

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



**THE MUHIMBILI UNIVERSITY OF HEALTH AND ALLIED SCIENCES**

**CLIENT SERVICE CHARTER**

**MARCH, 2023**

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## **LIST OF ABBREVIATIONS**

MOEST	Ministry of Education, Science and Technology
MOH	Ministry of Health
MUHAS	Muhimbili University of Health and Allied Sciences
PORALG	Presidents Office Regional Administration and Local Governments
TCU	Tanzania Commission for Universities
MUCHS	Muhimbili University College of Health Sciences

## **PREFACE**

The Muhimbili University of Health and Allied Sciences (MUHAS) is the first and main public higher learning institution specializing in training health professionals in Tanzania. It is a successor to the Muhimbili University College of Health Sciences (MUCHS), which was a constituent College of the University of Dar es Salaam. MUCHS was established by an Act of Parliament, Act No 9 of 1991, when the then Faculty of Medicine was upgraded to a College. In 2007, MUHAS was formally established by Article 1 of the Charter of Incorporation, in line with the recommendations of the Tanzania Commission of Universities. The University aims to advance knowledge, diffuse and extend use of technology in learning, provide higher education training for health professionals and engage in impactful health related research.

The MUHAS Client Service Charter is a tool that outlines how we as a Public University promise to work with our stakeholders along with providing insights into how our university operates. The MUHAS Client Service Charter sets out the service standards that you can expect from us and how we will deliver these services to our stakeholders.

The Client Service charter is a social pact for improving accountability between Muhimbili University of Health and Allied Sciences which delivers services on the one hand and its clients on the other. This social pact sets service delivery standards which are results of consultation between our customers and clients. The Charter, vividly set out rights of our clients and mechanisms for dealing with their complaints. Therefore, I urge our customers and clients to follow mechanisms prescribed in this charter so as to ensure we meet customer's satisfaction and learn to improve our university services.

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Prof. Andrea B. Pembe,  
VICE CHANCELLOR  
Date -----/----/-----

## **1.0 VISION, MISSION AND CORE VALUES**

### ***Vision,***

Vision

A university excelling in quality training of health professionals, research and public services with conducive learning and working environment

### ***Mission***

To provide quality training research and services in Health and related fields for attainment of equitable socioeconomic development for Tanzanian community and beyond.

### ***core values***

***Professionalism:*** Being committed to meeting our obligations to provide effective services through teaching, research consultancy to serve the profession and positively influence the health of the Society.

***Integrity:*** Being honest and ensuring compliance to the required policies and guidelines as well as giving authentic and accurate information to the Public while building a strong, trusting relationship with our employees and stakeholders.

***Confidentiality:*** We strive to protect confidential information, avoid conflicts of interest and support and train our staff to understand and apply our policies; and what we do to ensure that we abide by the highest standards and professional ethics

***Teamwork:*** We strive to meet the Universities' core functions and objectives by working together through team work.

***Accountability:*** We are committed to our work by being responsible for our actions, behaviors, performance and decisions.

***Patriotism:*** We are devoted and proud to provide services in the lines of teaching, research and consultancy to the general public and provide solutions to National burning issues for the betterment of the Community. This love and devotion provide us the motivation to constantly improve ourselves and through this self-drive we are able to assist our nation by sharing our capabilities, knowledge and expertise.

***Innovation:*** We imagine, we create, we develop new solutions, new services and products to make the difference and satisfy stakeholder's expectations.

## **2.0 PURPOSE OF THE CHARTER.**

The Client services charter informs the clients about the services we offer and underscore expectations of the clients and commitment to timely, efficient and cost-effective services. Specifically, the purpose of this client services charter are:

- i. To create awareness on the type, availability and quality of services offered by MUHAS as a public institution.
- ii. To improve service delivery through creating a culture change in delivery of our services by instituting the clients - focused approach.
- iii. To increase accountability and responsiveness of staff by setting standards of services for staff to adhere to.

## **3.0 OUR CLIENTS**

1. Students
2. Research Collaborators
3. Business Partners
4. Service Providers (suppliers, contractors, consultants)
5. Higher Learning Institutions
6. Traditional practitioners
7. Ministries, Independent Departments and Executive Agencies (MDAs)
8. Non-Government Organizations (NGOs)
9. The General public

## **4.0 OUR SERVICES**

Our role is central to our mission, connecting the University to the community by offering programs and activities that are relevant to the needs of the community and portrays the University as a responsible entity to the community we serve. Our services are in great demand and we constantly ensure their relevance.

1. Programme – PhD, Masters, Degree and Diploma in Health and Allied Sciences
2. Training on Professional development and Super specialization;
3. Research Ethical clearance;
4. Professional Advice, Legal Opinions and Expertise;
5. Herbal products/medicine;
6. Dental and oral health services;
7. Students guiding documents

8. Reports and Information on Health-related issues;
9. Professional consultancy on development of Herbal medicines;
10. Statistics related to health issues;
11. Genetic laboratory services
12. Awareness on health-related issues
13. Other services

## **5.0 OUR SERVICE STANDARDS**

### **1. Provision of PhD, Masters, Degree and Diploma Programme in Health and Allied Sciences**

- i. We will provide PhD programme in health and Allied sciences at a minimum **of 3 years** and maximum duration of **7 years**;
- ii. We will provide Master's programme in health and Allied Sciences within **2 or 3 years** basing on the course offered.;
- iii. We will provide Bachelor's degree programme in Health and Allied Sciences **within 3 to 5 years** basing on the course offered; and
- iv. We will provide Diploma programme in Health and allied Sciences **within 2 to 3 years** basing on the course offered.

### **2. Provision of Training on Professional development and Super specialization**

- i. We will provide short courses training on Continuing professional development within **1 to 2 weeks** as per the University annual training schedule;
- ii. We will provide Super specialty training in Health and Allied Sciences within **2 or 3 years** basing on the course offered
- iii. Selection response on the request for training on professional development will be issued within **3 working days** after the deadline.

### **3. Provision of Research Ethical clearance;**

- i. We will provide research ethical clearance for students **within 4 weeks** after days after receiving requests;
- ii. We will provide research ethical clearance for faculty **within 4 weeks** after days after receiving requests.

### **4. Provision of Professional Advice, Legal Opinions and Expertise;**

- i. We will provide Professional advice on research grant application and award contracts within **5 days** of submission;
- ii. We will provide professional advice on the composition of herbal products/medicines **within 60 days**;
- iii. We will provide professional advice on herbal products/medicines identification **within 3 days**.
- iv. We will provide Legal opinions on research project contracts within **5 days** of submission of awarded contracts
- v. We will provide expertise in health-related research projects in accordance to the project terms of reference; and research findings will be disseminated to the collaborators in accordance to the project schedule.

**5. Provision of Herbal products/medicine;**

- i. We will provide herbal products/medicines **within 7 days** for the products with existing formula; and
- ii. We will provide herbal products/medicines **within 2 months** for products with no existing formula.
- iii. We will provide herbal products/medicine in accordance with TMDA standards.

**6. Provision of Dental and oral health services;**

- i. We will provide quality dental and oral health services to the general community when needed;
- ii. We will provide specialist and super specialist dental and oral health services in our clinics/labs and the partner teaching hospitals.

**7. Provision of students guiding documents**

We will issue University Prospectus and Almanac to the students in every Academic year and students' by laws (2013)

**8. We will provide various reports and Information on Health-related issues within one (1) working day.**

**9. We will provide Professional consultancy on development of Herbal medicine *within 1 working day*;**

**10. We will provide Statistics related to health issues *within 1 working day***

**11. We will provide Genetic laboratory services *within 1 working day***

**12. We will provide Awareness on health-related issues *within 1 working day***



## **OTHER SERVICES:**

- i. We will issue a copy of Academic certificate and transcript within **two (2) weeks** after submission of the official supporting documents by the student and payment of the required fees.
- ii. We will issue payment to service providers **within 14 days** after receiving relevant documents.
- iii. We will issue the contracts to the service provider **within 21 working days** from the day of winning the award.
- iv. We will acknowledge client's feedback within **one (1) working** day of receipt;
- v. We will respond to client feedbacks within **seven (7) working days**
- vi. We will reply to all correspondence's letters within **3 days**

## **6.0 MUHAS RESPONSIBILITY TO CLIENTS**

As our obligations we will: -

- i. Provide quality and focused leadership, which embrace participation, collaboration, partnership, consultation, teamwork and inclusiveness to our clients.
- ii. Serve our clients with dignity, courtesy and respect.
- iii. Uphold transparency and accountability in all our undertakings.
- iv. Be open in information dissemination to our clients.
- v. Utilize resources wisely and responsibly.
- vi. Adhere to ethical and equitable service provision to our clients.
- vii. Accept criticism positively.
- viii. Act at highest level of professionalism, ethics and competence at all times when serving our clients.
- ix. Uphold values of trust, honesty and integrity.
- x. Uphold the principles of natural justice at all times.
- xi. Speed up resolution of complaints.
- xii. Ensure staff discharges their duties and responsibilities professionally all the time.
- xiii. Install suggestion boxes in all sections for our clients to give suggestions and innovative ideas.
- xiv. Guarantee zero tolerance to corruption, nepotism, racism, sexual abuse or any other form of discrimination.
- xv. Improve employee welfare

- xvi. Efficient and effective procurement functions.
- xvii. Disciplinary proceedings for students will be conducted in just and fair manner in accordance with rules and procedures within a period of thirty (30) days;
- xviii. The University shall maintain illicit drugs free and a no smoking environment;
- xix. The University shall provide and maintain sports and games facilities and equipment and;
- xx. Our website will be a one stop center for all information about the University.

## **7.0 CLIENTS RIGHTS AND RESPONSIBILITIES**

### ***Clients Rights***

Our clients have right to: -

- i. Safe and healthy environment for staff and students.
- ii. Quality teaching and learning provision.
- iii. Quality research facilities and research output.
- iv. Quality and up to date consultancy services
- v. Fair, transparent and timely processing of their requests, applications and needs
- vi. Timely, adequate and quality estates services.
- vii. Fair and just disciplinary procedures.
- viii. Expeditious processing of collaborative agreements and compliance
- ix. Access to modern Information Communication Technology.
- x. Prompt provision of financial and accounting services

### ***Client Responsibilities***

For us to meet our obligations, our clients are expected to:

- i. Abide to our rules, regulations and procedures.
- ii. Comply with the laws of Tanzania and other regulations and rules from competent authority.
- iii. Refrain from corrupt practices and fraudulent activities.
- iv. Exercise courteous interactions with staff.
- v. Pay fees and other charges promptly as required.
- vi. Give feedback on the services we offer.
- vii. Be honest, polite, considerate and not abusive to our staff.
- viii. Give clear and correct explanation or information we request.

- ix. Submit correct and timely reports on requests or assignments within the deadlines we give you.
- x. Tell us if you have special needs so we can accommodate them.
- xi. Let us know if you need an interpreter to use our services.
- xii. Attend scheduled meetings punctually.
  
- xiii. Respond to requests for information accurately, thoroughly and in a timely manner.
- xiv. Provide us with changes in your circumstances promptly.
- xv. Abide by any and all legal requirements and other obligations that clients are to meet in order to be eligible for services sought.
- xvi. In case of complains, provide clear details of relevant facts, persons and dates when you make a complaint.

#### **8.0. CLIENTS FEEDBACK ON SERVICE DELIVERY**

Your views and comments are vital in helping us to monitor and improve the relevance and quality of our service to the community we serve. We welcome your suggestions and feedback on our performance. We will consider all suggestions/feedback fully and promptly in our planning for service improvement. We will receive and work on and resolve your feedback as per the standards We invite via telephone, letters, e-mails, online form obtained through MUHAS website ([vc@muhas.ac.tz](mailto:vc@muhas.ac.tz)) or direct contacts through the office of the Public Relations Officer (PRO) or the Deputy Vice Chancellor Planning Finance & Administration. Also, We will maintain suggestion boxes for complaints, compliments and suggestions and monitor and record all feedbacks and consider them in reviewing and improving our services

## **9.0. MUHAS IDENTITY AND CONTACT DETAILS**

Muhimbili University of Health and Allied Sciences (MUHAS) is located in Dar es Salaam region in Upanga West ward. Our offices are open from Mondays to Fridays between 8.00am to 5.00pm. There will be no services on Saturdays, Sundays and public holidays. Our physical address is as follows;

**9 United Nations Road  
Upanga West  
P.O. Box 65001  
DAR ES SALAAM  
TANZANIA**

Tel G/Line: +255-22-2150302/6 Ext. 1024

Direct Line: +255-22-2151596

Telefax: +255-22-2150465

E-mail: [vc@muhas.ac.tz](mailto:vc@muhas.ac.tz)

Web: [www.muhas.ac.tz](http://www.muhas.ac.tz)

## Contact Details of the University Management

S/N	Title	Telephone Office	Email (Office and Private)
1.	Vice Chancellor	+255 22 2151596	<a href="mailto:vc@muhas.ac.tz">vc@muhas.ac.tz</a> ;
2.	Deputy Vice Chancellor – Academics	+255 22 2150473	<a href="mailto:dvcarc@muhas.ac.tz">dvcarc@muhas.ac.tz</a>
3.	Deputy Vice Chancellor – Research and Consultancy	+255 222151117	<a href="mailto:dvcrc@muhas.ac.tz">dvcrc@muhas.ac.tz</a>
4.	Deputy Vice Chancellor – Planning, Finance and Administration	+255 22 2152635	<a href="mailto:dvcpfa@muhas.ac.tz">dvcpfa@muhas.ac.tz</a>

## Deans of Schools

S/N	Title	Telephone Office	Email (Office and Private)
1	Campus, College of Medicine	+255 22 2151680	<a href="mailto:dsmed@muhas.ac.tz">dsmed@muhas.ac.tz</a>
2	Dean School of Dentistry	+255 22 2150564	<a href="mailto:dsden@muhas.ac.tz">dsden@muhas.ac.tz</a>
3	Dean School of Pharmacy	+255 22 2151244	<a href="mailto:dspha@muhas.ac.tz">dspha@muhas.ac.tz</a>
4	Dean School of Public Health and Social Sciences	+255 22 2153371	<a href="mailto:dsph@muhas.ac.tz">dsph@muhas.ac.tz</a>
5	Dean School of Nursing	+255 22 2152467	<a href="mailto:dsnur@muhas.ac.tz">dsnur@muhas.ac.tz</a>

## Directors of Institutes and Directorates

S/N	Title	Telephone Office	Email (Office and Private)
1	Director of Postgraduate Studies	+255 22 2151378	<a href="mailto:dpgs@muhas.ac.tz">dpgs@muhas.ac.tz</a>
2	Director of Research, Innovation & Publications	+255 22 2152489	<a href="mailto:drp@muhas.ac.tz">drp@muhas.ac.tz</a>
3	Director of Undergraduate Education	+255 22 2150748	<a href="mailto:due@muhas.ac.tz">due@muhas.ac.tz</a>
4	Director of Planning & Investments	+255 22 2150302	<a href="mailto:dpd@muhas.ac.tz">dpd@muhas.ac.tz</a>
5	Director of Continuing Education & Professional Development	+255 22 2152431	<a href="mailto:dce@muhas.ac.tz">dce@muhas.ac.tz</a>
6	Director, Institute of Traditional Medicine	+255 22 2150096	<a href="mailto:ditm@muhas.ac.tz">ditm@muhas.ac.tz</a>
7	Director of Library Services	+255 22 2151462	<a href="mailto:library@muhas.ac.tz">library@muhas.ac.tz</a>
8	Director of Information and Communication Technology	+255 22 2152271	<a href="mailto:dict@muhas.ac.tz">dict@muhas.ac.tz</a>
9	Director of Human Resource Management and Administration	+255 22 2152184	<a href="mailto:dhurma@muhas.ac.tz">dhurma@muhas.ac.tz</a>

10	Director of Finance	+255 22 2151689	<a href="mailto:dof@muhas.ac.tz">dof@muhas.ac.tz</a> , <a href="mailto:bursar@muhas.ac.tz">bursar@muhas.ac.tz</a>
11	Estates and Works Management Unit	+255 22 2150302	<a href="mailto:estate@muhas.ac.tz">estate@muhas.ac.tz</a>
12	Director of Quality Assurance	+255 22 2150302	<a href="mailto:dga@muhas.ac.tz">dga@muhas.ac.tz</a>
13	Director, Institute of Allied and Health Sciences		<a href="mailto:diahs@muhas.ac.tz">diahs@muhas.ac.tz</a>

### **Students Administration**

S/N	Title	Telephone Office	Email
1.	Students Services Directorate	+255 22 2152531	<a href="mailto:dstu@muhas.ac.tz">dstu@muhas.ac.tz</a>