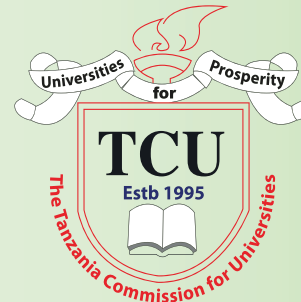


THE UNITED REPUBLIC OF TANZANIA
MINISTRY OF EDUCATION, SCIENCE AND TECHNOLOGY



THE TANZANIA COMMISSION FOR UNIVERSITIES
CLIENT SERVICE CHARTER

JULY, 2020

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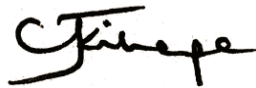
JULY, 2020

Preface

This Clients' Service Charter is a social pact between the Tanzania Commission for Universities (TCU) and its clients and stakeholders. It specifies services and standards for service delivery, which TCU believes that her users have the right to expect, and sets out standards, feedback and complaint handling mechanisms. Through the Public Service Reform Programme (PSRP) which aimed at promoting a more open and responsive Tanzania Public Service, Clients' Service Charters were developed and installed in Ministries, Independent Departments and Agencies (MDAs). The Government of Tanzania recognizes the potential benefits of using this Charter as a tool to drive cultural change towards a more customer-focused approach throughout the public service. In conformity with this requirement, TCU is happy to publish and launch this Clients' Service Charter.

The Charter has been developed through consultation with TCU stakeholders (both internal and external). I wish to acknowledge the contribution by all TCU staff in making this Charter a reality. I wish also to acknowledge the facilitation done by our consultant, Tanzania Public Service College who made a succinct guidance to the participants who attended the 'Charter Review Workshop'. TCU will develop a monitoring and evaluation system that will be a supporting instrument for the reporting process.

In order to be effective and successful, this Charter has to be a living document, which is a product of, and the embodiment of good working relationships that TCU will endeavour to maintain with its clients. To this end, we encourage you to provide feedback regarding our services in order for the charter to remain relevant and help us drive the change towards a customer-focused approach to service delivery

A handwritten signature in black ink, appearing to read 'Kihampa', with a horizontal line above it.

Prof. Charles D. Kihampa

Executive Secretary

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List of Abbreviations

- FIFO** - First In First Out
- GRN** - Goods Received Note
- HLIs** - Higher Learning Institutions
- LPO** - Local Purchase Order
- MDAs** - Ministries, Independent Departments and Agencies
- PPA** - Public Procurement Act
- RFQs** - Request for Quotations
- TCU** - Tanzania Commission for Universities

1.0. Introduction

The Tanzania Commission for Universities (TCU) is a body corporate established on the 1st July 2005, under the Universities Act 2005 (Chapter 346 of the Laws of Tanzania) with mandate to recognize, approve, register and accredit Universities operating in Tanzania, and local or foreign University level programs being offered by registered higher education institutions. It also coordinates the proper functioning of all university institutions in Tanzania so as to foster a harmonized higher education system in the country.

The Tanzania Commission for Universities succeeded the former Higher Education Accreditation Council (HEAC) which was established in 1995 under the Education Act 1995 with a legal mandate to regulate the establishment and subsequent accreditation of private university institutions in the country. Being limited only to private universities, such mandate was considered unfavorable for the promotion of a viable public-private partnership in higher education as stipulated in the National Higher Education Policy of 1999.

Therefore, such circumstances prompted the Government to establish a harmonized higher education system in the country which led into the establishment of the Tanzania

Commission for Universities. In order to ensure such a harmonious higher education system does not compromise institutional peculiarities and autonomy, each University has the legal right to operate under its own charter.

1.1. Our Vision

To be a world-class higher education regulatory agency supporting systematic growth and excellence of university education in Tanzania.

1.2. Our Mission

To promote accessible, equitable and harmonized quality university education systems that produce nationally and globally competitive outputs.

1.3. Our Motto

Universities for Prosperity.

1.4. Our Core Values

In fulfilling its mission and pursuing its vision, TCU will be constantly be guided by the following core values and norms;

- Professionalism:** We treat every individual with kindness, dignity and care; consider the thoughts and ideas of others inside and outside TCU with a strong commitment to exemplary personal and institutional altruism, accountability, integrity and honour.
- Transparency:** We are committed to build up a work culture where employees rigorously communicate with their peers and exchange ideas and thoughts, to gradually building up trust and pride.
- Efficiency:** We strive to manage resources smartly, focus on activities that create value and deliver at an appropriate speed and quality at all times.
- Integrity:** We are committed to ensure that all the academic outputs are produced in line with the international quality by introducing quality control and assurance measures.
- Tolerance:** We are devoted to foster a spirit of equality that embraces mutual respect, fair play and compassion for those in need and pursuit of the public good.

- Equity:** We are committed to provide equal opportunities for all with equality of men and women.
- Accountability:** We take charge of our choices and actions by showing maturity and not shift blame on others or take improper credit. TCU staff will pursue excellence with diligence, perseverance, and continued improvement.
- Commitment:** We demonstrate honesty in our communication and conduct while managing ourselves with integrity and reliability.
- Creativity:** We anticipate and respond to each challenge, research or otherwise, with innovative solutions and passion.

2.0. Purpose of the Charter

This Charter is a communication tool between us and our clients. The purpose of this Charter is:

- i) To create awareness among our clients and stakeholders on our commitment with regard to the services and standards of service delivery under a reformed public sector with the purpose of improving delivery of goods and services;

- ii) To improve service delivery and accessibility to our clients and stakeholders; and
- iii) To provide avenues of communication and feedback mechanisms about the quality of our services.

3.0. Our Clients

The main Clients of the Tanzania Commission for Universities comprise of but not limited to the following:

- i) Higher Learning Institutions;
- ii) Students and Graduates;
- iii) Students Union;
- iv) Parents/Guardians;
- v) Employers;
- vi) Employees;
- vii) Ministries, Departments and Agencies (MDAs);
- viii) Professional Bodies;

- ix) Media;
- x) TCU staff;
- xi) Suppliers of Goods and Services; and
- xii) General Public.

4.0. Our Services

- i) Corporate Services;
- ii) Accreditation Services;
- iii) Admission Services; and
- iv) Legal Services.

5.0. Our Service Standards

The following are our standards for core services offered:

5.1 Corporate Services

- i) We will disseminate policy and circular within 2 working days
- ii) We will issue receipts of payments made promptly upon confirmation of payment
- iii) We will make payments to creditors within one (1) month after delivery of invoice
- iv) We will issue award letters within 120 working from date of tender opening ceremony

5.2 Accreditation Services

- i) We will evaluate proposal to establish a university Institution and feedback after evaluation within 15 weeks upon receipt of application
- ii) We will evaluate request for accreditation/re-accreditation of a university within 24 weeks upon receipt of application
- iii) We will validate programmes within 15 weeks upon receipt of application

- iv) We will issue certificate of recognition of foreign award within 14 working days upon receipt of application
- v) We will evaluate proposal to establish Overseas Student Recruitment Agency within 15 weeks upon receipt of application

5.3 Admission Services

- i) We will publish list of universities authorized to admit student once every year
- ii) We will validate new admitted students into various HLI's in each academic year within three (3) months after academic year begins
- iii) We will coordinate transfer of new students within 7 working days upon receipt of application
- iv) We will process students credit transfer applications within 14 days upon receipt of application
- v) We will validate applications for students who wish to pursue university education abroad within 7 working days after receipt of application.
- vi) We shall provide technical support on online services promptly upon receipt of request.

5.4 Legal Services

- i) We shall review draft university charters within 10 working days upon receipt of documents
- ii) We shall provide legal advice and opinion within 3 working upon receipt of request

5.5 Correspondences

- i) We shall respond to written correspondences within 7 working days;
- ii) We shall response to officials calls promptly during working hours; and
- iii) We shall address and resolve customer complaints with 14 working days.

6.0. Institutional and Clients responsibilities

6.1. Institutional Responsibilities

In order to provide better services which meet expectations of our clients, we have the following responsibilities:

- i) Provide services according to the agreed standards;

- ii) Provide services by following FIFO principle (First In, First Out);
- iii) Adhere to our core values in service delivery;
- iv) Receive clients' advice and recommendations for the purpose of improving our services;
- v) Receive clients' complaints and find immediate solutions; and
- vi) Put in place the simple laid down procedures on clients' service.

6.2. Clients' Responsibilities

Our Clients' have the following Responsibilities:

- i) Abide by legal requirements, guidelines and procedures in order to be eligible for services;
- ii) Seek and obtain information and services appropriate to their needs;
- iii) Provide clear, sufficient and accurate information timely when required;
- iv) Treat our staff with respect;
- v) Not involving in any corrupt practices with our staff; and
- vi) To attend meetings if needed.

6.3. Clients' Rights

Our clients have the right to:

- i) Seek and obtain information and services appropriate to their needs;
- ii) Privacy and confidentiality;
- iii) Comment on the quality of services received;
- iv) Lodge complaints and seek alternative remedy if dissatisfied;
- v) Receive proper receipt for the payment made;
- vi) Be treated with respect and tolerance; and
- vii) To appeal in case of dissatisfaction with our service.

6.4. Clients' feedback on service delivery

We are committed to provide quality services to all our clients and stakeholders equally and equitably. However, we expect to receive comments and feedback on the quality of services provided. Therefore, we welcome opinions, comments, proposals and complaints depending on our clients' perception. In case of complaints, we will respond promptly to them. We welcome feedback on the quality of our services by means of letters, verbal communication,

telephone, e-mail and fax. All communications should be addressed to the Executive Secretary. We will respond to all feedback received and undertake to investigate all clients' queries and complaints. We encourage our clients to identify themselves by name and address when they lodge a complaint or give us feedback. We value the feedback that our clients and stakeholders give as this will help us to improve our services. Your comments and feedback will be treated with the utmost confidentiality. Feedback received from our clients will be recorded with a view to measure and improve our service delivery and performance and assist in our annual self-assessment.

7.0. How to Reach Us

All correspondence should be addressed to the Executive Secretary.

7.1. Our Physical Address

Ground floor of the former Ministry of Education, Science and Technology Building,
7 Magogoni Street, 11479 Dar es Salaam.

7.2. Our Postal Address

Tanzania Commission for Universities,

P. o Box 6562, Dar es Salaam-Tanzania

Tel: +255 (0) 22 2113694

Fax: +255 (0) 22 2113691

E-mail: es@tcu.go.tz

Website: <http://www.tcu.go.tz>.

8.0. Official working hours

Our offices are open from Mondays to Fridays between 7.30am to 3.30pm. For our Clients and Stakeholders, services will be offered from 09:00am – 03:00pm from Mondays to Fridays. There will be no physical service on Saturdays, Sundays and public holidays.

THE TANZANIA COMMISSION FOR UNIVERSITIES

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