



**UNITED REPUBLIC OF TANZANIA
MINISTRY OF WORKS AND TRANSPORT
DAR-ES-SALAAM MARITIME INSTITUTE (DMI)**



DMI CLIENTS' SERVICE CHARTER

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DAR ES SALAAM MARITIME INSTITUTE (DMI)



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ABBREVIATION

CAG	Controller and Auditor General
CoC	Certificate of Competency
Di Di's	Digital Fund Disbursement Solution
DMI	Dar es Salaam Maritime Institute
DMTU	Dar es Salaam Maritime Training Unit
GRN	Goods Received Note
LPO	Local Purchase Order
MTEF	Medium Term Expenditure Framework
NACTVET	National Council for Technical and Vocational Education and Training
OSIM	Online Students Information System
SHIMIVUTA	<i>Shirikisho la Michezo ya Vyuu Vikuu Tanzania</i>
STCW 78	International Standards of Training Certification and Watchkeeping for Seafarers 78
TACOSHILI	Tanzania Coastal Shipping Line
TASAC	Tanzania Shipping Agencies Corporation
TCU	Tanzania Commission for Universities
TPSF	Tanzania Private Sector Foundation

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DAR ES SALAAM MARITIME INSTITUTE

1. INTRODUCTION

1.1. About Dar es Salaam Maritime Institute (DMI)

Dar es Salaam Maritime Institute (DMI) was established by Act of Parliament No. 22 of 1991 to cater for greater needs of Shipping Industry in the region. The Institute (DMI) originated from what was known as Dar es Salaam Maritime Training Unit (DMTU) which was established on the 3rd July 1978 as a training wing of Tanzania Coastal Shipping Line (TACOSHILI) to fulfill the need of well-trained seafarers.

DMI is the Centre of Excellence in Maritime Education and Training in the East African region. The Centre has qualified personnel and provides quality education which suits market needs in the aspect of being employed and self-employment in maritime industry. DMI offers programmes accredited by NACTVET (NTA Level 4-9) and TASAC (STCW courses).

1.2. Definition of Client Service Charter

The Client Service charter is a written agreement between an institution providing a service and its customers. This agreement describes all the service provided by the institution, set standards, time of implementing such services, the roles and responsibilities of the customer and the institution. In this agreement mobilized methods to find answers with a mechanism to handle customer complaints are also described.

The Client Service Charter is part of public documents prepared by institutions in consultation with internal and external customers, (employees and stakeholders/partners).

The development of DMI Client Service Charter is looking at matching the current changes that are taking place, improving service delivering as well as strengthening Institutional accountability.

2. VISION, MISSION AND OBJECTIVES

2.1. Vision

To be the leading Centre of Excellence in Training, research and consultancy in maritime and related disciplines.

2.2. Mission

To provide high quality demand-driven training, research and consultancy services in maritime and related disciplines in the Sub-Saharan Africa and beyond.

2.3. The functions of DMI

The functions of the Institute are:

- a) to provide facilities for the study of and training in the principles, procedures and techniques of basic training of seafarers, marine engineering, navigation, management of shipping enterprises, special skills and knowledge of pilotage or tug handling and such other related subjects as the Board of Governors may from time to time decide;
- b) to conduct training programmes in the subject specified in paragraph (a) and in such other related subjects as the Board may from time to time decide;
- c) to engage in research into theoretical, operational and organizational problems and training needs in the subjects specified in paragraph (a) and in the maritime sector in general;
- d) to evaluate the results achieved by the Institutes training programme;
- e) to provide consultancy services to the government, parastatal bodies and such other bodies or persons as may be necessary;
- f) to sponsor, arrange or provide facilities for conferences and seminars;
- g) to establish departments within the Institute for the organization and administration of its work and activities;
- h) to conduct professional examinations on behalf of the Ministry responsible for transport;
- i) to do all such acts and things and enter into all such contracts and transactions, as are, in the opinion of the Board, expedient or necessary for the proper and efficient discharge of functions of the Institute;

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- j) to arrange for the publication and general dissemination of materials produced in connection with the work and activities of the Institute; and
- k) to establish and foaster closer association with other colleges, academics and -institutions both nationally and internationally.

3. CORE VALUES

In fulfilling its mission and pursuing its vision, DMI will constantly be guided by the following values;

- a) Customer Focused
- b) Professional and academic Excellency
- c) Creativity and Innovative
- d) Integrity
- e) Accountability and responsibility
- f) Team work

4. A STATEMENT OF PURPOSE

4.1. Purpose of this Client Service Charter

The purpose of this Charter is:

- a) To create awareness among our clients and stakeholders on our commitment with regard to the services and standards of service delivery under a reformed public sector with the purpose of improving delivery of products and services;
- b) To improve service delivery and accessibility to our clients and stakeholders; and
- c) To provide avenues of communication and feedback mechanisms about the quality of our services.

4.2. Core Services of the Institute

4.2.1. Provision of Technical Education and Training

There are two types of training programs:

a) Short Courses

These are courses that take a period of less than four months, which are intended to develop seafarer's career and improve performance to strengthen maritime sector practitioners on their daily duties.

b) Long Course

Courses under this category enable students to graduate at the level of Certificate; Diploma, Bachelor degree, Master Degree and Certificate of competencies. All these academic levels enable them become more valuable in the International and local labor market, and at their workplaces or self-employed.

4.2.2. Consultancy

The Institute offer consultancy advisory service in the following areas:

- a) Manning agency services;
- b) Servicing of Life saving appliances;
- c) Servicing of fire extinguishers;

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- d) Ship Survey;
- e) Inclination Test;
- f) Preparation of ship route;
- g) Tonnage Measurement; and
- h) Stability Test.

4.2.3. Research

The Institute undertakes studies aimed at helping public and private sector to address issues in Maritime sectors and related field in pursuit of expediting development. Some of the areas including:

- a) Marine Environment ;
- b) Safety and Security;
- c) Shipping business;
- d) Education and training;
- e) Law Enforcement;
- f) Fishing;
- g) Renewable energy;
- h) Oil and gas;
- i) Marine tourism;
- j) Seaweeds farming; and
- k) Marine culture and Aquaculture.

4.2.4. Publication

Publication services include production of:

- a) Journals;
- b) Articles;
- c) Teaching manuals;
- d) Books; and
- e) Research findings.

5. REVIEW OF THE CHARTER

5.1 Mode of Review

This Charter is a living document that is reviewed every 5 years or when need arises.

5.2 Monitoring and reporting

The Institute has established a complaints office and E-foreshore for receiving and working on complaints for the management and implementation of this charter. By adhering to this charter, areas that need to be addressed for improvement shall be listed to enable the Institute to continue to do well in the delivery of quality services to the customers.

6. DMI'S CLIENT

The main Clients of the Dar es Salaam Maritime Institute include but not limited to;

- a) Higher Learning Institutions;
- b) Development partners;
- c) Accreditation Bodies ;
- d) Students and Graduates;
- e) Students Union;
- f) Trade Unions;
- g) Parents/Guardians;
- h) Employers;
- i) Employees;
- j) Ministries, Departments and Agencies
- k) Professional Bodies;
- l) Media;
- m) DMI staff;
- n) International Organizations;
- o) Board of Governors;
- p) Embassies;
- q) NGOs;
- r) Suppliers of Goods and Services; and
- s) Politicians and the General Public.

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7. DMI'S SERVICE STANDARDS

The Institute provides its service in accordance with the set standards as listed below:

I) Education and Training

S/N	TYPES OF ACTIVITIES	RESPONSE TIME
1.	Provide joining instructions to students selected to join the Institute	Three (3) working days after TCU/NACTVET Approval
2.	Publish class time table in the website and OSIM account	Seven (7) working days before commencement of new semester
3.	Availability of the Annual calendar for short courses	Fourteen (14) working days before commencement of new financial year
4.	Conduct students registration and orientation	Five (5) working days before the commencement of academic year
5.	Publish semester result	Twenty one (21) working days after the final exams of the respective semester;
6.	Lodging of exams appeal by after release of the results	Within seven days after release of the exams results
7.	Launched results appeal after release of final examinations	Within seven days after appeal launched
8.	Publish Institute's Prospectus in DMI website for the forthcoming academic year	Two weeks before the opening of the respective academic year
9.	Issue prospectus, ID card, students By law	Ten (10) working days after registration.
10.	Publish the results of supplementary/special examinations	Twenty one (21) working days after the end of final supplementary/special examinations;
11.	Issue academic transcripts	Seven (7) working days after publishing examination results;
12.	Issue statement of success for Rating and CoC courses	Five (5) working days after submitting the request;
13.	Project/research/thesis presentation for finalist	As per almanac ;
14.	Provide library services for students/stakeholders	Twelve hours (12) in working days and six hours for weekend days. (08.00-20.00 Monday to Friday and 09.00-13.00 Saturdays and Public Holidays)
15.	Publish graduating list	Fourteen (14) working days after the publication of the supplementary

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S/N	TYPES OF ACTIVITIES	RESPONSE TIME
		examination results
16.	Issue graduation gown	Three days before rehearsal day
17.	Approval of registration for carry over and retake	Eight (8) working days after request submission
18.	Allocate workload to responsible lecturer	Thirty (30) working days before semester commencement
19.	Advertise contract vacancy for part time teaching	Seven (7) working days
20.	Publish course work	As Per assessment calendar
21.	Moderation of examinations	As per assessment calendar
22.	Upload examination result to NACTVET	As per assessment calendar
23.	Process students' loan for new students	Fourteen working days after receiving pay sheet
24.	Write invoice for students' loan payment	Fourteen (14) working days after completion of signing sheets
25.	DiDi's Registration for new students	Thirty (30) working days after receiving first quarter loan
26.	Process result and submit for continuing students' loan beneficiaries	Fourteen (14) working days from the date of publications
27.	Delivering NHIF complain	Fourteen (14) working days after being received at Deans' office
28.	Students receive NHIF cards	Seven (7) working days from the date of lodging the applications to NHIF
29.	Provide guidance and counseling services to students' personal and social issue	Immediate after notification
30.	Handle students' conflicts/misunderstanding among students	Immediate after notification
31.	Provide letter of introduction to students	(1) working day after receiving notification
32.	Advise the students' government	As per time table. Within 30 minutes in case of an emergency
33.	Oversee sports and games among students	Everyday
34.	Participation in inter-class games	According to Annual Calendar
35.	Participate SHIMIVUTA	According to Annual Calendar

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S/N	TYPES OF ACTIVITIES	RESPONSE TIME
36.	Prepare TASAC and DMI number for short course students	One (1) working day after registration
37.	Correction of Statement of Success	Two (2) working days after request
38.	Publish of Short Course Examination Results	Two (2) working days after the exams
39.	Issue Statement of Success for STCW Short Course	Three (3) working days after the examination
40.	Provide Academic Certificates	Fourteen (14) working days after graduation
41.	Launch academic Certificates	Thirty minutes (30 min)
42.	Publication of Examination timetable	Ten (10) working days before the commencement of examinations
43.	Release of Timetable for Thesis Defense	Fourteen (14) working days before the defense day

II) Research and Consultancy

SN	ACTIVITIES	RESPONSE TIME
1.	Prepare Invoice for launched task	Three (3) working days from date of request
2.	Servicing of Fire Extinguishers	One (1) working day after receiving from client
3.	Servicing of the life rafts	Two (2) working days after receiving from client
4.	Release Write Inception report;	Fourteen (14) working days after the completion of field work
5.	Paper Publication calendar	Fourteen (14) working days before financial year
6.	Review of article/ journal/books	As per calendar
7.	Review of books	As per calendar

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III) Finance and Accounts

SN	ACTIVITIES	RESPONSE TIME
1.	Effect payments to internal DMI staff for any claim submitted i.e. Safari Imprests, Extra Hours, Extra Duty, Part Timer's Allowances, Annual leave etc	Two (2) working days after payment approval
2.	Effect payments to supplies	Three (3) working days after receiving certified inspection reports and other related receiving documents.
3.	Prepare Invoice for client	One (1) working days from date of request
4.	Prepare monthly bank reconciliations	5th of the following month
5.	Submission of Annual Financial Report	Sixty (60) days after end of financial year.
6.	Submission of statutory returns	5th day of each month.
7.	Handle Students finance complains	Within five (5) working days after report
8.	Provision of various financial information for Clients	Three (3) working days from the day of request
9.	Notification of other departments on provision of inputs to the budget/plans	Ten (10) working days before due date.
10.	Give notice to have an Audit session	Five (5) working days before Audit session
11.	Receive collective action plan from Auditees	Five (5) days after receiving audit report
12.	Submit Year-End Reports to the Audit Committee	Thirty (30) days after completing the relevant financial year
13.	Send the Quarterly Report to the Chief Internal Auditor	Three (3) working days after the BoG's Meeting.
14.	Implement the CAG's Motions that are within the Institute power without involving the stakeholders	Ninety (90) days after the release of the CAG's Preliminary Audit Report.
15.	Attend problems regarding utility services such as water, electricity, telephone	immediate after notification
16.	Maintenance and servicing of equipment and infrastructure	As per maintenance plan
17.	Attend issues related to retirees	Fourteen (14) days from the due date

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SN	ACTIVITIES	RESPONSE TIME
18.	Confirmation to outside invitations (protocol services)	Three (3) days from receipt of invitation.
19.	Reception attending service	Within 5 minutes from the arrival of a visitor
20.	Acknowledgement of receipt of a complain	1 day from the day of lodging
21.	Giving feedback on the way how complains has been dealt	Seven (7) days from the day of lodging.
22.	Confirmation of employment to an employee who is on probation	Two (2) working days after revival of directives from the responsible department.
23.	File request	15 minutes from the time of request.
24.	Respond to letters and facsimiles	Three (3) working days
25.	Respond to emails	One (1) working day
26.	Returning call	One (1) working day
27.	Referral calls	Two minutes.
28.	Responding to correspondences	Three (3) working day after request

IV). Human Resources and Administration

SN	ACTIVITIES	RESPONSE TIME
1.	Annual leave approval	Within seven (7) working days after request
2.	Study leave approval	Fourteen (14) working days after request
3.	Maternity leave approval	Within seven (7) working days after request
4.	Sick leave approval	Seven (7) working days after request
5.	Compassionate leave	Immediately after request
6.	Confirmation of staff	Seven (7) working days after approval
7.	Promotion of staff	Seven (7) working days after approval
8.	Notice for meeting	Seven (7) working days before the meeting
9.	Circulating meeting documents	Seven (7) working days before the meeting

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10.	Production of minutes and circulating of minutes to responsible members	Seven (7) working days after the meeting
11.	Working on matter arising	Five (5) working days after meeting
12.	Waiting for application after advertisement (Contractual and temporary staff)	Fourteen (14) working days
13.	Short listing of applicants	Seven (7) working days after application deadline
14.	Interview process	Seven (7) working days after shortlisting
15.	Selection of staff and notifying the selected applicants	Seven (7) working days after interview
16.	Orientation and Induction training for new employees	Fourteen working (14) days after arrival
17.	Notifying the client on the decision made	Seven (7) working days after decision
18.	Working on complaints from the client	Seven (7) working days after receiving complaints

V.) Supporting Services (Legal, PMU, ICT, Quality, PU, Internal Auditor and PRO

SN	ACTIVITY	RESPONSE TIME
1.	Conduct audit	i. As per approved risk based audit plan ii. Request from authority (Accounting Officer, the Audit Committee Management)
2.	Notification on the audit to client, entrance meeting and submission of list requirement.	Five (5) working days
3.	Write and submission of the audit report	Seven (7) working days
4.	Exit meeting	Five (5) working days
5.	Response to audit queries	Five (5) working days
6.	Write and submission of the Audit report:	Seven (7) working days after audit
7.	Distribute approved annual action plan	Two (2) working days
8.	Distribute approved annual cash flow	Two (2) working days

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SN	ACTIVITY	RESPONSE TIME
	plan	
9.	Distribute approved annual budget (MTEF)	Two (2) working days
10.	Submission of monthly revenue status report	Every 15 th of the following month
11.	Submission of quarterly performance report	15 th October 15 th January 15 th April
12.	Submission of annual performance report	30 th August
13.	Submission of quarterly performance report between BoG and OTR	15 th October 15 th January 15 th April
14.	Notification of departments/units on provision of inputs for periodic reports	Fifteen (15) working days before due date.
15.	Soliciting of quotation from supplier	Within five (5) working days
16.	Preparation priced internal procurement requisition for signing	Within five (5) working days
17.	Preparation of local purchase order (LPO) for signing	Within three (3) working days
18.	Placing the order by issuing LPO to supplier	Within one (1) working day
19.	Delivery of goods from supplier	Within fourteen (14) working days after receiving LPO
20.	Inspection of goods by appointed inspection committee	Within three (3) working days
21.	Receiving of good through Goods received Note (GRN) by stores	Within one (1) working day
22.	Submission of documents for approval and payment at Head of Finance	Within three (3) working days
23.	Tendering processing for goods, services, work and consultancy above 10 million	Depend on prevailing Procurement Act and Regulations
24.	Receive, verify and forward to website content committee for approval and uploading	One (1) working day receiving the information
25.	Distribute promotion material such as Institute calendar, and diary to the stakeholder	15 th December in every year
26.	Help desk services:- any request/queries	Within two hours

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SN	ACTIVITY	RESPONSE TIME
27.	Registration of email for employees	15 minutes
28.	Setting password	15 minutes
29.	Verify the contract	Two (2) working days after receiving
30.	Dealing with form No. 2 for procurement	Two (2) working days after receiving

8. DMI'S RESPONSIBILITIES TO CLIENTS:

- a) To have clear standards of service to meet their expectations;
- b) Having a sense of caring for our customers;
- c) To give correct information, in clear and simple language;
- d) To involve our customers/clients and stakeholders in giving their opinions; and inputs for the purpose of improving our services;
- e) To improve the use of technology and give our clients a wide range of quality services to choose from;
- f) To have a clear complaints handling mechanism;
- g) To acknowledge, respond and take quick action to complaints that might rise during service delivery;
- h) To make sure that our clients receive value for money from our services, and
- i) Improve the quality and accountability in the public service through various studies.

9. CLIENT'S RIGHTS AND RESPONSIBILITIES

9.1 Client's Rights

- a) To receive service in accordance with the provisions and standards set out in this Charter;
- b) To lodge complaints and receive responses and feedback in accordance with this Charter;
- c) To acquire protection of privacy and confidentiality;
- d) To access DMI products and services, facilities and information in a manner which meets clients particular needs; and
- e) To give feedback on standards of products and services received.

9.2 Client's Responsibilities:

- a) To observe and abide to the laws, regulations and other procedures applicable in DMI and Public Service Management;
- b) To respect and abide with the terms and conditions of the service contracts;
- c) To respect and value DMI Staff and other service providers;
- d) To pay timely for services rendered;
- e) To attend scheduled meetings punctually;
- f) To avoid proving any kind of favor, bribe or inducement to DMI Staff and other service providers; and
- g) To use DMI equipment and facilities carefully and cover any damage that shall be caused.

10. CLIENTS' SERVICE FEEDBACK

Handling customer complaints and give feedback on services offered

- a) To take responsibility to work on Clients' constructive opinions/ideas and give feedback on products and services offered.
- b) To record all complaints, compliments and suggestions from Clients and use them for internal monitoring and evaluations process of self-assessment and benchmarking.
- c) Clients are encouraged to submit their opinions/idea/complaints/feedback through email, website, fax, or postal address as shown hereunder or
- d) Bring them in person direct to the Principal- Dar es Salaam Maritime Institute.

The Institute is committed to provide quality services to all our clients and stakeholders equally and equitably. However, we expect to receive comments and feedback on the quality of services provided. Therefore, we welcome opinions, comments, proposals and complaints depending on our clients' perception. In case of complaints, we will respond promptly to them. We welcome feedback on the quality of our services by means of letters, verbal communication, telephone, e-mail and fax. All communications should be addressed to the Principal.

The Institute will respond to all feedback received and undertake to investigate all clients' queries and complaints. We encourage our clients to identify themselves by name and address when they lodge a complaint or give us feedback. The Institute value the feedback that our clients and stakeholders give as this will help us to improve our services. Client's comments and feedback will be treated with the utmost confidentiality. Feedback received from our clients will be recorded with a view to measure and improve our service delivery and performance and assist in our annual self-assessment.

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11. CONTACTS

Rector,
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12. OFFICIAL WORKING HOURS

Our offices are open from Mondays to Fridays between 8:00am to 4.00pm. For our Clients and Stakeholders, services will be offered from 09:00am – 03:00pm from Mondays to Fridays. There will be no physical service on Saturdays, Sundays and public holidays.