

# **The Institute of Finance Management (IFM)**



## **Customer Service Delivery Charter**

**June 2022**

## 1. Acronyms

CSC	Customer Service Charter
IFM	Institute of Finance Management
IFM-CSC	Institute of Finance Management Customer Service Charter
MoF	Ministry of Finance and Planning
NACTVET	The National Council for Technical and Vocational Education and Training
NBAA	National Board of Accountants and Auditors
NBC	National Bank of Commerce
NGOs	Non-governmental organization
NIC	National Insurance Corporation
TCU	Tanzania Commission for Universities

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## **Foreword**

The Institute of Finance Management (IFM) stands as the oldest higher learning institution which has been training and researching on financial disciplines in Tanzania. The Institute is dedicated to excellence in teaching, research, publication, consultancy, and offers undergraduate and postgraduate programs at Dar es Salaam, Mwanza, Dodoma and Simiyu Campuses. The Institute, like other lively academic institutions, faces a number of challenges in the delivery of quality services to our clients within the framework of its vision and mission.

This Customer Service Charter (CSC), which is a social contract between the Institute, its clients and stakeholders is aimed at improving and sustaining the quality of services offered by the Institute. The CSC provides opportunity for clients to provide feedback on the services received from the Institute and advice ways of further improvement on our services.

I am pleased to present the Institute of Finance Management CSC as a tool for contractive engagement between our clients and the Institute. We kindly invite your feedback and suggestions so that we can enable the institute to improve the services delivered.

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Dr. Imanueli Mnzava

Ag. Rector

## **1. Introduction**

The Institute of Finance Management (IFM) was established in 1972 by the National Bank of Commerce (NBC), National Insurance Corporation (NIC) and other local financial institutions to cater for their training needs specifically, in banking and insurance disciplines, which over the years have remained the nucleus of the programs offered at the Institute. IFM was also meant to replace the Institute of Bankers of London, which was the only available school for banking professionals in the country. However, in the same year IFM was formally recognized as a Government Institution of Higher Learning via a Parliament Act No. 3 of 1972 as R.E. 2004. The institute is currently an autonomous institution with full accreditation of the National Council for Technical and Vocational Education (NACTVET), providing teaching and learning, research, publication and consultancy services in banking, insurance, financial management, information technology and other related disciplines.

The customer service charter shall be reviewed both as need arises and in line with the institute's Strategic Plan. It has been noted that for the Customer Service Charter (CSC) to be effective, we have to ensure that there is good and harmonious interactions and relationship between service providers and service recipients.

## **2. Purpose of the Customer Service Charter (CSC)**

The purpose of CSC is to inform our clients and stakeholders about the types of services that we offer, and standards of services expected from us. The Institute of Finance Management Customer Service Charter (IFM-CSC) clearly defines rights and obligations of the Institute to its clients, and it is focused towards ensuring proper monitoring of service delivery and handling of the complaints. In this regard, the IFM-CSC is expected to:

- i) Inform the internal and external Clients on the services offered by Institute of Finance Management,
- ii) Inform internal and external Clients on how to engage with the Institute's service units and access the services delivered,
- iii) Inform internal and external Clients what should be expected when accessing the services from the Institute's service units,
- iv) Inform internal and external Clients what are required as the pre-requisites for receiving service from Institute's service units,
- v) Inform internal and external Clients on 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 Institute service delivery process.

### 3. Vision

To be a reputable world-class higher learning institution that is responsive to global development needs through provision of knowledge and competences in finance management and related disciplines.

### 4. Mission

To provide quality academic and professional training that nurture creativity and innovation through integrated training, research and consultancy in financial studies and related disciplines.

### 5. Our Core Values

We create and maintain an attitude in a manner that adheres to our vision and mission to uphold best professional practices and exercise academic freedom. In so doing, we promote a culture that is guided by seven core values as shown in Table 1 below:

**Table 1: Core Values of the Institute of Finance Management**

<b>Accountability</b>	Demonstrating high degree of accountability to our stakeholders and to the community for the mandated functions of the Institute
<b>Transparency and Fairness</b>	Being transparent in our work and dealings, stand ready for public scrutiny as well as applying uniform rules and standards
<b>Teamwork</b>	Promoting the culture of team spirit and compassion in order to create synergy in operations.
<b>Integrity and innovativeness</b>	Demonstrating high fidelity, honesty, faithful and trustworthy behavior in all our operations as well as embracing new technologies and innovative methods of doing our work
<b>Trust</b>	Seeking to build trust in every interaction with clients and other stakeholders
<b>Unity</b>	Promoting unity for effective teamwork
<b>Diversity &amp; Gender Equity</b>	Embracing diversity and gender equity in the life of the Institute in order to promote gender balance and reap the most from the human resource potentials of the Institute.

<b>Excellence and efficiency</b>	Delivering prompt and exemplary services to Institute's stakeholders at all times.
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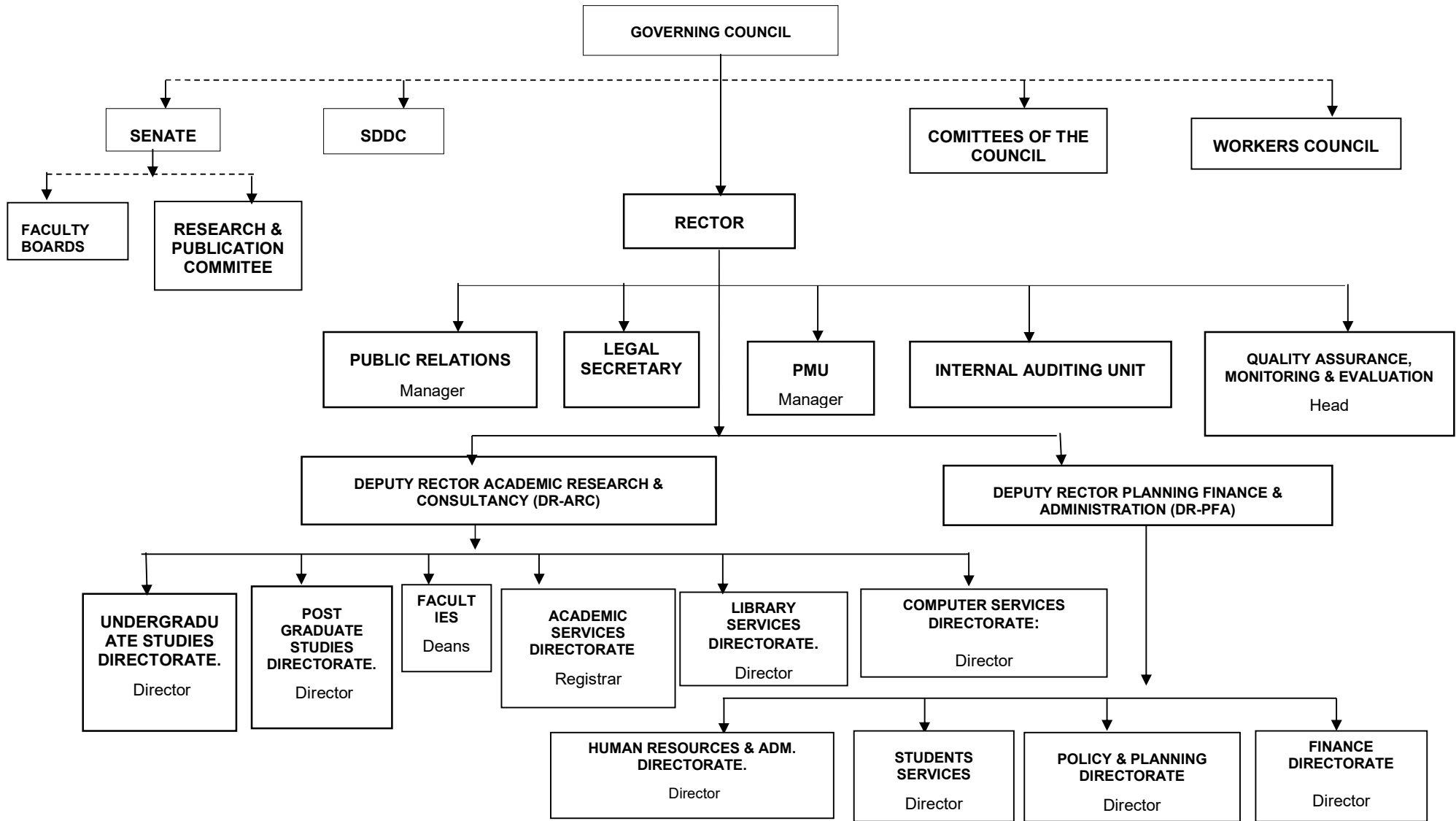
Source: IFM Strategic Plan 2021/2022 - 2025/2026

## **6. Our Core Functions**

As outlined in the IFM Five Years Corporate Strategic Plan (2020/2021-2025/2026), the core functions of the Institute are:

- **Teaching and Learning:** The institute offers market-driven, innovative, and relevant academic programs at undergraduate and postgraduate levels.
- **Research:** The institute provides a favorable environment for research that contributes the development of the institute and the society through generation and application of knowledge.
- **Consultancy:** The institute has integrated consultancy within its directives

# IFM Organization Structure





## **7. Values and Principles of Service Delivery**

We are obliged to:

- i) Ensure fair merits and competition in appointments and promotions,
- ii) Engage our stakeholders in the process of policy and decision making,
- iii) Be transparent in the accurate and timely information to the community,
- iv) Provide effective, prompt and responsive services,
- v) Maintain high standards of ethics,
- vi) Be responsible for decisions and administrative actions,
- vii) Use the institute's resources efficiently and economically,
- viii) Provide equal opportunity, based on gender for appointment, advancement, and training, and
- ix) Resolve internal conflict using effective mechanism.

## **8. Institute Clients**

The institute clients comprise of:

- i) Community: the people with common interests living together within a larger society,
- ii) Employees: an individual who is hired by an IFM to do a specific job e.g., teaching.
- iii) Suppliers: company, person or organization that provides goods or equipment to customers
- iv) Students: persons enrolled in educational institutions to acquire a particular profession.
- v) Alumni/Alumnae: former students at a particular school, college, or university
- vi) Parents: a father or mother of a student

## **9. Partners and Stakeholders**

The institute's stakeholders and partners consist of:

- i) External examiners: an examiner who is not from the institution attended by the students who are taking the exams being marked.
- ii) Alumni associations: an association of graduates or, more broadly, of former students.
- iii) NACTVET: The National Council for Technical and Vocational Education and Training
- iv) Business partners: a commercial entity with which another commercial entity has some form of alliance.

- v) Employers: an organization or a person or business that pays others for their services
- vi) Other higher learning institutions: additional colleges, universities, or similar institutions, including technical or business schools, offering postsecondary level academic instruction that leads to an associate or higher degree.
- vii) HELSB: Higher Education Student's Loan Board
- viii) Professional bodies: an organization with individual members practicing a profession or occupation in which the organization maintains an oversight of the knowledge, skills, conduct and practice of that profession or occupation.
- ix) Ministry of Education, Science and Technology: Policies on Education, Research, Library Services, Science, *Technology*, Innovation, Skills, Training Development, and their implementation
- x) Government authorities: any national, provincial, municipal, or local government, administrative or regulatory body or department that has public functions.
- xi) Higher learning institutions: a college, university, or similar institution, including a technical or business school, offering postsecondary level academic instruction that leads to an associate or higher degree.
- xii) Student organizations: an association or group of people that have complied with the formal requirements for University or College recognition as students.
- xiii) Sponsors and research collaborators: person(s) who cooperates in the implementation of a research project other than the principal investigator, preferred co-investigator,
- xiv) Trade unions: an organization of workers who have the intent of maintaining or improving the conditions of their employment.

## **10. Client Expectations**

Our clients expect:

- i) Prompt, impartial, and efficient services,
- ii) Access to relevant information and feedback,
- iii) Accurate information, prompt response and professional advice,
- iv) Courteous and timely responses to requests, complaints, and inquiries,
- v) Utmost confidentiality in the treatment of personal information provided to the Institute,
- vi) Application of modern and adaptive information and communication technology,
- vii) Safety and security,

- viii) Healthy and pleasant environment,
- ix) Fairness and equity,
- x) No soliciting of gifts, money, or other favors,
- xi) Integrity and reliability,
- xii) Satisfaction in service delivery,
- xiii) Ethical and professional behavior,
- xiv) Clear regulatory framework and procedures,
- xv) Accountability and transparency in service delivery process
- xvi) Public involvement in curriculum development matters, and
- xvii) Value for money in the use of funds.

## **11. Client Obligations**

The Institute expects its clients and stakeholders to:

- i) Provide adequate and precise information to enable us to respond properly to their requests,
- ii) Pay all relevant dues to the Institute timely,
- iii) Respect all staff and treat them with courtesy,
- iv) Support the Institute academic programs and other related activities,
- v) Adhere to principles of ethics and integrity,
- vi) Observe the Institute rules and regulations,
- vii) Familiarize themselves with relevant institute requirements in relation to students' enquiries,
- viii) Present details of changes in students' circumstances in an appropriate office as soon as they occur,
- ix) Indicate need for special requirements to understand or access our services,
- x) Report corruption, misconduct, and unethical behavior,
- xi) Do not offer us gifts, money or favors for service and
- xii) Always provide feedback and comments.

## **12. Support Services**

The support services are provided by:

- i) The Examination Department,
- ii) The Administration Department
- iii) The Administrative Offices
- iv) The Directorate of Finance
- v) The Directorate of Computer Services
- vi) The Dean of Students' office
- vii) The Legal Office
- viii) The Library and Information Services
- ix) The Procurement Department
- x) The Learning and Teaching Unit
- xi) The Estates Department
- xii) The Quality Assurance Management Department

## **13. Commitment to Service Delivery**

### **13.1. Communication**

- i) All telephone calls shall be attended within twelve seconds.
- ii) Admission announcement and uploading of the admission form shall be between March and April of each year.
- iii) Students admitted to the institute shall be informed through SMS and telephone call to confirm at least one month prior to their reporting date.
- iv) Upon registration, clear guidelines on academic programs, examination rules, fee's structure, student support services and disciplinary procedures shall be available on the institute website for all registered students (PROSPETUS).
- v) All IFM Libraries shall be open from 8.00 a.m. to 10.00 p.m. on weekdays and 9.00 a.m. to 5.00 p.m. on Saturdays and 9.00 a.m. to 1.00 p.m. on Sundays. The libraries shall be closed on public holidays.

### **13.2. Academic**

- i) All lectures shall be fully conducted as per institute's approved timetables,
- ii) Course work results shall be uploaded on EMS not later than 15<sup>th</sup> week of each semester,

- iii) Final examination for students shall be released on EMS for students to view their grades before commencement of subsequent semester. t
- iv) Advertisement of the Postgraduate studies shall be from January to March of each year and notification of successful applicants will be within 10 working days,
- v) Postgraduate supervisors for master's degrees or postgraduate diplomas will give feedback to their students within two weeks after receiving a research project or thesis,
- vi) Student certificates shall be issued within one month after graduation while transcripts shall be issued within one week upon application. The clearance of students by staff shall be finalized within two days.
- vii) Graduation ceremonies shall be held scheduled in November and December annually.

### **13.3. Research and publication**

- i) Acknowledging receipt of article shall be within two days after the article has been received,
- ii) Processing the submitted article and notifying the clients will be 45 working days,
- iii) Publishing accepted articles shall be annually (December) of each year.

### **13.4. General**

- iv) Disciplinary cases for students and staff shall be completed within ninety (90) days.
- v) The process of recruitment and promotion shall be completed within three months, from advertisement to issuance of letters of appointment,
- vi) The institute is an equal opportunity employer,
- vii) Institute Dispensary Services shall open from 8.00 a.m. to 5.00 p.m. daily.
- viii) Staff performance appraisal shall be conducted on 30<sup>th</sup> June each year,
- ix) Annual leave is mandatory for all employees. The response to leave requests by staff shall be communicated within ten (10) working days from the date of request.
- x) The Directorate of Finance shall observe all financial regulations and procedures, ensure an adherence to budgetary provisions, and process approved payments within three days,
- xi) All Institute infrastructures shall be maintained and repaired in line with the Institute maintenance policy,
- xii) Collaborative agreements and memorandum of understanding shall be processed within three weeks,

- xiii) The computer service help desk shall respond to any request/query within 15 minutes. These will include but not limited to the following: email registration (EMS), password setting, deleting employee who is not in service after getting information from DHRA, etc.
- xiv) The institute shall provide guidance and counseling services to students on psychological and social issues immediately after notification.
- xv) Each student will be assigned to a specific academic advisor for matters pertaining to academics.

#### **14. Feedback**

- i) Complaints, compliments, and suggestions should be forwarded to the Office of the Rector
- ii) Feedback may be channeled via telephone, letters, e-mail, or suggestion boxes at the respective institute.
- iii) Confidentiality and privacy shall be maintained.
- iv) Examination results complaint forms should be submitted to the Head of the respective department within 14 days after the release of the results and the feedback will be provided 7 days from the submission of the complaint form.

#### **15. How to Reach us:**

Our clients and stakeholders' correspondence should be addressed to the office of the rector or Centre Manager.

##### Main Campus -Dar es Salaam:

P.O Box 3918, 5 Shaaban Robert Street

11101 Dar Es Salaam Tanzania

+255 22 2112931-4

+255 22 2112935

[rector@ifm.ac.tz](mailto:rector@ifm.ac.tz)

##### Dodoma Campus:

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