

**CUSTOMER SERVICE DELIVERY CHARTER**



**UNIVERSITY OF NAIROBI**

**FACULTY OF EDUCATION**

**CUSTOMER SERVICE DELIVERY CHARTER**

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FOREWORD

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**This revised customer service charter represents an improvement in quality and standards of various services offered at the University of Nairobi, Faculty of Education. 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.**

At the College, our firm commitment to quality service is **hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units.**

**This Customer Service Delivery Charter is a commitment by the College to deliver high quality service to students, staff, research collaborators, donors, alumni and all its stakeholders as well as the public.**

**We invite your feedback that would enable us improve our service delivery.**

**PROF. ISAAC JUMBA**

**DEAN,**

**FACULTY OF EDUCATION**

**Introduction**

**The Faculty of Education Customer Service Delivery Charter sets out the scope and the standards of service rendered to our students, staff and stakeholders. 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 We are committed to the provision of quality service to our clients and stakeholders, and welcome feedback on how to improve our service. The service charter shall be reviewed both as need arises and in line with the Faculty Strategic Plan.**

**Our Vision**

**To be a leading centre of excellence in education and sports sciences**

**Our Mission**

**To maintain a leadership role in the realm of educational studies, sports sciences and teacher professional development through creation, preservation, integration, transmission and utilization of knowledge**

**Our Core Values**

**The Faculty 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):**

1. **Freedom of thought and expression: We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.**
2. **Innovativeness: We shall be innovative in meeting our Mission.**
3. **Commitment: We are committed to the mission of the University and always act in the best interests of the University.**
4. **Trust: We trust the good intentions of others, view conflicts as positive and resolve them creatively and effectively to meet the vision and mission of the University.**
5. **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.**
6. **Teamwork: We work together as a team to realize the collective results that the University wishes to achieve.**

**Our Core Functions**

* **Teaching and Learning: The Faculty offers innovative, relevant and market-driven academic programmes, at undergraduate and postgraduate levels.**
* **Research: The Faculty 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 Faculty has integrated consultancy within its mandate.**
* **Community Service: The Faculty engages in community programmes and activities as part of its corporate social responsibility.**
  1. **STRUCTURE AND GOVERNANCE**

**The Faculty has a clear academic and administrative governance structure in place headed by the Dean who is the academic and administrative head of the Faculty, who is responsible to the Vice Chancellor for maintaining and promoting efficient management of the Faculty.**

**All Faculty activities are coordinated by the Faculty Management Committee and the Faculty Academic Committee.**

**The Faculty comprises of Faculty of Education and Kenya Science Campus**

**The Faculty of Education provides a broad education background and professional training most appropriate to the noble career of teaching.**

**The Faculty is made up of five departments namely:-**

* **Department of Educational Foundation Arts and Social Sciences**
* **Department of Educational Communication Technology, and Pedagogical Studies**
* **Department of Educational Management Policy and Curriculum Studies Department of Physical Education and Sport.**
* **Department of Educational and Distance Studies**

**The Kenya Science Campus is headed by the Associate Dean and houses Bachelor of Education (ICT) and Bachelor of Education (Science**

**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.**
  1. **Faculty Clients**

**Faculty clients consist of:**

* + - **Students,**
    - **Employees,**
    - **Parents,**
    - **Suppliers,**
    - **Alumni,**
    - **The community, and**
    - **The public.**
  1. **Partners and Stakeholders**

**The Faculty 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**
    - **Neighbors,**
    - **Government departments,**
    - **Training institutions,**
    - **Parents and guardians,**
    - **Professional bodies,**
    - **Research collaborators,**
    - **Sponsors,**
    - **Students’ organisations,**
    - **Taxpayers, and**
    - **Trade unions.**
  1. **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.**
  1. **Client Obligations**

**The Faculty 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.**
  1. **Support Services**

**For an efficient management of its functions, the Faculty has support services provided by**

**• The Dean’s Office,**

**• The Associate Dean’s Office - KSC,**

**• The Associate Deans’s Office,FED**

* **Department of Educational Foundation Arts and Social Sciences**
* **Department of Educational Communication Technology, and Pedagogical Studies**
* **Department of Educational Management Policy and Curriculum Studies Department of Physical Education and Sport.**
* **Department of Educational and Distance Studies**

**The Faculty Registrar’s Office,**

**• The Faculty Accountant Office,**

**• The Examination Office,**

**• The ICT Office,**

**• The Procurement Office,**

**• The Office of the Assistant Dean of Students,**

**• The Sports and Games Department,**

**• The Facility Management Office,**

**• The Library and Information Services,**

**• The Faculty Health Services,**

|  |  |  |  |  |  |  |  |
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| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC**  **E 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** | |

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| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC E 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** |
|  | **Disciplinary Process** | **Preparation of charges** | **Nil** | **Within thirty days** |  |  |
| **RESEARCH, INNOVATIO N AND ENTERPRIS E** | **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** |

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| **CORE MANDATE** | **SERVICE** | **REQUIREME NTS** | **COST** | **TIMELINES** | **KEY**  **PERFORMANC E INDICATOR** | **OUTCOME** |
| **Adherence to**  **statutory, regulatory and**  **relevant policies**  **Adherence to statutory, regulatory and policy guidelines** | **NIL** | **Senate approved**  **calendar** | **Improved staff productivity** | **Rationalized staffing and productive staff** |  |  |
| **NIL** | **Senate approved calendar** | **Well maintained and accessible physical facilities and infrastructure** | **Appropriate,**  **adequate and properly maintained physical facilities and**  **infrastructure** |  |  |
|  | **Reporting time** | **Nil** |  | **To report from 8.00am to 5pm on weekdays** |  |  |

# **FEEDBACK**

* + - **Complaints, compliments and suggestions should be forwarded to the Office of the Dean.**
    - **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 Dean**

**Faculty of Education**

**University of Nairobi Kikuyu Campus**

**P.O. Box 92 – 00902, Kikuyu**

**Tel: 0721926366**

**E-mail:** [**dean-fed@uonbi.ac.ke**](mailto:dean-fed@uonbi.ac.ke) **Website:** [**www.uonbi.ac.ke**](http://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**](http://www.ombudsman.go.ke/)

# **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 Faculty:**

|  |  |
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| **Office** | **E-mail Address** |
| **Dean, Faculty of Education** | [**dean-fed@uonbi.ac.ke**](mailto:dean-fed@uonbi.ac.ke) |
| **Faculty Registrar** | [**registrar-fed @uonbi.ac.ke**](mailto:dvcaa@uonbi.ac.ke) |
| **Associate Dean, Faculty of Education** | **assocdean-fed@uonbi.ac.ke** |
| **Associate Dean, Kenya Science Campus** | **assocdean-fed-postgrad@uonbi.ac.ke** |
| **Chairman, Department of Educational Foundations, Arts and Social Sciences** | **chairman-def@uonbi.ac.ke** |
| **Chairman Department of Physical Education and Sport** | **dept-physicaled@uonbi.ac.ke** |
| **Chairman Department of Educational Communication and Technological and Pedagogical Studies** | **dept-ecnt@uonbi.ac.ke** |
| **Chairman Department of Distance Studies** |  |
| **Chairman Department of Educational Management Policy and Curriculum Studies** | **dept-edadmin@uonbi.ac.ke** |

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