

HARARE INSTITUTE OF TECHNOLOGY

ABRIDGED CLIENT SERVICE CHARTER

1.0 Preamble

1.1 The Charter is the Institute's firm commitment to offering quality service to students, staff, suppliers, partners, collaborators and the general public with whom the University interacts in executing its core mandate of developing, incubating, transferring and commercialising technology for rapid national industrialisation.

1.2 This Charter guides all Harare Institute of Technology members and must be committed to upholding its provisions at all times whilst conducting university business.

2.0 Destiny, Cause, Calling and Core Values

2.1 Our Destiny

- To be the stimulant of scholarship in innovation.

2.2 Our Cause

- To cultivate commitment towards technopreneurial leadership.

2.3 Our Calling

- To commercialise technology through professionalism rooted in integrity.

2.4 CORE VALUES & their meaning

a) Innovation (Reconfiguration for competitiveness through synergy)

b) Leadership (Accountability in our areas of responsibility based on consultation, expert knowledge and wisdom)

- c) **Professionalism** (*Quality Density*)
- d) **Integrity** (*The virtue of honesty underpinned by Unhu/Ubuntu and equity*)
- e) **Commitment** (*Provision of user-focused services characterised by patriotism, responsiveness, sensitivity as well as cooperation founded on participation*)

3.0 Principles of Service Delivery

3.1 The Principles of service delivery at HIT are to:

- a) serve our clients with dignity, courtesy and respect,
- b) continuously provide efficient and effective service,
- c) adhere to ethical service provision,
- d) observe transparency and accountability in service delivery
- e) quality assurance and enhancement on a continuous basis.
- f) observe discipline at all times in all areas
- g) sustain appropriate confidentiality,
- h) adopt a professional approach to service delivery
- i) ensure delivery of quality education
- j) discharge duties Professionally, Passionately and with Patriotism
- k) The University will also strive to promote excellence in all areas of our mandate.

4.0 University Clients

4.1 University clients comprise the following:

- a) Students
- b) Employees
- c) Parents/Guardians
- d) Suppliers

- e) Alumni
- f) The community
- g) The general public.

5.0 Partners/Stakeholders

5.1 University partners and stakeholders comprise the following among others:

- a) Ministry of Higher and Tertiary Education, Innovation, Science and Technology Development
- b) Other Government Ministries and departments
- c) State Institutions
- d) Sister and International Universities
- e) Research partners
- f) Training Institutions
- g) Linkage partners
- h) Industry partners
- i) Business partners
- j) Relevant Higher Education Associations
- k) Donors
- l) Sponsors
- m) Students' Union
- n) Relevant Professional Bodies and associations
- o) Belvedere/ Westridge/ Ridgeview Community
- p) Harare Metropolitan Province
- q) Harare City Council
- r) The Citizens of Zimbabwe

6.0 Adoption Procedures

Accountable Officer	Vice Chancellor
Responsible Officer	Director: Communications and International Relations
Policy Type	University-Wide
Relevant Legislation	Constitution of Zimbabwe, HIT Act, Freedom of Information Act, Corporate Governance and Management of Public Entities Act ,
Related Policies	Communications Policy International Relations Policy, Media Relations Policy, Social Media Policy, HIT Code of Conduct
Approved Date	4 August 2022
Effective Date	1 September 2022
Review Date	1 August 2025