



South Eastern Kenya University

CUSTOMER SERVICE DELIVERY CHARTER

2024

Our Vision

A globally competitive centre of excellence in teaching, research and innovation and service.

Our Mission

To provide quality education through research, teaching, extension, innovation and entrepreneurship with emphasis on food and nutrition security, health, engineering and technology, environment and natural resources management for sustainable development.

Our Core Values

a) Patriotism:

The University shall motivate its employees to serve all customers with patriotism; and students to love the university and encourage them to defend its image at all times.

b) Professionalism:

The University shall promote and uphold utmost professionalism in service delivery.

c) Democracy and good governance:

The University shall ensure that democracy and good governance principles are adhered to in all its operations.

d) Innovation:

The University shall provide a conducive environment that promotes innovativeness.

e) Integrity, transparency and accountability:

The University shall ensure that staff provide services to its customers with integrity, honesty, transparency and accountability.

f) **Inclusivity, equity and equality:** The University shall inclusivity, equity and equality are mainstreamed in all its functions.

g) Freedom of thought:

The University shall create and promote an environment that fosters inclusivity, adaptability and freedom of thought.

h) Teamwork:

The University shall encourage teamwork amongst its staff for enhancement of overall goal achievement.

i) Sustainability:

The University shall ensure sustainability in its operations by ensuring prudent utilization of its physical, financial and human capital resources.

Our Philosophy

Arid to green - Transforming lives.

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PREAMBLE

South Eastern Kenya University (SEKU) is pursuing excellence in service delivery, in line with its vision to be a globally competitive centre of excellence in teaching, research, innovation and service. SEKU is committed to the principle of integrity and professionalism at all its service points. To this end, SEKU shall provide comprehensive information on its services and associated costs. In the same vein, The University invites its customers to help in upholding these principles by dealing with all service providers in a manner that engenders the highest level of integrity, and avoid acts of corruption such as offering of gifts, money or other favours in exchange for services sought. To fulfill its commitment to continual improvement in customer service delivery, the University appeals to its customers to consistently offer feedback and advice on how to further improve on service delivery.

1. INTRODUCTION

(1) Objectives of the Service Charter

This charter seeks to:

- (a) ensure that the University offers quality, efficient and effective service to its customers in a manner and by standards that are predictable and determinable.
- (b) facilitate processes to define service standards in the University;
- (c) state the University's guiding principles and standards in service delivery
- (d) identify the range of services offered by the University;
- (e) identify the University's customers and/or customer groups; their rights and obligations;
- (f) state the obligations and rights of the University as service provider;
- (g) create an effective feedback system between the University and its customers.

(2) Scope of the Service Charter

(a) This Charter shall apply to, and serve as guide to service delivery for, all persons who are employees of South Eastern University serving on permanent, contractual, or other terms, whose service are expected to conform to the standards stated herein.

(3) Guiding principles

- (a) In carrying out their duties, employees of SEKU shall be guided by the following customer-centred principles:
 - (i) **Adherence to service standards:** Customers shall be made aware of the pre-set standards (levels and quality) of services on offer to enable them set their expectations accordingly;
 - (ii) **Access:** All customers shall equal access to the services they are entitled to;
 - (iii) **Courtesy:** All customers shall be treated with courtesy and consideration;

- (iv) **Information:** Customers shall be given full and accurate information about the service to which they are entitled;
- (v) **Integrity:** Service providers shall exercise the highest level of integrity when offering service to customers;
- (vi) **Consultation:** Customers shall be consulted about the levels and quality of services they are offered and, where possible, given a choice on services they are offered;
- (vii) **Redress:** If the promised service is not delivered or standards not met, customers shall be offered an apology, a full explanation, and a speedy and effective remedy; and when complaints are made, customers shall receive a sympathetic, courteous and positive response;
- (viii) **Value for money:** Services shall be offered economically and efficiently in order to give customers the best value for their money.

2 RANGE OF SERVICES

- (1) The University offers the following services:
 - (a) Training and education for degree, diplomas and certificates
 - (b) Collaborative research
 - (c) Technical support to institutions/organizations
 - (d) Research and consultancy
 - (e) Community outreach
 - (f) Serving as repository of knowledge
 - (g) Catering
 - (h) Accommodation
 - (i) Health services
 - (j) Recreation and sports
 - (k) Support and auxiliary services

3. SERVICE STANDARDS

- (1) At all service points of the University, service providers shall:
 - (a) comply with guidelines as stipulated by relevant agencies;
 - (b) display a high level of professional behaviour and attitude in all aspects of service provision;
 - (c) serve customers promptly and courteously;
 - (d) provide friendly and helpful service;
 - (e) help service seekers make the right choices in accessing service;
 - (f) provide appropriate signage and information desks;
 - (g) wear identification badges to conspicuously display their names;
 - (h) answer telephone calls promptly and courteously;
 - (i) ensure as short queue as possible at serve points;
 - (j) respond to queries and complaints promptly and courteously;
 - (k) respond to correspondence promptly and adequately;
 - (l) provide adequate mechanism for customer complaints and/or compliments;
 - (m) resolve customer complaints fairly, consistently and within predetermined timelines;
 - (n) encourage customers to make suggestions on how to improve services on offer;
 - (o) not offer, to customers, services or products that are below the acceptable minimum standards.

4 OUR CUSTOMERS

- (1) The following are some of the University's main customers:
 - (a) Students;
 - (b) Potential students;
 - (c) Employees
 - (d) Potential employees;
 - (e) Parents and guardians
 - (f) Local and international research institutions/ organizations

- (g) Other universities and institutions of higher learning;
- (h) Industries
- (i) NGOs, FBOs and CBOs
- (j) Media
- (k) Alumni
- (l) The public
- (m) Suppliers of goods and services
- (n) National Government ministries, departments, corporations and agencies
- (o) County Governments
- (p) Sponsors partners and collaborators
- (q) Any other persons and institutions in need of services of the University

5 CUSTOMERS' RESPONSIBILITIES AND OBLIGATIONS

The University expects its customers to:

- (1) be cooperative
- (2) help cultivate an atmosphere for mutual trust;
- (3) demand our services with respect
- (4) report issues and seek services promptly
- (5) provide accurate and timely information to enable us respond rapidly
- (6) deal with the relevant officers in the respective areas
- (7) update the University on changes in their areas that might affect our service standards;
- (8) offer no bribes or corrupt service providers in any way whatsoever.

6. COMPLAINTS AND COMPLIMENTS

- (1) Customers are encouraged to bring all their complaints and queries to our attention via the following channels:
 - (a) Clearly written letter with full details of the nature of complaint;

- (b) Telephone calls on Tel: +254716962771;
- (c) E-mail: vc@seku.ac.ke
- (d) Facebook: South Eastern Kenya University
- (e) Twitter: discoverseku
- (f) Duly filling the Complaints/Compliments form and depositing the same in the Complaints/Compliments Box;
- (g) Personal visit to the Complaints Handling Officer;
- (h) Report to the Vice-Chancellor at the address below;
- (i) Report to the Commission for Administrative Justice at the address below.

(2) The University shall respond to customers' complaints by:

- (a) Offering apology immediately;
- (b) Resolving the issue/complaints within 14 working days;
- (c) Resolving the issue/complaints within 30 day for complaints of technical nature.

7 COMMITMENTS ON SERVICE DELIVERY

(1) SEKU is to providing quality education through teaching, research, extension, innovation and entrepreneurship with emphasis on dryland agriculture natural resources and environmental management, and in order to do this, the University commits itself to do the following:

S/NO	SERVICE/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST (KSH)	TIME LINE
1.0: Response to correspondence and enquiries				
1.1	Response phone calls (landline or any other official line)	Phone call	Free	Fifteen (15) seconds
1.2	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	Five (1) minutes
1.3	Response to correspondence	Written correspondence (letters)	Free	Five (5) working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	One (1) working day
1.4	Response to public complaints and grievances	Make a complaint	Free	One (1) working day
1.5	Resolution of complaints	Make a verbal or written complaint	Free	Fourteen (14) working days
2.0: KRA 1: Provide Quality University Education and Training				
2.1	Student Admission	Submission of completed admission forms	Degree: 2,000 Diploma: 1,000	Two (2) months

			Certificate: 500	
2.4	Unit Registration	Submission of completed registration forms	Free	Two weeks
2.5	Issuance of course outline	Minimum of 25% registered student per course	Free	First lecture
2.6	Teaching	Payment of full fees	Specified fees	As per Time Table
2.7	Issuance of examination card	Payment of full fees	Specified fees	As per Time Table
2.8	Issuance of examination result slip	Sitting end-of-term/semester examinations	Free	Three months after examinations
2.9	Issuance of examination transcripts	Completion of academic year	Free	Start of the succeeding academic year
2.10	Graduation	Successful completion of course	Specified fees	As per academic calendar
2.11	Issuance of certificates	Successful completion of course	Free	Two (2) weeks after graduation
2.12	Library services	Student/staff identification (card)	Specified fees	Opening hours
2.13	Accommodation	Submission of application forms (first-come-first-served basis)	Specific fees	One(1) day
3.0: KRA 2: Enhance Research, Innovation, Consultancy and Community Service				
3.1	Participation in research	Research Calls	As specified in calls	As per calls schedules
3.2	Disbursement of research funds to researchers	Research funded projects	Free	As per the research action plans
3.3	Consultancy and community service	Request proposals	Free	As per the research action plans
4.0: KRA 3: Enhance Physical Infrastructure				
4.1	Management of projects	As per the requirements in contract documents	As per the contract	Within specified contract periods
4.2	Management of internal projects	As per the requirements in the internal project documents	As per project documents	Within specified project periods
4.3	Maintenance and repairs of buildings, roads and electrical works	Requisition Form SEKU/FPD/MNT-PD/ F - 01	Cost of the repairs	Immediate
5.0 KRA 4: Promote Good Governance and University Image				
5.1	Registration of Suppliers	Duly filled application form, Company profile, certificate of Incorporation/Registration, PIN Certificate, Valid Tax Compliance Certificate/Exemptions, Original Bank Statement, Copy of Certificate of Registration with relevant regulatory bodies, Non-refundable fee payment receipt, copies of annual return forms filed by company registry, National ID/Passport	Free	Fourteen (14) working days
5.2	Processing of tenders	Submit bids for good and services	Free	Ninety (90) Working days
5.3	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	One (1) working day
5.4	Procurement of goods and services	Adherence to the Procurement and Disposal Act	Specified fees	As stipulated in the advertisement/contract
5.5	Payment for goods and services	L.P.O/Invoice/Certificate of Completion/ Goods/services Delivery/receipt notes	Free	** Ninety (90) Working days from the date of receipt of the invoice
5.6	Disposal of obsolete stores	Submission of bids	Free	Sixty (60) Working days from the date of advertisement
5.7	Public participation in policy making process	Familiarization with issues and active participation	Free	One (1) Working day
5.8	Recruitment and selection of staff	Make formal application based on the advert	Free	Ninety (90) Working days
5.9	Handling of students/ staff disciplinary cases	Appearance before Staff/Student Disciplinary Committee	Free	Thirty (30) Working days
5.10	Payment of salaries	Employment and staff movement Form	Free	By 30 th of every month
5.11	Internal payment	Upon request	Free	Three (3) Working days
5.12	Catering Services	Specified orders and approvals	Free	Four (4) hours for set menus Thirty (30) minutes for al carte menus
5.13	Medical services	Medical Card	Specified fees	8.00 am-5.00pm
5.14	Transport Booking	Submission of requisition form	Free	1 Working day

5.15	Attendance to telephone	A telephone call	Free	In 30 seconds
5.16	Clearance of staff and students	Completion of clearance form	Free	Within 2 Working days
6.0 KRA 5: Promote Partnerships and Enhance Resource Mobilization				
6.1	Drafting of MoUs	Request	Free	Thirty (30) Working Days

** Payments for goods and services may be made sixty (60) Working days from the date of receipt of the invoice subject to availability of funds.

Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Coordinator
Resolution of Public Complaints
South Eastern Kenya University
P.O. Box 170-90200 Kitui, Kenya
Tel: +254716962771
Email: public_complaints@seku.ac.ke

and/or

The Vice-Chancellor
South Eastern Kenya University
P. O. Box 170 -90200, Kitui
Tel: +254716962771
Email: vc@seku.ac.ke

The Commission Secretary,
Commission on Administrative Justice,
West End Towers, 2nd Floor, Waiyaki Way Westlands,
P.O. Box 20414 – 00200 Nairobi
Tel: +254 020 3370000
Email: certificationpc@ombudsman.go.ke

HUDUMA BORA SI BAHATI YAKO; HUDUMA BORA NI HAKI YAKO