

DAR ES SALAAM INSTITUTE OF TECHNOLOGY



DIT Customer Service Charter

July, 2017

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FOREWORD

Our customer service charter outlines the commitments and promises we have made to deliver a high quality of customer service to all our customers. It outlines from the outset what you can expect from the services we provide.

We are committed to putting you first and giving excellent customer service. That's why we promise to:

- Deliver high-quality, accessible services that meet your needs and expectations;
- Be friendly, polite, transparent and professional, putting you first;
- Give you updated, accurate and comprehensive information; and
- Ensure cleanliness, comfort and security to our customers.

The Dar Es Salaam Institute of Technology will remain to be a leading technical education institution in addressing societal needs. The Dar Es Salaam Institute of Technology offers 14 ordinary diploma, 7 bachelor and 3 masters programmes. In addition, DIT conducts academic as well as contracted research and offers services to the public through consultancies and short courses. In this Charter, DIT commits itself to high quality service to all of its customers. We will invite you to provide feedback on the quality of our services to create a room for improvement as promised in our charter. Methods used to gain this insight will include the customer satisfaction surveys.

Our charter will be reviewed on an annual basis to ensure that the commitments we make continue to reflect the needs and expectations of our customers.

Prof. Preksedis M. Ndomba.

PRINCIPAL

1.0 Introduction

The Dar Es Salaam Institute of Technology (DIT) Service Charter defines the standards of service rendered to our students, staff and other stakeholders. We are committed to the provision of quality service to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our services.

1.1 DIT Vision

Become a leading technical education institution in addressing societal needs.

1.2 DIT Mission

To provide competence based technical education through training, research, innovation and development of appropriate technology.

1.3 DIT Slogan

DIT is an agent of industrialization, a progressive and customer-centered higher learning institution.

2.0 Core Values

The institution works diligently to integrate its core values into all that it does to positively impact those who seek its services. DIT and its employees shall always operate with commitment to the following core values:

DIT Core Values (RESPECT)

- 1) **Responsive:** DIT is quick to react in the way that is needed, suitable or right for a particular situation.

- 2) **Exceptional Service:** The Institute creates and improves relationships through positive interaction with others.
- 3) **Student Centeredness:** The Institute values and respects all students as unique individuals.
- 4) **Professionalism:** The Institute takes pride in the work we do, and values to learn of our job and performs to the best of our ability.
- 5) **Excellence:** The Institute recognizes that conducive working environment is needed, including short and long-term planning, exploration of new ideas, support for innovation, enrichment & professional development programmes, accountability, and attention to health and well-being of faculty and all staff members.
- 6) **Commitment:** The Institute is dedicated to the community it serves.
- 7) **Transparency:** The Institute believes that success is achieved through open exchange of information. Cognizance is built on a foundation of open and honest communication.

3.0 Core Functions

Our core functions are as follows:

1. Provision of Technical Education
2. Research and Innovation
3. Knowledge Exchange
4. Public Services

4.0 Institute Clients

Institute clients comprise the following, among others:

1. Students
2. Employees
3. Alumni
4. Parents
5. Suppliers
6. The general public.

5.0 Institute Partners/Stakeholders

Institute partners and stakeholders comprise the following, among others:

1. National Accreditation Council for Technical Education (NACTE)
2. Tanzania Education authority (TEA)
3. Taxpayers
4. Ministry of Education, Science and Technology
5. Vocational Education Training Authority (VETA)
6. Tanzania Commission for Universities (TCU)
7. Higher Education Students Loans Board
8. Technical higher learning institutions
9. Other higher learning institutions
10. Research collaborators
11. Donors and Sponsors
12. Industry and business partners
13. Employers
14. Trade Unions
15. Students' Union
16. Professional Bodies
17. Alumni Associations
18. Neighbours
19. Other stakeholders/partners.
20. Ministries, departments and units

6.0 Commitment to Service Delivery

In our service delivery, we pledge that:

1. Students admitted to the Institute shall receive admission letters two weeks after the approval process is completed but less than two months after the close of application period and more than two months (This excludes undergraduate

programmes whereby admission is handled by the Tanzania Commission for Universities).

2. Upon registration, a student shall be issued with clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
3. Consolidated mark sheets shall be finalized and uploaded to the OSIM and forwarded to the examination offices (heads of department) within one month following the end of examinations. Coursework marks shall be issued at least one week before the start of Institute examinations.
4. Postgraduate supervisors for Masters' degrees will give feedback to their students within two weeks after receiving a project or thesis.
5. Disciplinary cases for students and staff shall be completed within a period of forty five days.
6. Graduation ceremonies shall be held on schedule – in November and/or December annually.
7. Examination results become official after approval by the Institute Council. Institute transcripts and certificates shall be issued on the graduation day
8. All Institute offices listed at the end of this Charter shall be open from 7.30 a.m. to 3.30 p.m.
9. The Library shall be open from 0900 to 2000 hours on weekdays and 0900 to 1300 hours on Saturdays. The library will remain closed on public holidays. Queries from library users shall be responded to within a day.

10. The Institute Dispensary shall open from 0800 to 2000 hours, on weekdays, 0800 to 1400 hours on Saturdays, Sundays and Public days.
11. When invited for external examinations, the process will be done objectively for the purpose of improvement of quality of other institutions and learning for improvement in our Institute.
12. The Institute Almanac shall be published online in August every year.
13. The Institute Calendar containing all programmes shall be published online in August after two year.
14. The process of recruitment shall be completed within three months, from advertisement to issuance of offer letters.
15. Staff performance appraisal shall be conducted in June every financial year.
16. Lectures, seminars, and laboratory experiments are conducted as per set timetable.
17. The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions; and process approved payments within seven days.
18. Procurement of goods and services shall be done within one month, and in line with the Institute and Government procurement regulations.
19. The Institute shall maintain a healthy, safe and pleasant environment;

20. The Institute is an illicit drug free and a no smoking zone.
21. Sports and games facilities and equipment shall be up-to-date and well maintained.
22. Quality ICT services shall be provided to students and staff.
23. Our website will be a one stop centre for all information. It will be maintained with relevant and up-to-date information.
24. Routine correspondence shall be replied to within seven days from the date of receipt.
25. The Institute shall not condone impropriety.
26. The Institute is a CORRUPTION FREE zone.
27. Clearance of students and staff shall be finalised within two days; and
28. Documents shall be delivered within a day.
29. The file movement will take a maximum of 7 and the movement will be done through computer programs
30. The office of the Dean of Students shall be open 24 hours a day.
31. All service providers' demands will be attended without a delay
32. Foreign students will be given a special accommodation consideration.

7.0 Support Services

DIT is committed to high quality service to its customers. Here are the service standards that you should expect when being served:

1. A transparent admission process. All admission requirements will be transparent and will be processed at one stop centre.
2. Exhaustive coverage of the approved training programs.
3. Prompt and fair processing of examination results, transcripts and certificates.
4. Well maintained classrooms, laboratories, workshops, offices, hostels and other facilities.
5. Increased funding for research.
6. Prompt research and innovative outputs.
7. Aggressive marketing of consultancy and research services.
8. Good and generally acceptable Human Resource Management practices.
9. An effective performance appraisal system.
10. Fair and just disciplinary procedures.
11. Efficient procurement processes.
12. Accommodate the differing needs of students and provide accessible support for all.
13. Promote equality, fair treatment and respect.
14. Give staff the skills and training they need to put customers first.
15. Be friendly, approachable and professional.
16. Recognition and acknowledgement of donors and sponsors.
17. Expedious processing of strategic collaborative agreements.
18. Honouring Memoranda of Understanding (MOUs) involving research and academic institutions, government, industries and other partners.
19. Existence and application of modern Information and Communication Technology (ICT).
20. Involvement of Alumni in governance and development of the Institute.

21. Safe and healthy environment.
22. Prompt clearance of students and staff.
23. Respond to enquiries and complaints carefully and efficiently as follows:
 - a. When visiting the institute, we will aim to answer your enquiry promptly at the first point of contact (when this is not possible, we will refer you appropriately), not keep you waiting for longer than 15 minutes; see you on time when you have an appointment; provide a safe, tidy and comfortable environment; and keep information up-to-date and well presented.
 - b. When contacting us by telephone we will: aim to answer your phone call within 20 seconds during opening hours and normal circumstances; answer the telephone in a polite manner, identifying who you are speaking to and the area of support; and return your call not later than the next working day if you leave a message.
24. When contacting us by email we will respond to all email enquiries within 24 hours during normal circumstances. If we cannot meet this target then we will let you know about the progress of your enquiry; and send an 'out of office' reply when we are unavailable to provide contact details for urgent enquiries and a date of when we will be available to reply.

For efficient management of its functions, the Institute has top management offices with distinguished services as follows;

The **Principal's Office**, under which there are the following sub offices:

1. Public Relations Office
2. Quality Assurance Bureau
3. Planning unit
4. Internal Audit Section
5. Legal Unit
6. Procurement Management Unit
7. System Administration

Deputy Principal – Academic, research and consultancy, under which there are the following sub-offices:

1. Office of the Registrar
2. Academic heads of departments
3. India Tanzania Centre of Excellence in ICT (ITCOEICT)
4. Postgraduate Studies and Research
5. Institute Consultancy Bureau (ICB)
6. Industrial Liaison and Career Guidance
7. Institute Library
8. Curriculum Development unit

Deputy Principal – Administration and Finance under which there are the following sub-offices:

1. Dean of Students Office
2. Estates
3. Accounts
4. Human Resource and Administration
5. Dispensary
6. Dar Es Salaam Institute Student Organisation (DITSO)

Campuses, which includes:

- Dar es Salaam, Main Campus;
- Mwanza Campus in Mwanza;
- Myunga Campus in Songwe.

8.0 Clients Rights and Responsibilities

The Institute expect its clients/stakeholders to:

1. Treat staff courteously and respect the needs of other patrons.
2. Provide sufficient and accurate information to enable us respond to requests appropriately.
3. Pay all fees and levies promptly.
4. Support of Institute programmes and activities.

5. Observe Institute rules and regulations.
6. Familiarise yourself with the expectations outlined in this Charter.
7. Observe conditions of use including the proper care of resources and facilities.
8. Comply with Institute policies including the use of copyright Materials and Appropriate use of ICT.
9. Provide feedback and comments on the service rendered.

9.0 Core Outputs

Our core Outputs are as follows:

1. Competent, employable and enterprising technicians, engineers and technologists.
2. Applied research findings.
3. Commercializable innovations.
4. Patents.
5. Other solutions to societal problems.
6. Institutional outreach and transfer of knowledge

Feedback

1. Complaints, compliments and suggestions should either be forwarded to departmental heads or to the Office of the Principal or deputies;
2. Feedback may be channelled via telephone, letters, e-mails or suggestion boxes
3. Confidentiality and privacy shall be respected
4. All feedback shall be addressed within seven days.

MAIN DIT CONTACTS:

DIT Postal address: P. O. Box 2958, Dar Es Salaam,
Tanzania.
General lines: +255-(0)22-2150174, +255-(0)22-
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Principal

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Deputy Principal Administration and Finance

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