



**THE UNITED REPUBLIC OF TANZANIA
TANZANIA PORTS AUTHORITY
BANDARI COLLEGE DAR ES SALAAM**



CLIENTS' SERVICE CHARTER, 2022

AUGUST, 2022



ACRONYMS

BCD	Bandari College Dar es Salaam
BoG	Board of Governors
CSC	Client Service Charter
NACTE	National Council of Technical Education Tanzania
NACTVET	National Council of Technical and Vocational Education Tanzania
PSRP	Public Sector Reform Programme
THA	Tanzania Harbours Authority
TPA	Tanzania Ports Authority

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FOREWORD

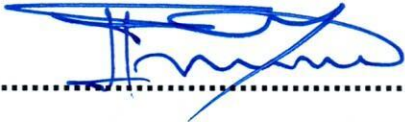
The Clients' Service Charter (CSC) is a commitment by the Bandari College Dar es Salaam (BCD) Management to continuously improve service delivery to its clients. The goal is to increase level of awareness of the community on delivery of quality education at BCD. CSC gives an insight on the standards of service to be provided by BCD and what BCD clients should expect.

The governing core principles in terms of service delivery are:

- (i) Efficient and effective continuous service delivery,
- (ii) Dignified, respectful and courteous interaction with students, stakeholders and community,
- (iii) Transparency and accountability from Members of the Board of Governors (BoG), College Management and all BCD staff,
- (iv) Professional discharge of duties by staff,
- (v) Service delivery with appropriate level of confidentiality where required.

Service delivery cuts across all academic and non-academic activities at BCD. Clients should therefore expect compliance to National Council for Vocational and Technical Education Tanzania (NACTVET) requirements. BCD Services which are efficient and effective from transparent admission process; provision of modern teaching and learning facilities; prompt and fair processing of examination results, transcripts including certificates; and well maintained libraries, lecture rooms, laboratories, offices as well as other academic facilities.

In consideration, BCD Management expects students and their respective sponsors and stakeholders to fulfill their financial obligations, show respect and courteousness to BCD staff including other Clients and follow the rules and procedures at the college.


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Dr. Lufunyo S. Hussein
PRINCIPAL



INTRODUCTION

- 1.1 Client Service Charter (CSC) refers to the agreement between the service provider on one hand and client on the other. It indicates service provider's promise and commitment to respect the clients' rights, inform the clients about the quality of service provided by the organization and defines client's obligations to enhance service provision.
- 1.2 The use of CSC in Tanzania was introduced by the Government in 2001 as part of the efforts towards implementation of Public Sector Reform Programme (PSRP) of 2000. The purpose was to enable Government institutions to deliver quality services to their clients (the public). CSC effectiveness depends on the good and harmonious interactions and relationship between service providers and service recipients.

2.0 ESTABLISHMENT

- 2.1 BCD was registered by National Council for Technical and Vocational Education and Training (NACTVET) (then NACTE) in 2004 with registration number REG/EOS/018. BCD was granted provisional accreditation to offer courses for technical awards up to NTA Level 6 on 12th May, 2006. After compliance with all conditions and requirements stipulated by NACTVET (then NACTE) full accreditation was granted in July, 2017.
- 2.2 BCD history can be traced back to the defunct East Africa Harbours Corporation which had a subsidiary company called East Africa Cargo Handling Services Ltd which conducted port training activities in Tanga. After the breakup of the East African Community in 1977, Tanzania Harbours Authority (THA), a public

corporation was established under Tanzania Harbours Authority Act, 1977.

- 2.3 THA was mandated among other things to control and manage seaports in mainland Tanzania. THA Act was repealed and replaced by the Ports Act, Number 17 of 2004 (Ports Act) which established TPA which is the governing law to-date (as amended). The function of BCD as a training institution was general preserved throughout. Section 12(1)(k) of the Ports Act mandates BCD to provide technical and operations training, research, and consultancy in the field of Maritime, port and port related services and facilities.
- 2.4 BCD offers competence based curricula in its programmes with a flexible mode of delivery and assessments at National Technical Award at levels 4, 5 and 6 respectively. It also offers a wide range of short courses within its field of mandate at its campus as well as tailor made courses as need arises to be delivered within or outside its campus at the convenience of the client.

3.0 **VISION, MISSION AND CORE VALUES**

3.1 **Vision**

To be the Centre of excellence in training, research and consultancy in port management and maritime logistics in Sub-Saharan Africa.

3.2 **Mission**

To offer competence based training, undertake applied research, and provide consultancy services in port management and maritime logistics to respond to current and future needs of the maritime transport subsector.

3.3 **Core Value**

The building of a consistent and binding culture is a fundamental prerequisite for the sustainable development of the College and its core values are:

- Integrity
- Dynamism
- Client Care
- Teamwork
- Excellence

4.0 **PURPOSE OF THE CLIENT SERVICE CHARTER**

4.1 CSC is a communication tool between BCD and its clients which informs clients and stakeholders on BCD's commitment to service delivery and standards of service delivery to be expected. CSC is BCD's pledge and commitment to provide quality services while implementing its core mandates as provided in the Ports Act, 2004. The CSC also defines rights and obligations of BCD and its clients, monitoring of service delivery and handling of the complaints.

4.2 In this regard, therefore, the CSC is expected to:

- (i) Inform internal and external clients on the services offered by BCD.
- (ii) Inform internal and external clients on how to engage with the college's service departments and access the services delivered there.
- (iii) Inform internal and external clients on what to expect when using BCD services.
- (iv) Inform internal and external clients the pre-requisites for service delivery (if any).
- (v) Inform internal and external client on the procedure for lodging complaints regarding the quality of services; and

- (vi) Serve as a mechanism to ensure Integrity, Dynamism, Teamwork and Excellence in the BCD service delivery process.

5.0 STRUCTURE AND GOVERNANCE

5.1 BCD Governance Structure

BCD governance on the part of administration and finance is governed by Public service laws, regulations and instruments issued by TPA. On the academic side, BCD complies with various NACTVET laws, regulations and guidelines. BCD organs include the Board of Governors (BoG) and the College Management.

5.2 Board of Governors

The BoG is the advisory body and policy making organ of BCD. It is responsible for the management of the college and has control over the conduct of academic affairs. It is also responsible for regulating and superintendence of the education of students at BCD.

5.3 College Management

The Principal is the Head at BCD. The Principal has the overall responsibility for the day to day BCD management and is assisted by two Deputies, one responsible for academic affairs and the other for matters relating to planning, administration and finance. The running of day to day academic and administration matters of the College is undertaken by the Head of Departments and Head of Units.

5.4 Academic and Administrative Wings

Under the academic wing of the College, there are three (3) academic departments recognized by NACTVET namely Transport, Cargo and Marine Operations, Engineering and Business Administration and Management. The academic wing is also supported by the Office of the Registrar, Research Consultancy and Short course Unit and Library Services Unit.

Under the administration wing there are three units namely Finance and Accounts, Human Resource and Administration, Planning, and Office of the Dean of Students. There are also independent Units reporting directly to the Principal namely Procurement Management Unit, Quality Assurance and Legal and Board Affairs Units.

6.0 SERVICES OFFERED AT BCD

BCD core mandate is to offer training, carry out applied research and consultancy services.

6.1 Teaching and Learning

BCD offers programmes accredited by NACTVET at NTA levels 4 to 6 and short term training on technical and operations in the fields of maritime, port and port related services and facilities. BCD also offers tailor made courses as need arises to be delivered within its campus, outside the campus or at the customer's premises

The courses offered are of high quality, competitive and relevant to the sector. In addition, the College provides an enabling learning environment for students and staff.

6.2 Research and Publication

The College creates enabling environment for staff and students to undertake research and publications.

6.3 Consultancy Services

Consultancy services are integrated within BCD functions. BCD also provided various operational, administrative and engineering solutions to TPA and port stakeholders.

7.0 PRINCIPLES AND EXPECTATION IN SERVICE DELIVERY

7.1 Principles of Service Delivery

To ensure quality services at BCD, the following principles will be embraced:

- (i) The level of quality service will be clearly defined to enable the clients to evaluate the services delivery and make follow up.
- (ii) Accessibility of important information and prompt assistance to client's query to ensure understanding of proper procedures when using services available at BCD.
- (iii) Team work in service delivery to ensure that clients' needs are promptly addressed.

7.2 Expectations in Service Delivery

7.2.1 Clients' Expectations

BCD has internal and external clients who uses its services. To ensure client satisfaction one needs to understand the clients as well as their expectations. For the College to provide the expected services to its clients, BCD clients and stakeholders envisaged expectations to be met are itemized summarized in **Table 1**.

Table 1: BCD Clients and their Expectation

S/N	Clients	Expectations
1.	Government & Government's Institutions	• Adherence to applicable laws, policies, guidelines, and procedures • Enabling learning environment • Accountability • Graduates who are employable or can employ themselves
2	TPA	• Adherence to applicable laws, policies, guidelines, and procedures • Competency training to TPA staff for continuous improved work efficiency • Producing competent graduates with requisite skills and work attitudes • Applied research and consultancy conducted to address challenges in ports and maritime sub sectors
3.	Students	• Quality education that meets employment market needs • Conducive training and learning environment • Timely graduation • Customer care
4.	Employers	• Competent graduates with requisite skills and work attitudes • Applied research and consultancy conducted to address challenges in ports and maritime sub sectors • Quality services
5.	Employees	• Good working environment • Good image to the public
6.	Parents/Guardian	• Enabling learning environment • Timely graduation • Employability for students • Moral and ethical growth
7.	Regulatory Authorities	• Compliance to the procedures and standards
8.	Alumni	• Good image and reputation • Growth and prosperity
9.	Suppliers	• Transparency • Corruption free and fair procurement process • Timely payments • Client care
10.	Collaborative institutions	• Harmonious collaborative relations • Impactful collaboration • Benchmarking and inter College relationship • Ethical behaviour
11.	General public	• Peace and harmony • Growth of social and economic activities

8.0 RIGHTS AND RESPONSIBILITIES OF CLIENTS

8.1 Rights and Responsibilities of Clients

Clients have the right to access BCD services in accordance with laid down public service and other laws and regulations as well as BCD administrative instruments. In return, the clients have the obligations to fulfil the corresponding responsibilities for receiving the services as per the set standards.

8.2 Clients Rights

BCD clients have the right to:

- (i) Seek and obtain efficient, effective, and competitive services.
- (ii) A transparent service delivery system.
- (iii) Privacy and confidentiality.
- (iv) To be provided feedback on requests and/or clarification sought.
- (v) Lodge complaints and if dissatisfied seek, for the alternative remedies.

8.3 Clients' Responsibilities

BCD clients have obligation to:

- (i) Abide to legal requirements and regulations to be eligible to receive services (where applicable).
- (ii) Timely pay all relevant dues to BCD.
- (iii) Timely and accurately respond to questions and requests for information from BCD staff.
- (iv) Give clear and correct explanations when required to do so.

- (v) Provide feedback on the quality of services received at BCD (when requested)
- (vi) Refrain from behaviours and tendency that encourage corruption.
- (vii) Refrain from behaviours and tendency that disrupt college activities.
- (viii) Respect BCD staff and other clients

9.0 COMPLAINTS HANDLING AND ALTERNATIVE REMEDIES

9.1 Complaints' Handling Procedures and Feedback

BCD is committed to provide quality services to all clients as indicated in this Charter. In return, BCD expects to receive comments and feedback on the quality of its services via letters, verbal communication, telephone, e-mail, and suggestion boxes. Privacy and confidentiality about received feedback will be maintained. Written feedback shall be addressed to the Principal of Bandari College.

BCD will investigate complaints and respond timely. In case the client is not satisfied with the quality of, or the way services are delivered, by any staff at the College, he may lodge a complaint and is free to seek remedy from higher Authority.

10.0 SERVICE PROVISION STANDARDS

BCD commits itself to provide services in accordance with the following standards:

10.1 Quality of Service

BCD is committed to improve the services it provides by considering the following:

(i) **Accountability**

BCD will promptly and transparently respond to queries relating to the quality of its services and other matters within **three (3)** working days.

(ii) **Reliability**

BCD will ensure the information it provides internally and externally is reliable, consistent, and valid.

(iii) **Accuracy**

BCD will ensure the academic and operational information it provides is accurate.

(iv) **Fair Treatment**

BCD will treat all its clients equally without discrimination or favouritism.

(v) **Information and Communication Technology**

BCD will use where possible modern information and communication technology that eases the provision of its service to meet clients' expectations.

(vi) **Client Care**

BCD will ensure that it responds appropriately to emails and letters within **three (3)** working days. Telephone queries will be answered quickly and courteously.

(vii) **Complaints Handling**

Complaints will be attended to within **three (3)** working days.

10.2 Academic services

10.2.1 Admission

The procedures for admission at the college will be as stipulated by College Almanac, NACTVET calendar and in accordance with the college Admission Regulations, 2021.

- (i) Publication on BCD website and college notice board the names of verified applicants within **three (3)** working days from the date of receipt of names from NACTVET.
- (ii) Registration of students with all required documents and proof of fee payment within **two (2)** working days.
- (iii) Student's identification card to be given within **two (2)** working days after completion of all registration processes including health insurance.

10.2.2 Course work

Continuous assessment to be prepared and signed by respective students within **three (3)** working days before end of semester examinations.

10.2.3 Examinations Results

Examinations results will be published **twenty-one (21)** working days or as per Almanac date whichever is earlier after completion of end of semester examinations.

10.2.4 Examinations Results Complaints and Appeals

Examination results complaints and appeals will be responded to within **ten (10)** working days after lodging of the complaints or appeals form by the students.

10.2.5 Provisional Statement

Provisional examination results will be processed within **one (1)** working day after submission of application.

10.2.6 Transcripts

Upon application, transcripts will be issued to students within **two (2)** working days after approval of the final examination results by the Board of Governors.

10.2.7 Certificates

Upon request, certificates will be issued to students within **one (1)** working day after graduation or within ten (10) working days for requests of previous year's certificates. .

10.2.8 Decision on Appeal

Decision on Student's examination results appeal will be issued within ten (10) working days.

10.2.9 Payments to Third Party

Third payments will be made within seven (7) working days upon completion of all processes.

11.0 REVIEW OF THE CHARTER

This Charter will be reviewed periodically in consultation with BCD clients and stakeholders as need arises.

12.0 CONTACTS

12.1 Correspondence should be addressed to:

Principal

Bandari College, P.O. Box 9184, Dar es Salaam, Tanzania

Email: pbcb@ports.go.tz, **Website:** www.bandari.ac.tz

12.2 Business Hours

BCD offices working hours: 08:00 – 17:00 hours, Mondays to Fridays except on public holidays.

Approved by

Board of Governors

40th Ordinary (Meeting)

by Swai;

Eng. Anthony F. Swai

Chairperson, Board of Governors



Dr. Lufunyo S. Hussein

Principal/Secretary

Dar es Salaam

Date: 09th November, 2022