



CLIENT SERVICE CHARTER (Abridged Version)

1. Preamble

Gwanda State University (GSU) is committed to fostering excellence in teaching, research, innovation, and community engagement. In pursuit of this mission, the University recognises the importance of delivering services that are efficient, transparent, and responsive to the needs of its diverse clients and stakeholders.

2. Service Commitments and Standards

Table 1 shows GSU's Service Commitments and Standards

Nature of Service	Service Standard
Answering Telephone Calls	Calls shall be answered courteously within 10 seconds, ensuring prompt communication.
Attending to Visitors	Visitors will be received and assisted within 5 minutes of arrival, reflecting our culture of hospitality and respect.
Resolution of Client Complaints	Complaints will be investigated and resolved within 7 working days, guaranteeing fairness and accountability.
Response to Email Correspondence	Emails will be acknowledged and responded to within 8 hours of receipt, demonstrating efficiency and reliability.
Response to Media Enquiries	Media requests will be addressed immediately, underscoring our commitment to openness and transparency.
Application for Admissions into Programmes	Admission decisions will be communicated within 6 weeks after the closing date, ensuring clarity and timeliness.
Application for English Proficiency Letter	Requests will be processed within 3 working days, supporting academic and professional needs.
Application for Deferment of Studies	Deferment applications will be finalized within 3 working days, respecting students' circumstances.
Application for Confirmation of Qualifications	Qualification confirmations will be issued within 3 working days, affirming academic integrity.
Application for Re-admission	Re-admission requests will be processed within 3 working days, facilitating continuity of study.
Access to Digital Library Resources	All registered students and staff will enjoy automatic access, empowering research and learning. General enquiries will be dealt with within 2 minutes.
Access to ICT Services	ICT services shall be available 24 hours a day, ensuring uninterrupted academic and administrative support.
ICT Services Requests (Help Desk Tickets)	Requests shall be logged in within 30 minutes and resolved within 24-72 hours depending on severity.
Staff Recruitment and Selection Processes	Recruitment processes will be completed within 60 working days, upholding fairness and efficiency.
Publication of Examination Results	Results will be released within 48 hours from the date of the last academic board meeting, maintaining transparency and predictability.

3. Clients Rights

GSU Clients are encouraged to exercise their rights to;

- Access Information
- Quality Service
- Fair Treatment
- Participation
- Privacy and Confidentiality
- Feedback and Redress
- Accountability
- Safety and Security

4. Client Responsibilities

To ensure effective service delivery, clients are expected to:

- Engage Respectfully and Ethically
- Provide Accurate and Timely Information
- Comply with University Policies and Procedures
- Use University Resources Responsibly
- Offer Constructive Feedback

5. Contact us on:

- Email: info@gsu.ac.zw, admissions@gsu.ac.zw
- Landline: 08688009154, Cellphone (calls, sms, and WhatsApp): 0781924111
- Suggestion Boxes: Located across campus
- In-person (physically): Registry and or the Information, Marketing and Public Relations Office

Approved by:

Chairperson of the University Council

On this day of... 26/06/2026