



BANK OF TANZANIA ACADEMY

CLIENT SERVICE CHARTER

JULY, 2023

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FOREWORD



I am pleased to present the Client Service Charter for the Bank of Tanzania Academy as part of ongoing initiatives to modernize our operations and improve service delivery. This Charter is a pledge of excellence in our services to our esteemed clients and stakeholders when they interact with the Academy.

The Charter outlines our commitment to providing the Clients with a positive and productive learning experience at the Academy. The Charter also highlights the services offered by the Academy, service standards, Clients' rights and responsibilities and feedback channels.

I am confident that you will be satisfied with our training programs and services and as such, whenever there are dissatisfactions, or a need to alert us for improvement purposes, clients are welcome to lodge complaints or give us feedback.

Thank you for choosing the Bank of Tanzania Academy and I urge you to cooperate with us to achieve our desired commitment.

A handwritten signature in blue ink, appearing to read 'Nicas Yabu'.

Dr. Nicas Yabu
Principal Bank of Tanzania Academy
July, 2023

1.0. VISION, MISSION, AND CORE VALUES

For efficient and effective service delivery, the Academy will be guided by the Vision, Mission and Core Values:

1.1. Vision

“A world-class Academy for competency-based capacity building on central banking and financial sector development”.

1.2. Mission

“To provide state of the art requisite knowledge, skills and attitude for fostering professionalism and ethical practices in central banks and financial sector”.

1.3. Core Values

In pursuit of its mandate, the Academy will be guided by values to spur trust and deepen the linkages between the Academy and its clients. The Academy's core values which will guide the delivery of services are:

- i. **Professional excellence.** Executing duties professionally, with creativity and continuous improvements. This will be exemplified in the independence, rigour, practicality and quality of the training programs;
- ii. **Accountability.** Collectively and individually being accountable and responsible for all that we do and are diligently committed to responding to the need of the stakeholders;
- iii. **Integrity.** Upholding high ethical and moral standards in their conduct reflected by honesty, sincerity, fairness, truthfulness, and confidentiality in the execution of the Institute's mandate;
- iv. **Inclusiveness.** Embracing broad participation and teamwork to harness the skills and experiences of members for the effective discharging of the Institute's objectives; and
- v. **Professional conduct.** Upholding the highest standards of conduct and behaviour both at the workplace and outside the workplace to promote the goodwill of BOT and the image of the Academy.

2.0. PURPOSE OF THE CHARTER

This Charter intends to inform our clients and stakeholders about the services we offer, the standards of services and the way such services are provided. The Charter demonstrates our commitment to meeting our client's expectations and outlines the obligations of our clients to enable the Academy to deliver quality services. The Charter also provides a framework for feedback mechanisms.

3.0. OUR CLIENTS

For the purpose of this Charter, our clients include:

- i. Bank of Tanzania;
- ii. Government Institutions;
- iii. Other Central Banks;
- iv. Banks and Financial Institutions;
- v. Bureaux de Change;
- vi. Microfinance Service Providers;
- vii. Credit Reference Bureaux;
- viii. Social Security Schemes;
- ix. Long Term Programmes students;
- x. Short Term Course Participants;
- xi. General Public;
- xii. Partner Institutions;
- xiii. Parents/Guardians; and
- xiv. Sponsors.

4.0. OUR SERVICES

The Academy offers the following services:

- i. Communication
- ii. Training
- iii. Consultancy Services
- iv. Students' Welfare Services
- v. Library Services

5.0. OUR SERVICE STANDARDS

This section lists service standards that the Academy offers and how we interact with our clients, and response time.

5.1. Communication

SN	Service	Service Standards
5.1.1.	Receive service at the Bank Academy reception	Within fifteen (15) minutes
5.1.2.	Respond to telephone calls	Within the first five (5) ringing tones
5.1.3	Acknowledge receipt of various correspondences	Within two (2) days after receiving
5.1.4.	Acknowledge receipt of official electronic mail and social media	Within twenty-four (24) hours
5.1.5.	Respond to questions from clients	Within five (5) days from the day received
5.1.6.	Respond to written inquiries, questions and correspondences from clients	Within five (5) working days after receipt of the request
5.1.7.	Respond to enquiries from social media	Within one (1) working day
5.1.8.	Disseminate data and information requested by clients	Within seven (7) working days upon receipt of the request

5.2. Training

SN	Service	Service Standards
5.2.1.	Provide tailor made training	Within thirty (30) days after receipt of the request
5.2.2.	Provide professional certification courses in banking and financial services	Within three (3) weeks
5.2.3	Provide short course trainings in banking and financial services	Within two (2) weeks as per annual training calendar
5.2.4.	Provide full time Diploma course in Banking Practice and Supervision	For two (2) years

SN	Service	Service Standards
5.2.5	Provide Post Graduate Diploma in Banking Management	For one (1) year under part time arrangements

5.3. Consultancy Services

SN	Service	Service Standards
5.3.1.	Provide consultancy services in Banking and Finance	In accordance to the agreed Terms of Reference

5.4. Students' Welfare Services

SN	Service	Service Standards
5.4.1.	Provide counselling services to the Academy Students	Within one (1) day after receipt of the request
5.4.2.	Provide academic advisory services to students	Within one (1) day
5.4.3	Provide students with accommodation	Within one (1) day after receipt of the payment

5.5. Library Services

SN	Service	Service Standards
5.5.1.	Provide access to library collections	Within one (1) hour after receipt of the request
5.5.2.	Respond to inquiries on library matters	Within one (1) hour after receipt of the enquiry

6.0. OUR RESPONSIBILITIES

We strive to meet clients' expectations in discharging our duties, and by so doing, we are obliged to:

- i. be proactive in the provision of quality services;
- ii. treat our clients with respect and courtesy;
- iii. promote equality and transparency;
- iv. protect the privacy and confidentiality of clients;

- v. provide prompt responses to inquiries and feedback on lodged complaints; and
- vi. provide support to clients with special needs.

7.0. CLIENT RIGHTS AND RESPONSIBILITIES

Our clients' rights and responsibilities are as follows:

7.1. Client's Rights

Our clients have the following rights:

- i. to be served with respect, professionalism and on time;
- ii. privacy and confidentiality;
- iii. provide opinion;
- iv. provide feedback on services offered;
- v. request information related to the service offered;
- vi. access to quality services; and
- vii. lodge complaints on unsatisfactory services.

7.2. Client's Responsibilities

The Academy expects clients to:

- i. commit and attend training sessions;
- ii. treat Academy staff with courtesy and respect;
- iii. provide timely, complete and accurate information related to the service required;
- iv. comply with policies, regulations, guidelines and by-laws governing operations of the Academy;
- v. provide prompt response to inquiries;
- vi. pay timely all relevant dues to the Academy; and
- vii. refrain from unethical behaviours and tendencies.

8.0. REVIEW AND REPORTING OF THE CHARTER

8.1. Client Service Charter Review

This charter will be reviewed after every three (3) years or as need arises.

8.2. Client Service Charter Performance Evaluation

The Academy will annually conduct a client service delivery survey to determine the performance of services provided in this Charter.

9.0. FEEDBACK AND COMPLAINTS HANDLING

The Academy welcomes opinions and feedback for improving our services. Your opinion and feedback will be treated with the utmost confidentiality and shall be used for the intended purpose only. Please share your opinion and feedback through a letter, suggestion box, e-mail, telephone, website, physical visit, or any other means of your convenience.

10.0. CONTACTS, LOCATION AND OFFICE HOURS

10.1. How to Contact the Bank of Tanzania Academy

The clients can contact the Academy through the following address:

The Principal

Bank of Tanzania Academy

47 "W" Railway Road,

P. O. Box 131,

Capri-Point, Nyamagana, Mwanza.

Tel: +255 28 2500709 / 2500983- 84

Email: academy@bot.go.tz

Website: <https://academy.bot.go.tz>

Twitter: Bank of Tanzania Academy

Facebook: Chuo Benki

Instagram: [botacademy2022](https://www.instagram.com/botacademy2022)

10.2. The Bank of Tanzania Academy Office Hours

The Academy is open from 8:00 am – 5:00 pm (Monday – Friday) excluding public holidays.