



UNIVERSITY OF NAIROBI



CUSTOMER SERVICE DELIVERY CHARTER



UNIVERSITY OF NAIROBI

**CUSTOMER SERVICE DELIVERY
CHARTER**

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FOREWORD



This revised customer service charter represents an improvement in quality and standards of various services offered at the University of Nairobi. As a globally competitive institution, we care about the satisfaction of our customers and value their loyalty.

This is a promise to our customers and stakeholders that we shall deliver on our commitment to provide reliable and excellent service. The charter outlines the rights and responsibilities of customers.

The Charter is reviewed after every five years after taking into account the valued feedbacks from stakeholders. It is aligned to the performance contracting objectives. Continuous assessment and monitoring will be carried out and reported in our performance evaluation reports.

The University acknowledges that great customer service entail benchmarking with the best practice in the industry, having a pleasant attitude and being knowledgeable and resourceful in our service delivery.

PROF. STEPHEN KIAMA GITAHI, PhD
VICE CHANCELLOR

INTRODUCTION

The philosophy behind public service delivery charters is that the client is informed in advance about what services are expected, required and demanded from a public institution. In the context of Kenya Public Service, the philosophy draws its basis from Chapter 232 of the Constitution of Kenya (2010) that provides for the values and principles of public service for all state organs and corporations. Similarly, the Public Service (Values and Principles) Act of 2015 provides a code for values and principles to guide in delivery of service. Indeed, Clause 7 (6) (a) of the Act requires that every public institution develops standards for responsive, prompt, effective, impartial and equitable provision of services. These values shall bind the University in providing a discourse that will not only be adaptive but also transformational in articulating the general interests of clients and stakeholders. Further, in its quest to reaffirm ethics and professionalism in provision of service, the University shall be guided by its core values of freedom of thought and expression, innovativeness, commitment, trust, care and teamwork.

I.1. Our Vision

A world-class University committed to scholarly excellence

I.2. Our Mission

To provide quality university education and training, and to embody the aspirations of the Kenyan people and the global community through creation, preservation, integration, transmission and utilization of knowledge.

1.3. Our Core Values

The University commits itself to fully adhere to the National Values and Principles of Governance as espoused in articles 10 and 232 of the Constitution of Kenya.

In our quest for a timely provision of quality service, we shall be guided by the core values, contained in our Strategic Plan (2018 – 2023) and the University Council Strategic Plan (2019-2023)

- **Freedom of thought and expression.** We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.
- **Excellence:** Our actions and interactions shall be guided by high standards and sustained endurance for excellence.
- **Care:** We foster a leadership culture that cares, is people-focused, that connects to and is responsive to the needs of internal and external customers, and promotes stewardship over University resources on behalf of beneficiaries.
- **Good governance:** We shall be guided by the national values and principles of governance specified under Articles 10 and 232 of the Constitution. These include integrity; transparency; accountability; inclusiveness; high standards of professional ethics; efficient, effective and economic use of resources; and responsive, prompt, effective, impartial and equitable provision of services. We shall adhere to *Mwongozo*; the code of governance for state corporations (2015)
- **Innovativeness and creativity:** Innovation and creativity shall be our hallmark in delivering value to our customers.
- **Partnership and teamwork:** We foster work culture characterized by teamwork and partnership with both internal and external stakeholders.

I.4. Our Core Functions

- **Teaching and Learning:** The University offers innovative, relevant and market-driven academic programmes, at undergraduate and postgraduate levels.
- **Research:** The University provides a conducive environment for quality research that contributes to the development of the society through the generation, preservation, dissemination and application of knowledge.
- **Consultancy:** The University has integrated consultancy within its mandate.
- **Community Service:** The University engages in community programmes and activities as part of its corporate social responsibility.

2.0. STRUCTURE AND GOVERNANCE

The University of Nairobi is a corporate body constituted in accordance with the Universities Act No. 42 of 2012 and the University of Nairobi Charter, 2013.

2.1. The Governance Organs of the University

- **The University Council:** is charged with the governance, control and administration of the University.
- **The Senate:** is in charge of all academic matters of the University.
- **The University Executive Board:** assists the Vice Chancellor in the day to day management of the University.

2.2. Senior officers of the University

- **The Chancellor:** is the titular head of the University.
- **Chairperson of the Council:** is the head of governance and policy making organ in provision of leadership and stewardship in relation to the governance of the University.
- **The Vice Chancellor:** is the Chief Executive of the University.
- **The Deputy Vice Chancellor (Academic Affairs):** is the head of the Academic Division.
- **The Deputy Vice Chancellor (Finance, Planning and Development):** is the head of Finance, Planning and Development Division.

- The Deputy Vice Chancellor (Human Resource and Administration): is the head of Human Resource and Administration Division.
- The Deputy Vice Chancellor (Research, Innovation and Enterprise): is the head of Research, Innovation and Enterprise Division.
- **Principals of Colleges:** responsible to the Vice Chancellor for maintaining and promoting efficient management of the Colleges.
- **Deputy Principals of Colleges:** deputize the principals in management of the Colleges.
- **Registrar Administration:** is the Secretary to the University Executive Board.

3.0. VALUES AND PRINCIPLES OF SERVICE DELIVERY

In our service delivery we pledge to:

- Maintain high standards of professional ethics;
- Use resources efficiently, effectively and economically;
- Provide services which are responsive, prompt, effective, impartial and equitable;
- Involve stakeholders in the process of policy and decision making;
- Be accountable for administrative actions and decisions;
- Be transparent in the provision of timely and accurate information to the public;
- Ensure fair competition and merit as the basis of appointments and promotions;
- Observe representation of Kenya's diverse communities;
- Provide adequate and equal opportunities for appointment, training and advancement of men and women, members of all ethnic groups, and persons with disabilities, and
- Maintain an effective internal conflict resolution mechanism.

3.1. University Clients

University clients consist of:

- Students,
- Employees,

- Parents,
- Suppliers,
- Alumni,
- The community, and
- The public.

3.2. Partners and Stakeholders

The University's partners and stakeholders comprise:

- Alumni associations,
- Business partners,
- The Commission for University Education,
- Donors,
- Employers,
- External examiners,
- The Higher Education Loans Board,
- Higher learning institutions,
- Industry,
- The Kenya Education Network,
- The Kenya Universities and Colleges Central Placement Service,
- Media,
- The Ministry of Education, Science and Technology
- Neighbours,
- Government departments,
- Training institutions,
- Parents and guardians,
- Professional bodies,

- Research collaborators,
- Sponsors,
- Students' organisations,
- Taxpayers, and
- Trade unions.

3.3. Client Expectations

Our clients expect:

- Quality and timely services;
- Access to relevant information and feedback;
- Courteous and timely responses to requests, complaints and inquiries;
- Utmost confidentiality in the treatment of personal information provided to the university;
- Application of modern and adaptive information and communication technology;
- Safety and security;
- Healthy and pleasant environment;
- Fairness and equity;
- No soliciting of gifts, money or other favours;
- Integrity and reliability; and
- Customer satisfaction.

3.4. Client Obligations

The University expects its clients and stakeholders to:

- Treat staff with respect and courtesy;
- Provide sufficient and accurate information to enable us to respond to requests appropriately;

- Pay all fees and levies promptly where applicable;
- Support university academic programmes and other related activities;
- Adhere to principles of ethics and integrity;
- Observe university rules and regulations;
- Familiarise themselves with relevant university requirements in relation to their enquiries;
- Provide details of changes in your circumstances as soon as they occur;
- Indicate need for special requirements, such as an interpreter or assistance to understand or access our services;
- Not offer us gifts, money or favours for service;
- Adhere to all statutory and regulatory requirements;
- Report corruption, misconduct and unethical behaviour; and
- Provide feedback and comments.

3.5. Support Services

For an efficient management of its functions, the university has support services provided by:

- Academic Division
- Administration Division
- Graduate School
- Construction and Maintenance Department
- Dean of Students' Office
- Directorate of Corporate Affairs
- Directorate of Quality Assurance
- Directorate of Security and Safety Services
- Directorate of University Advancement

- Estates Department
- Finance Department
- Information and Communication Technology Centre
- Internal Audit Department
- Intellectual Property office
- Legal office
- Library and Information Services
- Planning Department
- Procurement Department,
- Sports and Games Department
- Students Welfare Services
- Transport and Garage Department
- Research Division
- Grant Office
- Teaching Departments
- Faculties, Schools, Institutes and Centres offices
- University Health Services,
- Office of Career Services,
- College Registrars

4.0 COMMITMENT TO SERVICE DELIVERY

In delivering our services, we pledge to meet the expectations of our clients by ensuring all our services achieve the desirable outcomes as shown below.

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
TEACHING & LEARNING	Admissions	Meeting University Senate approved minimum admission requirements	NIL	Issuance of Admission letter at least one month prior to a reporting date	Compliance with University & other statutory bodies' admission requirements	There shall be at least one intake every year
	Teaching	Payment of prescribed fees & registration	NIL	As per Senate approved Schedules	Increased pass rate	Improved quality and delivery of teaching and learning programmes
	Examinations	Payment of prescribed fees & registration	NIL	As per Senate approved schedules	Issuance of academic transcripts	Release of examination results at the end of academic year i.e four weeks after examinations have been conducted
	Graduation	Clearance certificate, hire of academic dress and	1,000	September and December every year	Issuance of certificates	Holistic graduates in diverse fields

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
		payment of prescribed fees				
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies	Positive student culture	Enhanced moral values and culture of responsibility among students
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year	Show case student talent in co-curricular activities	Holistic development of students i.e. body, mind and soul
	Student welfare services	Fully registered student	NIL	Senate approved calendar	Improved student satisfaction	Preferred student service provider
RESEARCH, INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects and theses	Submission of research projects and theses by a student	NIL	Feedback from a supervisor to a student should be within two weeks	Contribution of research output to policy	Increased visibility and uptake of University research output
	Innovation	Adherence to applicable laws & policies	NIL	Approved calendar	Projects generated from the University Innovation hub	Enhanced role in national innovation ecosystem

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
	Consultancy & Enterprise	Adherence to applicable laws & policies	NIL	Approved calendar	Growth in research, consultancy and commercialization revenue	Adequate funding to support research, scholarly and creative activities
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar	Improved staff productivity	Rationalized staffing and productive staff
	Management of Physical facilities & Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar	Well maintained and accessible physical facilities and infrastructure	Appropriate, adequate and properly maintained physical facilities and infrastructure
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies	Improved cash flow and informed decision making	Adequate and sustainable financial resource base
COMPETITIVENESS AND IMAGE	Corporate Branding	Adherence to applicable laws & policies	NIL	Approved calendar	Improved brand equity & visibility	Strong corporate image

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
	Engagement with industry	Adherence to applicable laws & policies	NIL	Approved calendar	Increased industry linkage/ partnerships	Strong industry linkage/ partnerships
	Maintain Competitiveness	Adherence to applicable laws & policies	NIL	Approved calendar	Improved competitiveness and Image	Leadership role in the region and beyond
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar	Institutional efficiency and effectiveness	A pillar of good corporate governance
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies & core values	Enhanced commitment, loyalty and responsibility among staff	Institutional optimal performance

5.0. FEEDBACK

- Complaints, compliments and suggestions should be forwarded to the Office of the Vice Chancellor.
- Feedback may be channelled via telephone, letters, e-mail, University website or suggestion boxes.
- Confidentiality and privacy shall be maintained.
- All feedback shall be addressed within seven working days.

All complaints should be addressed to:

The Vice-Chancellor
University of Nairobi
Main Campus
University of Nairobi Towers 18th floor
Harry Thuku Road
P.O. Box 30197 – 00100, Nairobi
Tel: +254 020 491 3002/3 or +254 20 491 0000
Fax Number: +254 204913044
E-mail: vc@uonbi.ac.ke
Website: www.uonbi.ac.ke

Complaints may also be lodged with the Office of the Ombudsman

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
West End Towers, 2nd Floor
Waiyaki Way, Westlands
P. O. Box 20414-00200, Nairobi
Tel +254 020 2270000/020 2603765/020 2303000/020 2270017
Mobile: +254 772 125 818 SMS: 15700
Toll free line: 0800 221349
E-mail: info@ombudsman.go.ke/complain@ombudsman.go.ke
Website: www.ombudsman.go.ke

6.0. RESOLUTION OF COMPLAINTS

- Complaints shall be acknowledged immediately they are received.
- Complaints shall be addressed on the spot by apologizing, explaining, or taking necessary action to address the complaint within seven working days.
- Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three working days. The outcome of investigations and action taken shall be communicated to the complainant within 20 working days.

7.0. REVIEW OF THE CUSTOMER SERVICE DELIVERY CHARTER

To ensure efficiency and effectiveness in service delivery, the university in consultation with its stakeholders shall review this service charter after every five years or whenever need arises.

8.0. CONTACTS

The following are the e-mail addresses of key offices of the university:

Office	E-mail Address
The Vice Chancellor	vc@uonbi.ac.ke
The Deputy Vice Chancellor (Academic Affairs)	dvcaa@uonbi.ac.ke
The Deputy Vice Chancellor (Finance, Planning & Development)	dvcpd@uonbi.ac.ke
The Deputy Vice Chancellor (Human Resource & Administration)	dvchra@uonbi.ac.ke
The Deputy Vice Chancellor Research, Innovation & Enterprise	dvcrie@uonbi.ac.ke
The Principal, College of Agriculture and Veterinary Sciences	principal-cavs@uonbi.ac.ke
The Principal, College of Architecture and Engineering	principal-cae@uonbi.ac.ke
The Principal, College of Biological and Physical Sciences	principal-cbps@uonbi.ac.ke
The Principal, College of Education and External Studies	principal-cees@uonbi.ac.ke
The Principal, College of Health Sciences	principal-chs@uonbi.ac.ke
The Principal, College of Humanities and Social Sciences	principal-chss@uonbi.ac.ke
The Director, Open, Distance and e-Learning Campus	director-odel@uonbi.ac.ke
The Deputy Principal, Kenya Science Campus	depprincipal-ksc@uonbi.ac.ke
The Deputy Principal, College of Humanities and Social Sciences	depprincipal-chss@uonbi.ac.ke
The Deputy Principal, College of Health Sciences	depprincipal-chs@uonbi.ac.ke

The Director, Graduate School	gs@uonbi.ac.ke
The Director, ICTC	director-ict@uonbi.ac.ke
The Director, University Advancement	advancement@uonbi.ac.ke
The Director, Corporate Affairs	pr@uonbi.ac.ke
The Director, Student Welfare Services	dswa@uonbi.ac.ke
The Director, Security and Safety Services	cso@uonbi.ac.ke
The Dean of Students	students@uonbi.ac.ke
The Chief Medical Officer	uhs@uonbi.ac.ke
The Registrar, Administration	reg-dministration@uonbi.ac.ke
The Registrar, Academic	reg-academic@uonbi.ac.ke
The Registrar, Planning	reg-planning@uonbi.ac.ke
The Registrar, Student Affairs	registrar-sa@uonbi.ac.ke
The Director, Research and Enterprise	registrar-rpe@uonbi.ac.ke

Security Hotline: 0717 035 268

Contacts:

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