

Following discussions and deliberations with members of the Management Services Departments on 23rd May, 2023, below is the revised CSC template that has been agreed for use by the Selected Institutions.

A. VALIDATED CSC TEMPLATE

FOREWORD

This will be an introductory statement of the institution and the services provided.

1. INTRODUCTION:

The introduction would define the requirements of Client Service Charter whether it is in response to a government directive or policy or regulation.

2. PURPOSE OF THE CHARTER:

The purpose of the Client Service Charter should be clearly defined.

3. PROFILE OF THE ORGANIZATION:

(a). MANDATE:

The mandate of the institution should be clearly defined

(b). VISION

The vision of the institution should be clearly defined

(c). MISSION

The mission of the institution should be clearly defined

(d). CORE VALUES

This aspect of the CSCs should define the values that guides the institution in the discharge of its duties.

(e). CORE FUNCTIONS

The core functions of the institution should be clearly stated under this section of the CSC.

(f). ORGANIZATIONAL ARRANGEMENT

This will entail a breakdown of the departments and functional units under the institution.

4. SERVICES

This section will outline the various services of the organization. For each given service, we need to specify the following details: timeframe, procedure and processes and the requirements of the clients e.g., *Provision of Technical Information by MESTI, Issuance of Passports, Issuance of Birth Certificates and etc.*

5. SERVICE DELIVERY STANDARDS

This section of the CSC must clearly indicate key components that are required by the institution to ensure that services are delivered in accordance with well-defined

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standards and procedures.

For instance, one can state that the institution in question is committed to providing the highest standards of service to all their clients. Clients are further assured of the following:

- Quality
- Responsiveness
- Accessibility
- Service improvement

6. OBLIGATIONS:

This section of the CSC must define what is required of clients and service providers who engage with the institution. This would include the following

- Obligations of the Institution
- Obligations of the clients
- Mutual obligations

Parties to the service delivery process are expected to mutually exhibit the following in order to make the service experience worthwhile:

- ✓ Trust
- ✓ Openness
- ✓ Utmost good faith
- ✓ Respect

7. FEEDBACK MECHANISM AND INSTITUTIONAL COMMUNICATION

- Comments and Suggestions

A mechanism by which clients can channel comments and suggestions on their expectations related to the services being provided by the institution. A special helpdesk is to be stationed at the respective CSUs to provide further assistance on and/or escalate complaints that were inadequately handled the first time.

- Institutional Communication

Organisation should provide communication regularly in relation to their continued service provision as a means of repositioning their institutional image in the eyes of the clientele both locally and internationally. A way of keeping the clients informed, in a timely manner, about the state of their service request up to the time of final delivery.

8. CLIENTS

All clients of the institution must be clearly stated. Hyperlinks could be created to enable access to further details in relation to list of clients. List of clients to be captured under appendix.

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9. COMPLAINTS PROCEDURES This will enlighten the systematic procedure to follow in lodging a complaint in the event of a dissatisfaction or displeasure of the services rendered by the institution/ where the services rendered did not meet the expectations of the client. 10. CONTACTS Contact details of the institution for all levels of enquiries. Provision of reliable official lines and email addresses should be made accessible to clients.