



Ministry of Higher and Tertiary Education,
Innovation, Science and Technology Development

Masvingo Polytechnic

P. O. Box 800

Masvingo, Zimbabwe

Beitbridge Road, Opposite Flamboyant Hotel

Tel: 0239/2252176/2252269

Fax: (0239) 2253093/ 2253095

Website: www.maspoly.ac.zw.

E-mail: infomaspoly@gmail.com



Client Service Charter

2021

Table of contents	Page
Forward	3
Commitment to service	4
Objectives of the service charter	4
Mandate	4
Vision	4
Mission	4
Core values	5
Our clients	5
Our range of services	5
Our Commitment	8
Service evaluation	8
Rights of the client	9
Review of this charter	9
Handling complains	9
Feedback	9

1.0 FOREWORD

This service charter provides a framework for engagement between Masvingo Polytechnic and the general public.

The public has the constitutional right to access quality and high standard services. We undertake to give assurance to our clients that they will get satisfaction from our services. We are committed to providing quality academic programmes, products and services to our clients. The vision, mission, values, objectives and strategies of the Polytechnic are stated in this document. Our clients must embrace the fact that it is their right to demand quality service. The Polytechnic is committed to continuous review of the service charter depending on the feedback that we get from our clients. We therefore welcome constructive feedback on the quality of our service delivery as we move along. We are duty bound to honour and deliver on the pledges we have made to our clients.

Thank you all and best wishes.



Eng. Callisto Muzongondi

Masvingo Polytechnic Principal

cmuzongondi@gmail.com

+773 521 801/ +716 252 933/ +39 2252291

2.0 COMMITMENT TO SERVICE

Masvingo Polytechnic is committed to enhancing access, equity, quality and relevant education and training with a view to providing skilled and globally competitive and enterprising Human Capital.

3.0 OBJECTIVES OF THE CHARTER

The purpose of this Charter is to make it known to our clients and stakeholders of our deliberate intention to deliver our mandate, achieve our vision and mission, maintain and enhance our standards of service delivery, and our commitment to continuous improvement of service delivery. This Charter is also intended to empower our clients and stakeholders to make informed and specific demands on us at the various levels of service delivery. It will also compel clients and stakeholders to ensure they play their roles and obligations in as far as delivery of service is concerned to ensure complete, quality and uninterrupted service is rendered.

4.0 MANDATE

Masvingo Polytechnic derives its mandate from the Ministry's Heritage Based Education 5.0 Philosophy. The specific mandate of the Polytechnic, guided by Manpower Planning and Development Act Chapter (28:02) of 2001 and its related Statutory Instruments, Zimbabwe Council of Higher Education Act of 2010, Zimbabwe Qualification Framework of 2018 and related statutory instruments 132, 133, and 137, National Critical Skills Audit of 2018 and the Research Act of 1986, include the following:

- Teaching, learning and assessment
- Research and Development
- Community service
- Innovation and Industrialisation
- Governance and Institutional capacity development

5.0 VISION

A Leading Centre for Heritage based Education and Training, Innovation, Science and Technology Development by 2030

6.0 MISSION

To produce Competent and Enterprising Human Capital, through Heritage Based Education 5.0, Innovation, Science and Technology Development, for the production of goods and services, to facilitate, competitive industrialisation and modernisation of Zimbabwe.

7.0 CORE VALUES

Shared Value	Expression
C ommitment	We are committed to working collectively with all stakeholders.
U buntu / Unhu	We are accountable, dependable, loyal and patriotic.
T eamwork	We interplay and promote synergies considering stakeholders as partners and resource people
I ntegrity	We act with openness and transparency in all dealings with all stakeholders
C reativity	We have a proactive approach in taking practical action as we search for solutions

CUTIC

8.0 OUR CLIENTS AND STAKEHOLDERS

We welcome and honour our all weather clients and stakeholders, for without you we would not exist. Students, Industry and Commerce, Community, Government and National University of Science and Technology (NUST), to mention but a few.

9.0 OUR RANGE OF SERVICES

N o	Service	Obligations	Charges	Duration	Responsible person
1	Enquiries	Voluntary/visit/call	Nil	5 minutes	All sections
2	Response to correspondence	written request	Nil	5 to 10 working days	All sections through the Principal
3	Provision of information	Pamphlets, brochures, Website	Nil	Immediately Timely	Reception Personal assistants IT Unit Manager
4	Management of complaints, compliments and suggestions	Receipt of complaint, compliment or suggestion	Nil	7 to 14 working days	Registry (Administration)
5	Disbursement of ZIMDEF students allowances	Departmental attachment registers	Nil	15 days into the next month	Head of Division On Job Education & Training and Accounting assistant
6	Management of external correspondences	Receipt of correspondences	Nil	Daily	Registry (Administration)
7	Admission of students into Institution programmes	Stipulated entry requirements (Relevant qualifications)	As per approved fees structure	1 month before commencement of training	Academic departments
	Service	Obligations	Charges	Duration	Responsible person

N o					
8	Registration of students into institutional Programmes	Admission letter & original academic certificates, National identification particulars, finger prints clearance, library registration, student portal Certifying of documents	Full payments of fees	1 day 1400 to 1700 hours on Monday Wednesday and Friday	Academic departments, Accountant Dean of Students; Librarian; IT Unit Human Resources Officer
9	Accommodation for Resident students	Duly completed accommodation form; signing of rules and regulations governing hostels,	Fully paid catering and hostels fees	2 days	Dean of students & wardens
10	Orientation of new students	Successful completion of the registration process	Nil	7 days	Dean of students; Academic departments; librarian; Accountant; Admin; Nurse Corporate Partners; Principal
11	Catering services for resident students	Meal card/ payment receipt. Quality food	As per meal charges	45 minutes	Wardens; Dean of students; Admin & Vice principal
12	Disbursement of ZIMDEF students allowances	Departmental attachment registers	Nil	5 days into the next month	Head of Division On Job Education & Training and Accounting assistant
13	Disbursement of consumables funds	Departmental allocations	Nil	1 day after it has been received	Principal, Accountant Finance Committee
14	Teaching and Learning	Lecture halls, curricula	Nil	As per time tables	Teaching staff
15	Innovation, Research and Development (IRD)	Workshops/Laboratories	Nil	Termly reviews	Academics
16	Production Units	Workshops/Laboratories	As per contract	Timely and Termly reviews	Lecturers, Head of Departments & Head of Divisions,
17	Processing of TAP Certificates	Successful completion of programme	NIL	1 month after Senior Management approval	Head of Department Traditional Apprentices; Academic departments
18	Issuance of HEXCO Certificates	Successful completion of academic year	NIL	1 day	Examinations Officer
19	Graduating students	Successful completion of courses Academic dress	Payment of graduation fees	As per academic calendar	Graduation committee; Clothing department; Academic departments; Accounts; Admin
N o	Service	Obligations	Charges	Duration	Responsible person

20	Clearing students upon completion of term/studies	Properly and truthfully completed clearance form	Clear arrears, Pay for damages	2 days	Stores; Head of department academic department; Librarian; Accountant; Wardens Dean of students affairs Vice Principal
21	Medical services	Institutional clinic	Nil	24 hour service	Institutional Nurse
22	Recruitment of staff	Application letter Letter of invitation Letter of appointment	nil	2 months	Human Recourses Officer; Admin & Librarian
23	Orientation of staff	Appointment letter	NIL	1 day	
24	Clearing of staff on exit	Duly completed clearance form. Completed exit Interview Form	Nil	2 days	
25	Library services	External Borrower's card Student ID card	As per agreed fees Nil	0830 – 2200 hours weekday except weekend and public holidays	Librarian
26	Binding Photocopying	As per approved prices	Evidence of payment	3 days Instantly	Librarian Office Management
27	Counselling services (individual/group)	Bona-fide student or staff	Nil	0800 – 1700 daily	Dean of Students; HR; HODs; Nurse
28	Outreach services to community	Identification of need and on request	Nil	within two weeks	Head of Divisions
29	Transport services	Duly completed transport request form Completed log book Coordination of duties	Nil	daily	Administration Officer (Assistant) Drivers/GA holders
30	Cleaning and grounds services	Support staff routine (register)	Nil	As per duty rooster	Admin Office
31	Repair & maintenance services	Job cards Duly completed request form	Nil	Within 2 days	Stores; Head of department ; Head of Division; Admin
32	Procurement of training consumables, equipment , tools, goods and services	Correct specifications Valid quotations Quality goods and services	Nil	Within 7 days	PMU Officer

No	Service	Obligations	Charges	Duration	Responsible person
33	Payment of goods and services supplied to the institution	Evidence of order, invoice, delivery note and goods received voucher	Nil	Within 2 days	Accountant HR
34	Payments for Part-time lecturers	Submission of correctly completed class attendance registers Duly completed claim forms	Nil	5 days	
35	Farm produce	Vegetables, fruits livestock, grains	As per agreed prices	as and when available	Farm Committee chairperson
36	ICTs Services and repairs	Internet, website, WIFI, E-learning, Software packages, Students portal	Nil	At all times	ITC Unit Manager
37	Security	Loss control Declaration of personal belongings on entry Vehicle search on exit Enforcement of delegated duties Restriction of unauthorised entry Restriction of parking on undesignated parking bays	Nil	At all times	Admin Security officers

10.0OUR COMMITMENT

Masvingo Polytechnic is committed to enhancing access, equity and inclusive, quality and relevant education and training in line with Education 5.0. It is also committed

to provide skilled and competitive human capital for the industrialisation and modernisation of Zimbabwe.

This service Charter is a commitment by the Polytechnic to render quality, efficient and effective services to our clients.

11.0SERVICE EVALUATION

After we have completed or during our service delivery, we will:-

- Use client satisfaction survey forms to seek feedback from our client base on our performance
- Review the feedback clients provides to us and consider measures to further improve our service delivery
- Continue to respect client confidentiality beyond the term of our engagement.
- Management will also monitor both staff and students and breach of the Charter will be handled in accordance with the National and Polytechnic rules and regulations.

12.0RIGHTS OF THE CLIENT AND STAKEHOLDERS

Our clients are entitled to:

- Quality and timely service, relevant information and feedback
- Confidential handling of information provided be it personal or other information relayed to the Polytechnic relating to you will be treated in utmost confidence and used only for lawful purposes unless otherwise specified by yourself or the law.
- Courteous and timely response to requests, complaints and inquiries

13.0 OBLIGATIONS OF CLIENTS AND STAKEHOLDERS

- Our clients and stakeholders are obliged to pay the stipulated fees for the services received within the stipulated time in order for us to play our part to your satisfaction.
- Comply with stipulated rules and regulations and security measures

14.0 REVIEW OF THE CHARTER

Masvingo Polytechnic will initiate the review of this service charter when need arises. Factors that may lead to the review of this Service Charter may include but not

limited to:-

- A review of our mandate
- A change in the Polytechnic's Internal and external environment
- Significant Policy changes as agreed with stakeholders

15.0 HANDLING AND RESOLUTIONS COMPLAINTS

Masvingo Polytechnic encourages clients to make suggestions, compliments and complains in person or through postage, email, client care forms and suggestion boxes available. Complainants are, however, encouraged to identify themselves to facilitate isolation of the problem and quick resolution. Complaints will be acknowledged and investigated within 10 working days from the day of receipt. You may also address your complaints and grievances to the Principal, in person or through the contacts provided here below.

16.0 FEEDBACK

We welcome feedback on our performance, so we can know to what extent we are meeting your needs. If you have any comments or suggestions about improving our service, please let us know.

Please contact the respective [Head of Department](#) and if not satisfied do not hesitate to contact,

The Principal

Masvingo Polytechnic

P. O. Box 800

Masvingo, Zimbabwe

Beitbridge Road, Opposite Flamboyant Hotel

Phone: +263 39 2252269

Cell: + 263 773 521801 / +263 716 252 933

Website: www.maspoly.ac.zw.

E-mail: infomaspoly@gmail.com