

**THE UNITED REPUBLIC OF TANZANIA**

**PRESIDENT OFFICE – REGIONAL ADMINISTRATION AND LOCAL GOVERNMENT**

**KIBAHA EDUCATION CENTRE**



**CLIENTS' SERVICE CHARTER**

**March, 2023**

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### **Abbreviations and Acronyms**

DFA	- Director of Finance and Accounts
CIA	- Chief Internal Auditors
CLO	- Corporate Legal Officers
DAHRM	- Director of Administration and Human Resources Management
DCTP	- Director of Community Development, Training and Production
DES	- Director of Education Services
DG	- Director General
DHS	- Director of Health Services
H/ICT	- Head of Information and Communication Technology
H/PME	- Head of Planning, Monitoring and Evaluation
H/PRCM	- Head of Public Relations, Communications and Marketing
KCOHAS	- Kibaha College of Health and Allied Science
KEC	- Kibaha Education Centre
KFDC	- Kibaha Folk Development College
NHIF	- National Health Insurance Fund
PLMU	- Procurement and Logistic Management Unit
PSSSF	- Public Services Social Security Fund

## **1. DIRECTOR GENERAL'S STATEMENT**

Kibaha Education Centre is a parastatal organization established to fight against three enemies Diseases, Ignorance and Poverty. It has a wide range of stake-holders including students, parents, farmers, patients etc. The charter forms a social-economic pact between KEC and its Clients. It spells out services we offer, specifies standards for services that we believe our service users have the right to expect from us and sets out complaint handling and feedback mechanisms. The KEC is committing itself to reporting annually on its performance to its stakeholders and ready to review its charter for the purpose of services improvement.

In order to ensure accountability and improved service standards we have set a system of regular monitoring, evaluation and dissemination of our service results. We shall endeavour to build and maintain good working relationships with all our clients. The charter will be a living document to facilitate successful achievement of the KEC's goals and also National goals as a whole.

I hope that our clients will use the mechanism provided herein to enter into constructive dialogue with KEC to help us achieve our goals. We pledge to meet our clients' expectations by continuously reviewing and improving the quality of the services we provide.

Robert B.Shilingi,

## **DIRECTOR GENERAL.**

### **2. PURPOSE OF THE CHARTER**

The main purpose of this charter is to raise public awareness on the availability and quality of the services offered by KEC. This charter will provide an opportunity to our customers to understand the services we offer, how to contact us and get further information, and what our customers should expect in terms of service standards. This charter will also help customers to claim their existing rights and provide transparent mechanisms for contact and launching complaints.

### **3. VISION:**

#### ***Vision Statement***

Kibaha Education Centre is “Envisioned to be the centre of excellence with innovative quality socio-economic services and conducive investment environment in the country”

### **4. MISSION**

#### ***Mission Statement***

KEC is committed to “Provide innovative quality education, training, health services and creation of suitable environment for investment through effective and efficient use of available resources for sustainable development”

## **5. KEC OBJECTIVE**

The Plan has seven (7) strategic objectives that aim at contributing towards the realization of KEC vision and mission and core values in the next five years. These objectives include to,

- (a) Health services improved and HIV & AIDS infection reduced
- (b) Effective implementation of the National Anti- Corruption Strategy enhanced and sustained
- (c) Economic infrastructure, services and products improved
- (d) Good Governance and administrative services enhanced
- (e) Emergency preparedness and disaster Management improved,
- (f) Social welfare, Gender and Community engagement improved
- (g) ICT infrastructure, public relation and communication enhanced

## **6. OUR CUSTOMERS AND THEIR EXPECTATIONS:**

We are an autonomous institution involved in the delivery of high-quality education, extension services, training, health services and high-quality farm products.

Our customers are Employees, Students, patients, The Media, Trade Unions, Community, Social Security Institution (PSSSF) Farmers, Parents, Contractors, Non - Government Organization (NGO), Development Partners, External Auditors, Academic Institutions, Tanzania Revenue Authority (TRA) and others. Their main expectations are: -

- i. Employees expect a good package and timely payment of remuneration;
- ii. Students/parents expect high academic performance and accessibility to higher learning;
- iii. Patients expect timely and appropriate treatment;
- iv. Community expects timely availability of Vegetables and quality milk;

- v. Farmers expect good timely extension services; and
- vi. Community expects timely accessible to services, data and information.

## **7. TIMELINESS FOR PROCESSING CORE ACTIVITIES**

- i. Students will get served/registered at most 15 minutes.
- ii. To deliver timely adequate and quality health services.
- iii. Clients/Customers will get services in the principle of first come first served at Kibaha Education Centre.
- iv. Traders/customers of milk will get services directly from our Diary Farm at KEC in the principle of first come first served, and this can be done within ten minutes.
- v. We normally provide extension services to individual farmers once a week or anytime when our customers are in need of such services.
- vi. Data and information will be available to community anytime by using our Email [kec@kec.or.tz](mailto:kec@kec.or.tz) or you come directly to KEC Planning, Monitoring and Evaluation Unit.

***Clients, Type of Services Offered and Time Commitment Standards***

<b>S/N</b>	<b>CATEGORY OF CLIENT</b>	<b>SERVICES DELIVERED BY KEC TO THE CLIENT</b>	<b>RESPONSIBLE DIRECTOR ATE/ UNIT</b>	<b>STANDARD TO BE USED (Time stated: working days)</b>
i.	<b>All clients</b>	Provide accurate information on policies and guidelines	All	One day from receipt of request
		Provide statistical and correct data timely	All	One day from receipt of request
		Acknowledgement/response to letters	All	5 days from receipt of the letter
		Receiving telephone calls	All	Within first 2 ringtones
		Provide legal interpretation and advice	CLO	3 days
		Provide Yoghurt	DCTP	Depending on season and production (rain season-everyday, dry season after every two days)
		Provide fresh Milk	DCTP	Between 6:00 AM-7:00AM and 4:00PM – 5:00PM
		Provide Cattle dung	DCTP	Every time when need arises
		Preparation of voucher and payments to creditors.	CA	Within 5 days after receipt of relevant documents

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY KECTO THE CLIENT	RESPONSIBLE DIRECTOR ATE/ UNIT	STANDARD TO BE USED (Time stated: working days)
		To provide Library services	DES	Between 9:00AM – 3:30PM Weekdays
		To acknowledge invitation for attending conferences, meetings	All	Within 2 days
		To review and provide advice on complaints received	All	7 days
ii.	<b>Civil Society Organizations Non-Governmental</b>	Preparation of collaborative agreements	CLO	30 days after request
		Signing of collaborative agreements	DG	14 Days
		To give advice on social-economic cross-cutting issues	H/PME	3 days after receipts of request
iii.	<b>Development Partners</b>	Preparation of Collaborative agreements	CLO	30 days
		Signing of Collaborative agreements	DG	14 days after receiving the first draft of agreement
		Recruitment of international expatriates	DAHRM	30 days after receipt of application
		To review statistics and details of projects	H/PME	Every January
		Clarification of International Policies	H/PME	3 Days after receipt of the request
		Acknowledgement of representation of KEC in Government deliberations	DG	1Day after receipt of the invitation
iv.	<b>Media</b>	Dissemination of accurate information	H/PRCM	Within one day from receipt of request

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY KEC TO THE CLIENT	RESPONSIBLE DIRECTORATE/UNIT	STANDARD TO BE USED (Time stated: working days)
v.	<b>External Auditors</b>	To respond to audit queries	DFA	14 days after receipt of the query
		To prepare annual accounting report	DFA	Every year, before 30 <sup>th</sup> September
vi.	<b>Patients</b>	To provide inpatients and outpatients care (Curative Services)	DHS	Every day – 24 hrs
		To provide diagnostic services	DHS	Every day – 24 hrs
		To review and provide advice on complaints received	DHS	After every two weeks
		To provide services to Gender Based Violence (GBV) Clients	DHS	Every day between 7:30 AM – 3:30PM
vii.	<b>Parents</b>	To obtain progress reports	DES	June and December each year
		To obtain feedback on the day-to-day discipline	DES	Every time when need arises
		Joining the college(KFDC)	DCTP	One month before the commencement of the training
		Parents report on student development	DCTP	One week after closing the college
viii.	<b>Farmers</b>	Extension services	DCTP	Every time when needs arise

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY KEC TO THE CLIENT	RESPONSIBLE DIVISION/UNIT	STANDARD TO BE USED (Time stated: working days)
ix.	<b>Contractors</b>	Procurement of services	PLMU	7 days
		Preparation of contracts for service providers	CLO	3 days after procurement and identification of the
		Contract signing with service providers	DG	2 days after submission of relevant and complete documents
		Effecting payment to service providers	DFA	4 days after supply of goods /and or services and
x.	<b>KEC Employees, Internal Directorate, Departments Units &amp;</b>	Facilitating Staff Training	DAHRM	In accordance to training plan
		Confirmation to employment	DAHRM	One year after being employed
		Promotions of staff	DAHRM	According to staff
		Provision of social welfare services	DAHRM	As shall be requested by the workers' council.
		Provision of support services related to people living with	DAHRM	As shall be requested by workers' council.
		Preparation and payment of monthly salary	DFA	3 days before the end of the due month
		Processing of requisition orders	PLMU	1day after receiving the requisition
		Distribution of requisitions	PLMU	1day
		Organizing workers/staff meetings	DAHRM	1day after request
		Preparation and delivery of retirement benefit voucher to the	DFA	3 days

S/N	CATEGORY OF CLIENT	SERVICES DELIVERED BY KEC TO THE CLIENT	RESPONSIBLE DIRECTOR/ATE/UNIT	STANDARD TO BE USED (Time stated: working days)
		Oversee the operationalisation of the Performance Improvement	H/PME	Give quarterly review report
		Monitoring and Evaluation of PMO-RALG Programmes	H/PME	Give Quarterly Reports
		Organize General Workers'	DAHRM	3 days
		Coordinate minutes of General Workers' Council Meetings	DHRM	2 days
		Circulate the resolution of the general workers' council meetings	DHRM	3 days
		To advise on the review of KEC Staff Regulations	DAHRM	5 days
		To provide IT technical support	H/ICT	14 days
		To advise on improvement of financial regulations based on audit	CIA	14 days after receipt of audit reports
		Conduct Human Capital Audit	DHRM	Every 6 Months in the respective
		Ensure availability of system's operational manuals	CIA	Every time when a new system is introduced and
		To issue guidelines on Management of Schools	DES	Every time when need arises
		To collect, analyze, and update data related to School Infrastructure and	DES	4 <sup>th</sup> week of July, October, January and
		To support services related to teachers/students welfare	DES	Every time when need arises.
		To facilitate clearance of goods from the port	PMU	14 days from receiving all documents

xi.	<b>Trade Union</b>	Submission of statutory salary deductions	DFA	7 days after receipt of the same from
xii.	<b>Academic Institutions</b>	Information for research and publication	DAHRM	7 Days after request
		Provide Field attachments for students	DAHRM	7 Days after request receipt
xiii.	<b>Social Security Institutions (NHIF &amp; PSSSF)</b>	Submission of statutory salary deductions	DFA	7 days after receipt of the same from Treasury
xiv	<b>Tanzania Revenue Authority</b>	Submission of statutory salary deductions	DFA	7 days after receipt of the same from
		Submission of cargo clearing fees	DFA	As per procurement
xv.	<b>Students</b>	To provide knowledge and skills	DES	School Master Timetable
		To provide guidance and counseling services	DES	Every time when need arises
		Facilitate teaching and learning to KCOHAS students	DHS	One semester i.e.22 weeks
		Provision of support to teachers and student welfare	DHS	Every time when need arises
		Providing high quality training	DCTP	Two years courses and short course trainings
		Guidance and counseling to KFDC Students	DCTP	During the study period
		Students tracking for self assessment and improvement	DCTP	Every year after graduation

## 8. OUR RESPONSIBILITIES

To offer best services according to required standards in

- i. Education
- ii. Health
- iii. Farm products
- iv.** Remunerations

## 9. CLIENTS RIGHTS AND RESPONSIBILITIES

### ***9.1 Clients have the right to expect high standard service delivery from us.***

In addition, clients also have the following rights.

- i. Participate in the charter review process.
- ii. Forward feedback to the services provided.
- iii. Not to offer gifts, favours or inducements to KEC servants or to solicit the same.
- iv. Access services, facilities and information in a manner which meets their needs.
- v. Privacy and confidentiality.
- vi.** Lodge complaints.

### ***9.2 Clients responsibilities expected are:***

- i. Treat our staff with courtesy
- ii. Abide to legal requirements and other obligations in order to be eligible for services sought.
- iii. Attend meetings and appointments punctually.

- iv. Give accurate and timely information as may be requested from time to time.

#### **10. HOW TO LODGE COMPLAINTS/COMMUNICATION**

All complaints shall be lodged to the following address.

**Director of Administration and Human Resource Management,  
Kibaha Education Centre,  
P.O. Box 30054,  
KIBAHA**

Telephone: 0232402142

Fax: 0232402324

E-mail: [kec@kec.or.tz](mailto:kec@kec.or.tz)

**Working hours: 07.30am – 3.30pm Monday – Friday**

#### **11. RESPONSE TO COMPLAINTS AND FEEDBACK:**

We highly welcome complaints and feedback about our services delivered as well as appreciation and suggestions on how we might improve them. We guarantee that all information including personal names and details will be treated with the utmost confidentiality. We further guarantee that all complaints will be responded appropriately within 30 days.

Complaints or feedback may be made by post, telephone, fax or e-mail or in person to the Director of Administration and Human Resources Management of the abovementioned address in item (10).

### ***11.1 Records of complaints and compliments:***

All complaints, compliments and suggestions shall be recorded for the purpose of continuous self-assessment aimed at improving service delivery.

### ***11.2 Disputes handling and appeal mechanism:***

We shall strive to solve disputes that may arise in the course of providing services to our clients.

However, clients have the right to appeal if they are not satisfied with the resolution to the following address:

**Director General,**

**Kibaha Education Centre,**

**P.O. Box 30054,**

**KIBAHA.**

**Phone: 023 2402142**

**Fax: 0232402324**

**E-mail: [kec@kec.or.tz](mailto:kec@kec.or.tz)**

## **12.REGULAR CHARTER REVIEW:**

To ensure the charter's continued relevance and effectiveness, we intend to review this charter every two years. The reviews will consider the suggestions from our esteemed clients.