after senate approval of the final results.
	l. Issuance of academic transcript and certificates	3 days after graduation
	m. Preparation of graduation booklets	A week before graduation
6.	Departmental/Committees meetings Notice for meeting.	3 days before meeting
	Circulating meeting documents	3 days before meeting
	Production of minutes	5 days after the Meeting
	Working on matters arising	5 days after the meeting
7.	Submission of report for consultancy	14 days after returning Back
8.	Submission of symposium/conference report	14 days after returning back
9.	Staff Appraisals	
	a. Setting the targets	By September every in year
	b. Conducting mid-year reviews	End of February in every year
	c. Conducting annual reviews	End of August in every year
10	Research Ethical Clearence	
	a. Receiving research proposal for ethical clearance	Daily within academic year
	b. Scheduling for ethical presentations (post Graduate and PhD)	Scheduling is immediately, time for presentation is up to one month
	c. Sending proposal work to the reviewers	At least one week before presentation date (for Masters) and 2 months for PhD
	d. Notifying the candidate on the required corrections	48 hours after presentation
	e. Issuing ethical permit	Within 24 hours after receiving corrected proposal and overseers note
	f. Work on research amendments	Within 48 hours

9.4 Library Services

CUHAS Library contains various collections of books and other selectively document in various disciplines taught at the University, this includes books in medical and health sciences in general. Our library is a reference library, the books are not for lending. Students/staff can borrow books from the book bank project. Borrowed books are supposed to be kept for one semester.

Table 9.4. Library Services

Sno.	Type of Service	Response Time
1	Registration of new members and issuance of borrowing Tickets	10 minutes per each student
2	Clearance of membership	Immediately after completion of studies
3	Returning of books by borrowers	The borrowed Books from the book Bank project; should be returned after one semester. The process of returning should take around 10 minutes
4	Renewal of books	Around 15 minutes per each borrower. if the borrower wishes to borrow for another semester will need another 10 minutes to process.
5	Reservation of books	As per the Library Rules
6	Identification of book lost or damaged by users	As per the Library Rules
7	Organization of books on the shelves/shelving and shelf Reading	Within 1.30 hours each day
8	Charging of overdue books	As per the Library Rules
9	Issuance of reminder for overdue books	As per the Library Rules
10	Collection and processing of Masters and PhD thesis/dissertation	One month after graduation
11	Uploading of electronic thesis and other electronic materials into the CUHAS Research Repository	Immediately during students' clearance
12	Organization of periodical and reference materials	2 days
13	Training of library staff on the use of library information System	3 days
14	Coaching junior staff	Minimum of 7 days
15	Orientation of new library staff	4 days
16	Preparation of periodic index	Four (4) weeks
17	Registration of subscribed electronic resources	Depends on the internet speed not more than 3 weeks
18	Collection of periodicals such as journals and publications from other libraries and donors	Within two (2) weeks
19	Downloading of free e-books and uploading the same in the books management system in a stand-alone computer	Depending on the internet speed Two (2) books may be downloaded and uploaded into the books management system per day.
20	Handling users' queries related to reading materials	Immediately up to 5 minutes
21	Library Technical Services	
22	Provision of teaching aid such as LCDs,	When the need arises but within 30 minutes
23	Evaluation of stock of books/stocktaking	Two (2) months
24	Acquisition/ordering of new books from suppliers through the PMU	60 working days
25	Verification of new books with store people	Within 7 days after receipt of new books
26	Entering new books in the Accession Ledger	Within four (4) weeks
27	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

9.5 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 9.5 shows the time taken by each unit to accomplish the task in an ideal situation.

Table 9.5: Accounting and Financial Management Services

Sno.	Type of Service	Response Time
1	a) Budgeting	-May-July each year
2	Processing and payment of the claims	
3	b) Director of Finance Office for signing	Within 1 day
4	c) Head of Expenditure	Within 2 days
5	Payment Voucher	Within 2 days
6	Vote book	
7	Pre-Audit	
8	d) Writing Cheque	Within 1 day
9	e) Signature	Within 2 days
10	f) Submit Cheque to Bank	
11	g) Retirement of imprest	14 days after receiving the imprest and activities done.

9.6 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 9.6 shows the types of services and time frame for procurement services.

Table 9.6: Procurement Services

Sno.	Type of Service	Response Time
1	l) Procurement of good, services, work and disposal below 10 million	An end-of-life span of the asset, (inability to work)
2	a) User submit the requisition for procurement	Within 1 day
3	b) Soliciting of quotations from Suppliers	Within 5 working days
4	c) Preparation priced internal Procurement requisition for signing	1 day
5	d) Preparation of Local Purchase Order (LPO) for signing	Within 2 days
6	e) Placing the order by issuing LPO to supplier	Within 1 day
7	f) Delivery of Goods	Within 5 days, but some have taken time of 14 days (out sourced supplies)
8	g) Inspection of goods by appointed Inspection Committee	Within 2 days
9	h) Receiving of good through Goods Received Note (GRN) by Stores	Within 1 day
10	i) Submission of document for approval and payment at Directorate of Finance	Within 2 days

11	II) Tendering processing for goods, services, work and consultancy above 10 million	<ul style="list-style-type: none"> - 21 days after taken tender documents. - 7 days for evaluation process - 7 days evaluation report and contract Award
----	---	---

9.7 Students' Welfare Services

The department of Students' Welfare, is responsible for handling all matters related to students' welfare, counselling, career and guidance counseling and sports and games, accommodation, health and food services. The type of services offered and time frame are indicated in table 9.7.

Table 9.7: Student Welfare Services

Sno.	Type of Service	Response Time
1	a) Accommodation services	
	Plan and provide accommodation services to students	Within admission period for 1 st year students, for continuing students' weeks before the 1 st day of the academic year.
	Inspect and report on the general condition of the accommodation	At the beginning and the end each of semester
2	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, sick sheet, absence form	Immediate after notification
	Advise the students' government/ training the new students govt	A month after new government is sworn in
3	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
	Tanzania Catholic University Students Union (TACUSU) -	April each year
4	Respond to individual/group request for sport support	Immediate after request
5	<ul style="list-style-type: none"> - Health insurance services - Application for new and ongoing members 	October- Feb each year
6	<ul style="list-style-type: none"> - Food services - Supervision of food vendors- 	Daily

9.8 Information and Technology Communication Services

The Directorate of Information and Communications Technology (DICT) is responsible for coordinating the utilization of information and communications 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 9.8.

Table 9.8: Information and Communications Technology Services

Sno.	Type of Service	Response Time
1	Help Desk Services - Any request/query	Within 2 hours
2	Mail System/OSIM system	
	Registration of email	30 minutes
	Setting Password	15 minutes
	Delete employee who is not in service after getting information from HRO	30 minutes
3	E - learning systems services (Sharing online materials)	Everyday
4	Provision of teaching aid such as LCDs,	When the need arises but within 30 minutes
5	Introduction and orientation for new employee to E - learning, Koha library & repository, and Turnitin plagiarism systems	Two weeks
6	Developing system on customer's need	Up to 4 months depending on customer's requirements specification.
7	Processing and issuing IDs	Within two weeks for new 1 st year students when reported.
8	Visual Audio system problem	Within 2 days depending on availability of damaged device
9	Fiber and ethernet networks	Within 24 hours
10	OSIM System	
	Assigning subjects to lecturer	At the start of the Semester
	Release of final examination for student to view their grade	Within 3 days After Faculty Board Meeting
	Processing of a progress report	Within 24 hours after receiving the request

9.9: Building and Estate Management services

All matters relating to development and management of estates of the University are coordinated by the Directorate of Buildings and Estates. Building and estate management service unit will work hand in hand with the procurement services to get the needed equipment's for maintenance

Table 9.9: Building and Estate Management services

Sno.	Type of Service	Response Time
1	a) Maintenance of buildings:	
	Requesting the equipment	1 day
	Attending the problem after receiving equipment from Procurement Unit	Normal services 1day, major maintenance 5 working days
2	b) Electricity:	
	Requesting the equipment	1 day
	Attending the problem after receiving equipment from Procurement	1 days
3	c) Water:	
	Requesting the equipment	1 day
	Attending the problem after receiving	1 days

	equipment from Procurement U	
	Maintain water sources	Everyday
	Requesting the equipment	1 day
	Attending the problem after receiving equipment from Procurement U	Normal services 1-day, major maintenance 5 working days
4	e) Maintenance and servicing equipment	
	Air Conditioners	After every 3 months
	Teaching equipment in classes	Every week
	Transformer problems	Immediately
	Problems with Lifts	Immediately
	Generators	Immediately
	Equipment in students' hostels and offices	Immediately

10.0 GENERAL CLIENT'S RIGHTS AND OBLIGATIONS

10.1 CLIENT'S RIGHTS

A client has the right to:

1. Receive quality and standards education as per TCU Curricula
2. Receive training in accordance with the relevant professional path chosen by students.
3. Be treated with dignity and respect.
4. Be ensured of confidentiality.
5. Complain if needed.

10.2 CLIENT'S OBLIGATIONS

10.2.1 A Client (Students) shall be obliged to:

1. Pay promptly the tuition fee and other university costs.
2. Take good care of all equipment in the CUHAS premises.
3. Complying to University rules and regulations.
4. Be registered and confirmed every semester
5. Sit for all scheduled exams (CAs &UE)

10.2.1 Parents are obliged to

1. Ensure that their children abide by the university rules
2. Pay the fees on time

10.2.3 Staff and alumni

1. Continually improve by promoting innovation and learning
2. Abide by the rules and regulations of the university
3. Be committed to offer the services they are required
4. Participate in University social and academic activities

11.0 PRINCIPLES, EXPECTATION AND COMMITMENT IN SERVICE DELIVERY

11.1 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 about relevant information and assistance to the customers in the understanding of the proper procedures when accessing services.

11.2 EXPECTATIONS IN SERVICE DELIVERY

11.2.1 Clients and their Expectations

As outlined in the previous sections, CUHAS has internal and external clients who receive services from University. Client satisfaction starts with understanding the clients as well as what they want or expect. For the University to provide the expected services to its clients, CUHAS clients and stakeholders are identified in the University Strategic Plan as summarized in Table 11.2.1 below: The CUHAS 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 meets the need of employment markets • Conducive learning environment • Timely graduation
3	Employers	<ul style="list-style-type: none"> • Competent graduates with requisite skills and work attitudes • Great adaptability and flexibility
4	Employees	<ul style="list-style-type: none"> • Good working environment • 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	General public	<ul style="list-style-type: none"> • Peace and harmony • Growth of social and economic activities
9	Other institutions of higher learning	<ul style="list-style-type: none"> • Benchmarking and inter University relationship • Ethical behavior
10	Development partners	<ul style="list-style-type: none"> • Resource deployed according to set priorities • Accountability and compliance • Realization of project outputs
11	Suppliers	<ul style="list-style-type: none"> • Transparency • Corruption free and fair procurement process • Timely payments

12.0 CLIENT COMPLAINTS, ENQUIRIES AND REQUESTS

12.1 CLIENT COMPLAINTS

1. All complaints should be submitted in written format through the respective Heads of Department, depending on the relevant programme or nature of the problem.
2. All complaints related to harassment, discrimination or sexual harassment, should be reported to the Gender Desk for relevant action and immediate assistance

12.2 CLIENT REQUEST

- All Client request must be logged, in writing through the heads of departments who will forward the complaints accordingly.
- Request shall be resolved before or within one week unless there is a preliminary explanation.

12.3 ACCOUNTABILITY IN SERVICE PROVISION

The CUHAS 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, client's feedback, and 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. Collect 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

12.4 RESOLUTION OF COMPLAINTS

- Complaints shall be acknowledged immediately they are received.
- Complaints shall be addressed by analyzing the situation when necessary, apologizing, explaining, or taking necessary action to address the complaint within seven days.
- Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three days. The outcome of investigations and action taken shall be communicated to the complainant within 20 days.

12.5 REVIEW OF THE CUSTOMER SERVICE DELIVERY CHARTER

- To ensure efficiency and effectiveness in service delivery, the university in consultation with its stakeholders shall review this service charter after five years or whenever need arises.
- The Client Service Charter will be reviewed periodically in consultation with **CUHAS** clients and stakeholders. The review will depend on, but not limited to, feedback from **CUHAS** clients; changes in the functions; change in rules, regulations and by laws; need and priorities; changes in service delivery mechanisms and performance standards.

13.0 TELEPHONE SERVICES, EMAIL ADDRESS, WEBSITE & FAX

The CUHAS provides a telephone service email address and fax for Clients with queries, requests and complaints. This service shall be available during normal office hours.

- Telephone Services : +255 28 298 3384
- Email address : vc@bugando.ac.tz
- Website : www.bugando.ac.tz
- Fax : +255 28-298-3386