



UNITED REPUBLIC OF TANZANIA
MINISTRY OF TRANSPORT
NATIONAL INSTITUTE OF TRANSPORT



CLIENT'S SERVICE CHARTER

JANUARY, 2025

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TABLE OF CONTENTS

1. VISION, MISSION, AND CORE VALUES.....	3
1.1. Our Vision.....	3
1.2. Our Mission.....	3
1.4. Our Core Values.....	3
2.0 PURPOSE OF THE CHARTER.....	4
3. OUR CLIENTS.....	4
4. OUR SERVICES.....	5
5. OUR SERVICE STANDARDS.....	6
7. CLIENT'S RIGHTS AND RESPONSIBILITIES.....	9
8. CLIENT'S FEEDBACK SERVICE DELIVERY.....	10
9. NIT IDENTITY AND CONTACT DETAILS.....	11

PREFACE



The National Institute of Transport (NIT) was established through the National Institute of Transport Act, Cap 187, as an autonomous Higher Learning Institution under the Ministry of Transport. NIT is mandated by the Government of the United Republic of Tanzania to offer Training conduct Research and Consultancy in all modes of Transport. In addition, NIT is an Approved Training Organization (ATO) by Tanzania Civil Aviation Authority (TCAA) to offer Cabin Crew training (Ab-Initio and Recurrent courses). Furthermore, NIT is an Authorized Training Centre (ATC) by International Air Transport Association (IATA) to offer Aviation short courses.

NIT has developed a Client's Service Charter to ensure quality, accurate and timely services, it is a commitment by the National Institute of Transport (NIT) to constantly improve service delivery to its clients and set standards that shall be benchmarks of our service delivery and products. The charter gives an insight on norms and values, as well as the adopted NIT standards of service and clients' expectations. Also, this document shows NIT responsibilities to clients on issues such as academic, Library, Finance, Health, Student Service and Support Services.

Furthermore, the NIT clients' obligations are expected to follow the Institute's guidelines, policy and procedures; show respect and courtesy to Institute staff including other clients, give/submit correct and timely report/assignments as per agreements, pay all dues to the Institute promptly.

In order to be effective and successful, this charter has to be a living document, which is a product and the road map of the good working relationship that we wish to maintain with all of our clients, partners and staff members.

Eng. Dr. Prosper L. Mgaya
January, 2025

1.0 VISION, MISSION, AND CORE VALUES

1.1. Our Vision

'To be a World-Class Training Institution Committed to Support a Sustainable Transport Sector'.

1.2. Our Mission

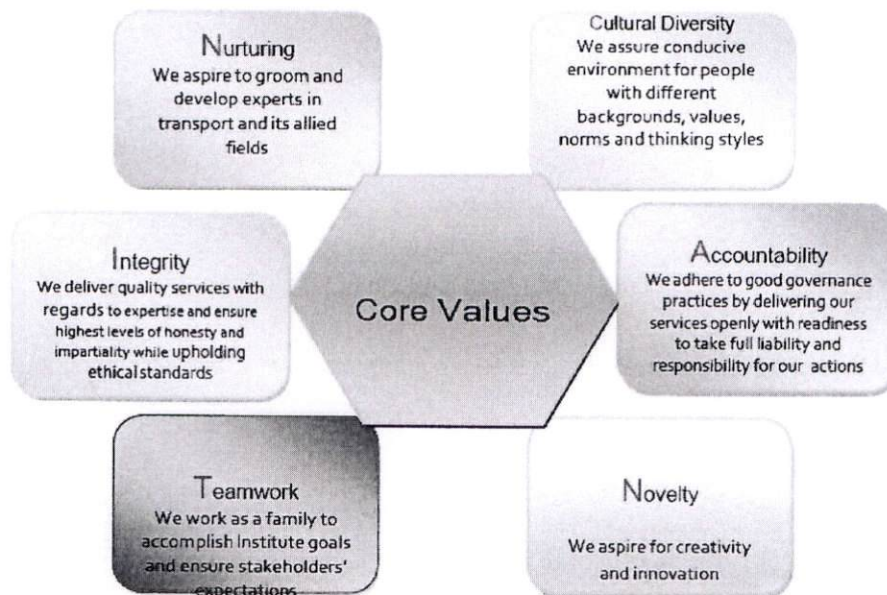
'To Provide High-Quality Education and Training, Research, Consultancy, Innovation and Services in Transport and Allied Fields for Sustainable Socio-Economic Development'.

1.3. Our Theme

'Excellence in Transport for a Sustainable Economy.'

1.4. Our Core Values

In pursuit of its Vision and Mission, NIT is guided by the following six (6) Core Values shown in figure below, to define its desired organizational culture.



2.0 PURPOSE OF THE CHARTER

This Client's Service Charter is intended to inform our clients on the commitment of the NIT to continuously improve service delivery. Specifically, the purpose of this client's service charter is:

- (i) Enhancing the level of community awareness on the NIT standards of service delivery and production;
- (ii) Improving quality of Education, Training, Research, Publications and Consultancy;
- (iii) Setting standards of NIT services and Clients' expectations;
- (iv) Improving Customer Relations with the Institute; and
- (v) Enhancing NIT image both nationally and internationally.

3.0 OUR CLIENTS

- (i) Students;
- (ii) Employers;
- (iii) The Government;
- (iv) Research Collaborators;
- (v) Suppliers;
- (vi) Higher Learning Institutions;

- (vii) Private Sectors;
- (viii) Alumni;
- (ix) Parents;
- (x) Employees;
- (xi) Non-Government Organizations (NGOs);
- (xii) Business Centre;
- (xiii) Training Facilities; and
- (xiv) The General public.

4.0 OUR SERVICES

NIT is a fast-growing institution in terms of programmes offered, human resources capacity, training, and working infrastructure. Such development reflects the increasing stakeholders' demands of the NIT services and products, our services are in great demand and we constantly ensure their relevance.

- (i) Programme – Master's Degree, Bachelor Degree, Diploma and Certificate in all modes of Transport and Allied Sciences;
- (ii) Various Short Courses Training;
- (iii) Professional advice on Research and Consultancy in all modes of transports and Allied Sciences;
- (iv) Publications Services to Professionals;
- (v) Provision of students guiding documents;
- (vi) Various Reports and Information on Transport -related issues;
- (vii) Health Services;
- (viii) Accommodation Services;
- (ix) Vehicle Inspection Services; and
- (x) Other services.

5.0 OUR SERVICE STANDARDS

1. Provision of Master's Degrees, Bachelor's Degrees, Diploma and Certificate Programmes in all modes of Transport and Allied Sciences:

- (i) We will provide the Master's Degree programme, in all modes of Transport (Road, Rail, Aviation, Maritime, Pipeline) and allied Management Sciences **for 18 months**;
- (ii) We will provide Bachelor's Degree programmes in all modes of Transports, (Road, Rail, Aviation, Maritime, Pipeline) and allied Management Science **within 3 to 4 years** basing on the course offered;
- (iii) We will provide Ordinary Diploma programmes (Level 5 – 6) in all modes of Transports, (Road, Rail, Aviation, Maritime, Pipeline) and allied Management Science **for two (2) years**;
- (iv) We will provide Certificate programmes (Level 4) in all modes of transports, (Road, Rail, Aviation, Maritime, and Pipeline) and allied Management Science **for one (1) year**.

2. Provision of Various Short Courses Training:

(i) Training on Professional Development:

- We will provide short courses training on Transport officers **for three (3) weeks**;
- We will provide short courses training on Cargo Tallying for International Shipping **for eight (8) weeks**;
- We will provide short courses training on International Shipping practice **for six (6) months**; and
- We will provide short courses training on Fleet Operations and maintenance **for five (5) days**.

(ii) Training on Professional Driver courses;

- We will provide short courses training **from 3 to 10 Weeks** on the following Courses:

Defensive Driving, Passenger Service Vehicle (PSV), Heavy Goods Vehicle (HGV), Driver Instructor, Advanced Drivers course Grade II

(Industrial), Advanced Drivers course Grade II (VIP), Advanced Drivers course Grade I, Senior Drivers Course and Forklift Operators' Training.

- We will provide short courses training on Vehicle Inspection and Drivers Examiner **for 6 Months** and;
- We will provide tailor-made programmes as per Client's need and demand.

(iii) Short Courses Training in Aviation

- We will provide short courses training in Cabin Crew Initial **for four (4) Months**;
- We will provide short course training in Flight Operations Officer **for nine (9) Months** and;
- We will provide short course training in Airline Marketing, Airline Customer Service, Airport Operations Fundamentals, Global Distribution System Fares and Ticketing and Cabin Crew Training and Cargo Introduction **from 1 (one) week to 1 (one) Month**.

3. Provision of Professional Advice on Research and Consultancy in all modes of Transports and Allied Sciences

- (i) We will provide Professional Advice on Research - related issues based on the time signed in the Contracts;
- (ii) We will provide professional advice and expertise on all modes of transport and allied sciences within the time limit in the signed contract with Client.

4. Publications Services to Professionals

We will provide NIT JLMES journal Bi-annual in June and December.

5. Provision of students guiding documents

We will issue Institute Prospectus and Almanac to the students in every Academic year.

6. Provision of Reports and Information on Transport -related issues

- (i) We will provide Budget Implementation Progress Report **quarterly**;
- (ii) We will provide Performance Contract Implementation Report **annually**;
- (iii) We will provide Transport Statistics **annually**; and
- (iv) We will provide HR Compliance Report **quarterly**.

7. Provision of Health Services for matters related to public health and clinical services for staff, students and the surrounding community:

Out Patient Consultation	15 Minutes
In patient Consultation	Half an hour
Emergency Reproductive and Child Health services	One hour
Laboratory Services	One hour to two days depending on nature and kind of test
Care and Treatment Clinic	Half an hour

8. Provision of Accommodation Services

We will provide accommodation service to students **2 Weeks** before commencing the semester after payment.

9. Provision of Vehicle Inspection Services

We will provide vehicle Inspection services **within One (1) hour**.

10. Other Services

- (i) We will issue a copy of academic certificate (Long and Short Course) transcript within **one (1) Month** after submission of the official supporting documents by the student and payment of the required fees and for long course students after graduation;
- (ii) We will provide Library services Immediately after receiving request;
- (iii) We will issue payment to service tenderers **within 28 days** after receiving relevant documents;
- (iv) We will issue the contracts to the service provider **within 28 working days** from the day of winning the award/tender, as per guiding laws that govern.

- (v) We will acknowledge and reply *e-mrejesho* **within 5 working days**;
- (vi) We will reply to all correspondence's letters **within 3 working days**;
- (vii) We will receive calls within **three ringing tones** during working hours;
- (viii) We will acknowledge of receiving email **within 24 hours**.
- (ix) We will respond to staff complaints and requests **within five (5) working days**;
- (x) We will provide clarification on various staff issues immediately and as per the time schedule;
- (xi) We will release payments for staff claims, when the claim complies with the provisions of the Financial Regulations **within 7 days**.

6.0 NIT RESPONSIBILITIES TO CLIENTS

As our obligations we will:

- (i) Provide services to our clients transparently and honestly as per prevailing regulations;
- (ii) Provide services that will be in line with the National and International set standards;
- (iii) Provide services basing on quality standards and clients' expectation;
- (iv) Uphold transparency and accountability in all our undertakings;
- (v) Provide correct information and at the right time;
- (vi) Provide services to our customers with special needs; and
- (vii) Provide feedback on clients' suggestion for our services improvements.

7.0 CLIENT'S RIGHTS AND RESPONSIBILITIES

Client's Rights

Our clients have right:

- (i) To receive adequate information timely;
- (ii) To honour Memoranda of Understanding (MoUs) involving academic and research activities;
- (iii) To be involved in development activities of the Institute;
- (iv) To expect privacy and confidentiality;
- (v) To be listened and respected and friendly attended to;
- (vi) To lodge their complaints through laid down procedures;

- (vii) To get prompt and fair processing of examination results, transcripts and certificates;
- (viii) To access well-maintained libraries, lecture rooms, laboratories, offices, and other academic facilities; and
- (ix) To give advice, views and feedback on the best way for us to improve our service delivery to the clients.

Client's Responsibilities

Our clients are expected:

- (i) To provide feedback on the services offered;
- (ii) To Comply with our Rules, Regulations and procedures;
- (iii) To Provide accurate and right information including any special needs;
- (iv) To follow the Institute's guidelines, policies and procedures;
- (v) To show respect and courtesy to the Institute's staff and other Clients;
- (vi) To give clear and correct explanations when required;
- (vii) To give/submit a correct and timely report/assignments as per agreements;
- (viii) To provide sufficient and accurate information to enable appropriate response; and
- (ix) To pay all dues to the Institute promptly.

8.0 CLIENT'S FEEDBACK SERVICE DELIVERY

NIT is ready to receive feedback in form of compliments, suggestions or complaints in relation to services provided. Feedback received from clients will be recorded to monitor, evaluate and improve service delivery, performance for self-assessment. Clients are encouraged to identify themselves by name and address when lodging a complaint or giving feedback which will be treated with the utmost confidentiality. The Institute is committed to ensure complaints and suggestions are taken seriously and dealt with as quickly as possible.

We would like to receive client comments, advice or complaints about our services through the following channels: Postal address, email address, Social Media platforms, suggestions box, face to face, and telephone. We will maintain suggestion boxes and monitor and record all feedbacks and

consider them in reviewing and improving our services.

9.0 NIT IDENTITY AND CONTACT DETAILS

The National Institute of Transport (NIT) is located on the West of Dar-es-Salaam Region, along Mabibo Road.

Our offices are open from Monday to Friday and services are offered from **08:00am to 04:00pm**, except on public holidays. All correspondence should be addressed to the following:

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