



**CENTRE FOR FOREIGN RELATIONS  
DAR ES SALAAM**

**THE CLIENT SERVICE CHARTER**

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**August, 2023**

## AUTHORITY AND EFFECTIVE DATE

This Client Service Charter has been prepared based on Paragraph 11 of the Centre's Constitution and shall become effective on August, 2023. The approval of This Charter Shall mean to supplement the existing Government Circulars and Regulations.

This Client Service Charter is approved by the Governing Council of the Centre for Foreign Relations and signed by the Chairperson on this day of 06/09/23

  
.....  
Ambassador Ramadhan Muombwa Mwinyi  
**Chairperson of the Governing Council**

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## ABBREVIATIONS

CBOs	Community Based Organizations
GC	Governing Council
ICT	Information & Communication Technology
LAN	Local Area Network
MDAs	Ministries, Departments and Agencies
MoU	Memorandum of Understanding
NACTE	National Council for Technical Education
NGOs	Non-Governmental Organizations
OPRAS	Open Performance Review and Appraisal System
OTR	Office of the Treasury Registrar
PPRA	Public Procurement Regulatory Authority
QAC	Quality Assurance and Control
TCU	Tanzania Commission for Universities
WAN	Wide Area Network

## INTRODUCTION

### 1.0 Background

The Mozambique - Centre for Foreign Relations (hereafter "the Centre") was established in 1978 as a result of an agreement between the Governments of the United Republic of Tanzania and the Republic of Mozambique. It is mandated to provide training, research and consultancy services in International Relations, Diplomatic and Strategic Studies. The Centre has been incorporated in the Diplomatic and Consular Immunities and Privileges Act No. 5 of 1986.

### 2.0 VISION, MISSION AND CORE VALUES

#### 2.1 Vision

"To be a Centre of Excellence in national and international affairs"

#### 2.2 Mission

"To provide high quality scholarly services through training, research and consultancy in diplomacy and strategic studies in the context of national, regional and international affairs".

#### 2.3 Core Values

In pursuit for excellence, the Centre is guided by the following values:

- (i) **Integrity:** Committed to act honestly, fairly and openly, to honor its commitments.
- (ii) **Professionalism:** Committed to comply with acceptable standards and quality assurance.
- (iii) **Customer service excellence:** Dedicated to go provide best possible whilst adopting to their changing requirements.
- (iv) **Teamwork:** Committed to promote a sense of shared and collective responsibility.
- (v) **Creativity and Innovation:** Committed to support continuous learning and encourage creativity and innovation in academic and administrative matters in order to achieve its overall strategic goals.

### **3.0 PURPOSE OF THE CLIENTS' SERVICE CHARTER**

The Centre's Clients Service Charter serves as a communication tool between CFR and her clients. The purpose of the Charter is to inform clients and stakeholders on the Centre's commitment to provide quality services in the course of implementing its mandate as provided in its Constitution of 1978 and ensure the proper monitoring of service delivery and handling of the complaints thereafter. In this regard, therefore, the Centre is expected to:

- (i) Inform the internal and external customers on the services offered by the Centre;
- (ii) Inform internal and external customers on how to engage with the Centre and access the services delivered thereby;
- (iii) Inform internal and external customers of what should be expected on using/receiving the services from the Centre;
- (iv) Inform internal and external customers of what is required to be done as a pre-requisite for being served by the Centre;
- (v) Inform internal and external customers of the procedure for lodging complaints regarding the quality of services delivered to them; and
- (vi) Serve as a mechanism to ensure transparency and fairness in the Centre's service delivery process.

### **4.0 STAKEHOLDERS**

The Centre's stakeholders among others include the following:

- (i) Ministry of Foreign Affairs and East African Cooperation
- (ii) Governing Council
- (iii) The National Council of Technical and Vocational Education
- (iv) Tanzania Commission for Universities
- (v) Embassies, High Commission and International Organization accredited to the United Republic of Tanzania
- (vi) Employees
- (vii) Academic and Research Institutions
- (viii) Office of Treasury Registrar
- (ix) Private Sector, Non-Governmental Organizations

- (x) Community-Based Organizations
- (xi) Students and Alumni
- (xii) National Audit Office
- (xiii) Public Procurement Regulatory Authority
- (xiv) Media and General Public
- (xv) Defense and Security Organs
- (xvi) Revolutionary Government of Zanzibar
- (xvii) Ministries, Departments and Agencies
- (xviii) Tanzania Parliament

## **5.0 SERVICES OFFERED BY CENTRE**

### **5.1 Special Programs**

The Centre offers special programs in the area of international relations, strategic studies, languages and other related subjects. The duration of special programs varies from 1 day to 6 month depending on the subject of the programme and/or requested time of clients.

### **5.2 Regular Programs**

The Centre offers regular programs in the area of international relations, strategic studies, languages and other related subjects at the level of NTA 4, NTA 5, NTA 6, NTA 7, NTA 8 and NTA 9 (Certificate, Diploma, Bachelor and Masters). The duration varies from 9 month to 3 years depending on the programme.

### **5.3 Consultancy**

The Centre undertakes Consultancy services to its clients in the area of international relations, strategic studies and other related studies. It also conducts consultancy in other fields pending on the request from its clients.

### **5.4 Research**

The Centre conduct research in the area of international relations, strategic studies and other related studies. It sometime conduct these research in collaboration with national/international institutions. Publications which is the end product of the research activities is done through the Centre's Journal or other recognized international Journals.

### **5.5 Human Resources Management and Administrative services**

The Centre provides its services to both internal and external customers by providing relevant documents/information for different uses.

## 6.0 QUALITY OF OUR SERVICE

No.	Particulars	Our Services	Services Duration
1.	Human Resources Management and Administrative services	Leaves	5 working days
		Notice for meeting	14 days before the meeting
		Circulating meeting documents	7 days before the meeting
		Production of minutes	Within seven(7) days
		Working on matter arising	Within 14 days after meeting
		Uploading the names of promoted staff in the system	Immediately after approval from respective authorities
		Retirement notification	6 months before the date of retirement.
		Processing payment of retirees	14 working days before the date of retirement
		Notification on the date to start the performance appraisal system process for staff members	14 working days before the date of the start
		Conducting the mid-year review of the performances	December in every year
		Conducting annual review	June in every year
	Time needed to submit the training report(Back from training report)	14 working Days	
2	Academic Services	Reading and provide feedback for research proposal	Within 14 working days
		Marking a test/assignment	Up to 7 Days
		Time given to students to accomplish assignment	Up to 14 Days
		Assigning the students term paper	According to Almanac
		Marking the term paper	Within 7 working days
3	Academic Support Services	Announcement of test	According to Almanac
		Processing appeal against examination after student complains	14 days after the Appeal Committee meeting
		Production of transcript of students	7 Working Days after Senate Meeting
		Sending the joining instruction to new	Within two(2) days by

		students	putting it online
		Signing and giving academic transcript	2 days after student requesting
		Preparation of graduation booklets	Within 5 days after the approval by the Senate
		Offering the certificates	3 months after graduation
		Certification of copies of transcripts and academic certificates	1 day after approval of payment
		Issuing/lending of books to readers	As per the Library Rules
		Returning of books by borrowers	As per library rules
		Renewal of books	Within 10 minutes per each borrower
		Reservation of books	As per the Library Rules
		Identification of book lost or damaged by users	As per the Library Rules
		Organization of books on the shelves	Within two(2) days
4	Research, Consultancy and short courses	Acknowledging receipt of articles from CFR staff	Immediately after the article have been received
		Processing the submitted articles for publication and give feedback	20 working days
		Publishing accepted articles to the accepted Journals	Publish in International Diplomatic Review-Journal (IDRJ)
5	Finance and Accounts	Processing and payment of the claims	Within two(2) days
		Payment Voucher	Within two(2) days
		Vote book	Within two(2) days
		Pre-Audit	Within two(2) days
		Retirement of imp rest	Within 14 working days
6	Procurement services	Soliciting of quotations from Suppliers	Within two(2) days
		User submit the requisition for procurement	Not more than one(1)day
		Preparation of Local Purchase Order (LPO) for signing	Within two(2) working days
		Preparation priced internal Procurement requisition for signing	Within two(2) working days
		Placing the order by issuing LPO to supplier	Within two(2) working days

		Delivery of Goods	Within seven(7) days
		Inspection of goods by appointed Inspection Committee	Within two(2) working days
7	Health Services	Care and Treatment of staff and students	Immediately after receiving a staff/student
		First Aid Services	Immediately up to 5 minutes
8	Estate services	Requesting the equipment for maintenance	Immediately after a problem arises
		Attending the problem after receiving equipment from procurement management unit(PMU)	Within 3 working days
		Servicing of teaching equipment in classes	Every week
		Maintenance of water sources	Immediately
		Maintenance of generators	Immediately
9	Students Services	Letter of introduction of students to other offices	Within a day
		Handle students' conflicts	Immediate after report
		Respond to individual/group request for sport support	Immediately when requested
		Oversee sports and games among students	Every day
		Provide guidance and counsel services to students' personal and social issues	Immediate after notification
10	Communication and marketing	Receive, verify and forward to Website Content for approval and uploading	Within two days
		Publication of CFR Newsletter	June Every year
		Receive, process information for the media	Immediately after approval
11	Information and Communication Technology	Delete employee who is not in service after getting information from HADHRM	20 minutes
		Help Desk Services – Any request/query	Within 30 minutes
		Mail System/SARIS system	Everyday
		Setting Password for CFR staff	20 minutes
		Registration of email for CFR staff	20 minutes

## **7.0 RIGHTS AND RESPONSIBILITIES OF CLIENTS/ STAKEHOLDERS**

### **7.1 Rights and Responsibilities of Clients/Stakeholders**

The Centre aims to facilitate the provision of services in an acceptable and satisfactory manner. Clients/stakeholders have the right to access services in accordance to Public Service Rules and Regulations as well as CFR's administrative instruments. On the other hand, clients have the obligation to play their part in order to be served as per the set standards.

#### **7.1.1 Clients' Rights;**

Centre's clients/stakeholders have the right to:

- (i) Seek and obtain efficient, effective and affordable services;
- (ii) Transparent service delivery system;
- (iii) Privacy and confidentiality;
- (iv) Provide feedback on the quality of services received; and
- (v) Lodge complaints and if dissatisfied, seek for alternative remedies.

#### **7.1.2 Clients' Responsibilities**

Centre's clients/stakeholders are obliged to:

- (i) Abide by legal requirements and regulations to be eligible for services.
- (ii) Pay all relevant dues to the Centre timely.
- (iii) Respond to questions and requests for information accurately and timely.
- (iv) Give clear and correct explanation when required to do so
- (v) Refrain from behaviors and tendency that encourage corruption; and
- (vi) Respect Centre's staff and other clients/stakeholders.

## **8.0 WORKING DAYS AND HOURS**

The CFR offices are open for various services in the following days and hours

- (i) Days: Monday to Friday except on public holidays
- (ii) Hours: 1.30 AM to 3.30 PM

## 9.0 COMPLAINTS, HANDLING PROCEDURE AND FEEDBACK

CFR is committed to provide quality services to all clients as indicated in this Charter. However, the Centre expects to receive comments and feedback on the quality of her services. In this regard opinions, comments, compliments and complaints about the quality of services are welcomed. Correspondingly, the Centre shall work seriously on complaints and provide timely feedback to her clients. Comments from all clients shall be documented as inputs for continuous self-evaluation for the purpose of improving the quality of service delivery and performance as a whole.

Feedback on the quality of services can be channeled via letters, verbal communication, telephone, and e-mail and suggestion boxes. Privacy and confidentiality about received feedback shall be maintained. In case clients are not satisfied with services provided by individual employees, management and the Council at large the following are the CFR contacts through which such complaints can be channeled or communicated:

Director  
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P.O.BOX 2824  
Dar es Salaam  
Tanzania

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