



**NATIONAL UNIVERSITY OF  
SCIENCE AND TECHNOLOGY**

# CLIENT SERVICE CHARTER

We are inspired by our aspiration to be a world-class University that abides by high-quality service delivery standards that meet our clients' expectations. We believe that the provision of high-quality services is critical to the achievement of our objectives.

The adoption of this Client Service Charter demonstrates our commitment to deliver high-quality services to our valued clients in line with the best practices, relevant laws, rules and guidelines. We aim to continuously improve our service delivery to achieve client satisfaction and create long-lasting relationships with our clients.

We welcome our valued clients' feedback, evaluation and suggestions in order to continuously improve our customer experience. Our staff members are committed to live up to the expectations and values embraced in this Client Service Charter.

This Client Service Charter is for information purposes only and not intended to, and does not create any legally binding rights or obligations.

## OUR SERVICE COMMITMENTS AND STANDARDS

NATURE OF SERVICE	SERVICE STANDARD
Answering telephone calls	Within 10 seconds
Attending to visitors	Within 5 minutes of their arrival
Resolution of client complaints	7 working days
Response to email correspondence	Within 24 hours of receipt
Response to media enquiries	Immediate
Application for admissions into NUST programmes	6 weeks after applications closing date
Application for English proficiency letter	3 Working days
Application for deferment of studies	3 Working days
Application for confirmation of qualifications	3 Working days
Application for re-admission	3 Working days
Access to digital library resources	Automatic for all registered students and staff
Access to ICT services	24 hours accessibility
Staff recruitment and selection processes	30 Working days
Publication of Examination results	4 Weeks from the date of the last examination
Minimum duration of an undergraduate degree	4 Years
Minimum duration of a Master of Science degree	18 months
Minimum duration of a Master of Philosophy degree	2 Years
Minimum duration of a Doctor of Philosophy degree	3 Years
Issuance of certificates and transcripts to graduates	On graduation day
Graduation day	As scheduled by the Chancellor

## CLIENT RIGHTS

### NUST clients have the right to:

- High quality and transformative academic programmes.
- Modern and well-maintained learning facilities and equipment.
- Fair continuous and examination assessments.
- Utmost privacy and confidentiality with respect to handling of any personal information.
- Complete and accurate information and services appropriate to their needs.
- Professional, courteous and timely responses to requests, complaints and inquiries

## CLIENT OBLIGATIONS

### We expect our clients to:

- Fulfil their obligations to the University including financial within the agreed timeframes.
- Provide us with timely feedback so that we know what we are doing well and what we can improve on.
- Provide adequate and correct information to enable us to serve them to the best of our abilities.
- Respect the rights, needs, views and beliefs of other clients.



We value and appreciate your feedback. Please send your complaints, compliments, suggestions and comments to the Director of Communication and Marketing as follows:

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