

MUSOMA UTALII COLLEGE CLIENT SERVICE CHARTER

We are strongly committed to improving the quality of services we provide to you. As such, we are pleased to present our Client Service Charter to materialize the vision of the College which states that, “to provide high quality and relevant professional and technical skills to meet the needs of Tanzanians and foreigners”

The service charter comes as part of Musoma Utalii Colleges’ continual efforts to improve the services provided to its clients with consistency and high quality standards, to maintain the leadership by providing locally and national distinguished projects and services, and to ensure delivery of improved and monitored level of services.

The Mission

“To become the leading international technical academic institution in imparting highly and quality professional skills”

Our Vision

“To provide high quality and relevant professional and technical skills to meet the needs of Tanzanians and Foreigners”

Four core values will guide MUC in accomplishing its vision, mission and objectives.

i) Excellence

MUC-TABORA will observe quality in all training and academic pursuit including teaching, field practical and public services by ensuring that standards are adhered to, quality control of assurance mechanism are institutionalized and maintained.

ii) Moral standards and integrity

MUC community will uphold and observe accuracy, professional ethics, honesty, corporate, social responsibility, and human respect in all its undertakings.

iii) Innovation

In performing the activities in relation to its core functions, MUC will attempt to be creative, up to date and cherish novelty.

iv) Equity

MUC is an equal opportunity institution.

Functions of the College

- Increased quantity and enhanced quality of graduates in diversified fields of study through an improved teaching and learning environment;
- Enhanced education delivery systems which take advantage of ICT enhanced approaches.

WHAT YOU CAN EXPECT FROM US

Quality responsive services

We will attend to you as quickly as we are able. Wherever possible, this will occur at the service centre closest to you. This means that:

- we will answer the phone promptly
- if the person you talk to cannot answer your enquiry, they will put you in touch with someone who can give you an appropriate response
- we will respond to all your letters and emails
- if you lodge a complaint, we have a dedicated complaints team who will work with you to understand and address your concerns. Please see the contact details below should you wish to lodge a complaint.

Courtesy and respect

We will treat you with courtesy and respect. (We deal with you in a friendly, courteous and professional way). We are honest, fair, equitable and unbiased in our service.

Fair and equal services

Our staffs are aware of the cultural diversity of our communities. We will provide services in a fair and equitable way.

Because we want everyone to be treated fairly, we will ensure we have premises and facilities that you can access easily.

Accountability

You will receive up-to-date and accurate information. Whenever possible, our staff will explain the decision-making processes as they impact on you. If we cannot assist you, we will do our best to refer you to someone who can.

Confidentiality

We will treat your personal and confidential information with sensitivity. We will collect, store and use your personal and confidential information responsibly. Please note that in some circumstances, we may be required to release your information without your consent.

HOW YOU CAN ASSIST US

Tell us your needs

Help us to understand your needs so that we can give you the best possible service. You can do this by talking with our staff and participating in the consultation activities we conduct. We will listen to you.

Contact us for things change for you

Please tell us if there are changes we should know about, for example, changes to your contact details.

Tell us how we are doing

If something happens that you like or do not like about our service, please let us know. We want to ensure your issues are heard. You can tell us in a way that suits you:

- Talk to a staff member or director.
- Contact us online at <http://www.musomautalii.ac.tz>
- Call us on 0782 366331
- Write to us at: P.O.BOX 1764 or through the Suggestion Box at the college or via