

# **MBEYA UNIVERSITY OF SCIENCE AND TECHNOLOGY**



## **CLIENT SERVICE CHARTER**

**SEPTEMBER, 2025**

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## DEFINITION OF TERMS

<b>Client Service Charter</b>	A written commitment between MUST and its clients, stakeholders, or others, outlining the services provided by the university, the standards of those services, the time frame within which the services will be delivered, and the rights and responsibilities of all parties.
<b>Client</b>	A customer or someone who receives services from MUST.
<b>Stakeholder</b>	A person or group that has an investment, share, interest, or any other involvement in MUST's business or services.
<b>Standard</b>	A level, gauge, or reference point against which the quality, quantity, performance, grade, service, etc., of the service delivered by MUST can be assessed.
<b>Responsibility</b>	An obligation imposed on the party, including MUST, which shall be accountable for the outcomes.
<b>Right</b>	A moral or legal entitlement to which the client, stakeholder, etc., will obtain from MUST.

## LIST OF ABBREVIATIONS

AG	Attorney General
CSC	Client Service Charter
FTC	Full Technician Certificate
MIST	Mbeya Institute of Science and Technology
MUST	Mbeya University of Science and Technology
MUST-CSC	Mbeya University of Science and Technology – Client Service Charter
MDAs	Ministries, Departments and Agencies
MTC	Mbeya Technical College
NACTE	National Accreditation Council for Technical Education
TCU	Tanzania Commission for Universities
GRM	Grievance Redress Mechanism

## **PREFACE**

Mbeya University of Science and Technology (MUST) recognizes the importance of establishing a closer relationship with clients and other stakeholders. This Client Service Charter (CSC) outlines the standards of service expected from us, the responsibilities we share, and the values that reinforce our engagement with students, staff, partners and the wider community.

MUST is committed to improve quality of service offered and promote transparency in all our endeavours that include receiving, handling, registering, analysing and development of improvement measures on suggestions and complaints on the services offered that do not meet the clients desired standards. The Management of MUST requests the clients to provide open feedback with the aim of assisting the University to achieve its aim of providing affordable high-quality services. The feedback walks a long way in assisting MUST to improve the CSC when deemed necessary.

Prof. Aloys N. Mvuma

**Vice Chancellor**

**September, 2025**

## **1.0 BACKGROUND INFORMATION**

Mbeya University of Science and Technology (MUST) originated in 1986 when the Tanzanian Government established Mbeya Technical College (MTC) to provide training for Full Technicians at the Certificate Level (FTC) with support from Russia-Tanzania Training. MTC operated until mid-2005, offering programmes in Architecture Technology, Electrical Engineering, Civil Engineering and Mechanical Engineering. In July 2005, MTC was upgraded to the multidisciplinary Mbeya Institute of Science and Technology (MIST) following an order from the National Council for Technical Education (NACTE).

This transition was part of a government effort to strengthen the institution and progress toward university status. MIST made significant strides, including converting the FTC programmes into Ordinary Diplomas and launching Undergraduate Degree programmes, which resulted in a rise in student enrolment. On March 29, 2012, MIST officially became Mbeya University of Science and Technology after receiving a Provisional University License from the Tanzania Commission for Universities (TCU). The University was granted its Charter on August 20, 2013.

### **1.1 MUST Vision**

To become the leading center of excellence for knowledge, skills and applied education in science and technology.

### **1.2 MUST Mission**

To develop academically, technologically and socially competent students, staff and other stakeholders who shall be responsive to the broader needs and challenges of the society specified by:

- (i) Facilitating appropriate tuition, practical training and support according to the needs of students and other customers;
- (ii) Encouraging staff commitment to quality education and services including research, consultancy and innovation;
- (iii) Fostering lifelong learning, honesty and responsibility;

- (iv) Promoting an environment conducive to human development; and
- (v) Promoting effective entrepreneurship and usage of appropriate technology that meet national and international needs and standards through skills and practical oriented training, research and consultancy.

### 1.3 Core Values

- |   |   |
|---|---|
| <b>i. Leadership in innovation and Technology</b>     | We are committed to advance science and technology as an essential part of our cultural heritage. High quality, state-of-the-art programmes and the embracing of future technologies are highly valued;   |
| <b>ii. Culture of excellence</b>                      | We strive to do things better, setting challenging goals and continuously improving and innovating to deliver the best possible outcomes;   |
| <b>iii. Diversity and equal opportunities for all</b> | We believe in ethical and scholarly questioning in an environment that respects the rights of all, to freely pursue knowledge;  |
| <b>iv. Partnerships</b>                               | We will work very closely with our stakeholders (Students and staff, industries, Government institutions, NGOs, Civil Society groups, service providers, development partners and other learning institutions) both within and outside the country; and |
| <b>v. Integrity and Stewardship of Resources</b>      | MUST is committed to accountability and responsibility in all actions and adheres to the highest standards of professional ethics and individual integrity.   |

## 2. AIM OF THE MUST CLIENT SERVICE CHARTER

This charter intends to inform our clients about the services offered and standards they should expect from us. It clearly defines our responsibilities, clients' rights and their responsibilities and offer avenue for lodging complains and providing feedback on services offered. Ultimately the charter will promote positive work attitudes,

accountability, transparency and fairness among MUST staff for improved service delivery.

### **3. MUST CLIENTS AND STAKEHOLDERS**

Mbeya University of Science and Technology's clients and stakeholders comprise of but not limited to:

- (i) Students;
- (ii) Employers;
- (iii) Employees;
- (iv) Parents, guardians and sponsors;
- (v) Higher learning institutions;
- (vi) Research collaborators;
- (vii) Alumni;
- (viii) Service providers;
- (ix) Community members;
- (x) Media;
- (xi) Professional boards;
- (xii) Trade unions;
- (xiii) Financial institutions;
- (xiv) Non - government organizations; and
- (xv) Ministries, institutions, departments, agencies and regulatory bodies.

### **4. SERVICES OFFERED**

MUST main services are being offered based on its core functions (Academic, Research and Consultancy) and other administrative services as follows:

- (i) Long-term training programmes;
- (ii) Short-term training programmes;
- (iii) Student registration;
- (iv) Examination results processing;
- (v) Issuance of graduation certificates;
- (vi) Advisory and consultancy services;



- (vii) Various research activities;
- (viii) Library Services;
- (ix) Service provision contracts;
- (x) Guidance and Counselling Services;
- (xi) Health Services; and
- (xii) Other related services.

## **5. SERVICE STANDARDS OFFERED**

### **5.1 Academic Services**

We will: -

- (i) Long-term training programmes: Offer PhD programmes within 36 to 48 months, Masters programmes within 18 to 24 months, Bachelor Degree programmes within 36 to 48 months, Diploma programmes within 24 to 36 months upon meeting the requirements and Certificate programmes within 12 months upon meeting the requirements;
- (ii) Provide Short-term training on various fields and based on the needs, i.e. one (1) week to three (3) months, and certificate of attendance to graduates of short-course programmes are provided at the end of the course;
- (iii) Complete student registration within two weeks after fee payment which has to be done within two weeks after the opening of that semester, and
- (iv) Issue ID cards within seven days after student registration;
- (v) Conduct orientation for undergraduate and postgraduate students within two weeks from the first day of the Academic Calendar;

#### **Examination results processing**

We will:-

- (i) Release end of semester and annual provisional examination results are released within three (3) weeks after the end of semester examinations;

- (ii) Issue Certificates during graduation ceremony and within the first 10 days after graduation.
- (iii) Issue Certificates within two (2) working days after submitting an application;

### **Library Services:**

We will:-

- (i) Provide library services from 0730 to 2100 hours on weekdays and 0800 to 1200 hours on Saturdays and 1400 to 1800 on Sunday. Library will remain closed on public holidays; and
- (ii) Register new library members and issue borrowing tickets within 15 minutes per student, depending on the internet speed;

## **5.2 Research Services**

We will:-

- (i) Document Research activities within the University in two (2) days of receipt and monitor their progress;
- (ii) Review submitted article and inform our client within 45 working days of submission; and
- (iii) Process strategic collaborative agreements and adherence to Memoranda of Understanding (MoUs) with research and academic institutions, government entities, industries, and other partners within 45 days;

## **5.3 Consultancy Services**

We will:-

- (i) Provide Advisory and consultancy services as per contract terms and the needs;
- (ii) Review Service Provision Contracts within five (5) working days if the opinion of the Attorney General (AG) is not required.
- (iii) Review contracts subjected to AG vetting, within seven (7) working days days.

## **5.4 Administrative Services**

We will:-

- (i) Address and resolve customer complaints with 30 days; however, the resolutions will depend on the situation, circumstances and reasonability of each complaint;
- (ii) Provide Guidance and counselling services to staff and students immediately after notification;
- (iii) Attend maintenance of buildings immediately after being informed depending on the urgency and availability of materials;
- (iv) Effect payments to creditors within 30 weeks upon receipt of relevant documents;
- (v) Issue contract to bidders within 7 working days after award unless the contract requires approval from higher authority;
- (vi) Provide Comprehensive information and guidance to potential investors within 14 working days;
- (vii) Issue accommodation services plan to students 1 month before the start of the Semester;
- (viii) Handle any request/query at Help Desk Services within two (2) hours upon receipt of the request/query;

## **6.0 OUR RESPONSIBILITIES**

- (i) Ensuring services meet client expectations;
- (ii) Engaging clients and stakeholders for feedback;
- (iii) Providing correct and easily understood information;
- (iv) Enhancing services through new technology;
- (v) Establishing clear timely response mechanisms for complaint handling;
- (vi) Providing services that reflects the value for money;
- (vii) Cooperating with stakeholders in dealing with cross - cutting issues;

- (viii) Developing guidelines for smooth service delivery;
- (ix) Ensuring fair and equitable access of information;
- (x) Delivering professional and competent services; and
- (xi) Maintaining confidentiality of client information.

## **6.1 Client's Rights and Responsibilities**

### **6.1.1 Client's rights**

- (i) Receiving services in accordance with the standards set out in this CSC;
- (ii) Lodging complaints and receive feedback in accordance with with the standards set out in this CSC;
- (iii) Obtaining products, services, facilities and information in a way that satisfies customer needs while complying with government laws and regulations;
- (iv) Utmost confidentiality in the treatment of personal information provided to the University;
- (v) Safety and security;
- (vi) Healthy and pleasant environment;
- (vii) Fairness and equity;
- (viii) No soliciting of gifts, money, or other favours from MUST;
- (ix) Getting value for money in service delivered; and
- (x) Provide and inquire feedback, including recommendations, complaints and advice regarding services received, through formal communication as outlined by the CSC guidelines.

### **6.1.2 Client's Responsibilities**

Responsibility of clients are to:

- (i) Observe and abide to the laws of the land, regulations and other applicable procedures;
- (ii) Respect and abide to the terms and conditions of the service contracts;
- (iii) Respect and value MUST staff members and other service providers;

- (iv) Adapt the modern information and communication technology;
- (v) Attend scheduled meetings punctually;
- (vi) Avoid receiving or giving any kind of favours, bribe or inducement to MUST staff and other service providers; and
- (vii) Give feedback on quality of the services received in the form of recommendation/complain and advice.

## **7.0 SERVICE DELIVERY FEEDBACK**

MUST welcomes opinions, compliments and complaints. Your feedback means a lot to us and will be put into effect for the purpose of improving the way we serve you. We can be reached through the following ways: - Letters, Suggestion Box, e-mail, postal address, Physical visit and e - *Mrejesho*. All complaints and suggestions will be taken seriously and dealt with as quickly as possible.

## **8.0 REVIEWING THE CHARTER**

This charter is a living document and goes in tandem with changes that might occur and affect our services delivery. Therefore, the review of the MUST-CSC will take place after every three years or anytime where deemed necessary.

## **9.0 LOCATION AND CONTACTS:**

MUST Main Campus is located at 01-MUST road, 53119 Ikuti/Iyunga, Mbeya – Tanzania, near Coca- Cola Mbeya Branch.

Our office is open from 0730AM to 0330PM (Monday – Friday) excluding Public holidays.

- (i) **Main Campus Address:**  
**VICE CHANCELLOR,**  
 Mbeya University of Science and Technology,  
 P.O. Box 131,  
 Mbeya, Tanzania.  
 Tel: +255 (025) 2503016/7 or 255 (025) 2502861  
 Fax: 255 (025) 2502302  
 Email: [vc@must.ac.tz](mailto:vc@must.ac.tz) or [must@must.ac.tz](mailto:must@must.ac.tz)  
 Website: <http://www.must.ac.tz>

- (ii) **Rukwa Campus Address:**

**PRINCIPAL**

Mbeya University of Science and Technology,  
Rukwa Campus,  
P.O. Box 624,  
Sumbawanga, Rukwa.  
Tel: +255 25 2955048  
Email: must@must.ac.tz  
Website: <http://www.must.ac.tz>

**APPROVAL**

According to the 47<sup>th</sup> Council Meeting of MUST held on 28<sup>th</sup> May, 2025 item No.7 this Client Service Charter has been read and approved.

**SIGNATURE**

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Hon. Zakia H. Meghji  
**Council Chairperson**

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Prof. Aloys Mvuma  
**Vice Chancellor**

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**Date**

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**Date**