



UNIVERSITY OF NAIROBI STUDENT AFFAIRS DIVISION



CUSTOMER SERVICE DELIVERY CHARTER



UNIVERSITY OF NAIROBI
STUDENT AFFAIRS DIVISION

CUSTOMER SERVICE DELIVERY CHARTER

©STUDENT AFFAIRS, 2016

FOREWORD



The University of Nairobi remains the most prestigious University in Kenya, drawing large numbers of Kenyan, East African as well as international students. To meet the challenge of addressing the needs of the over 80,000 students and other stakeholders, the Student Affairs Division was established on February 11, 2011 to co-ordinate, guide and give firm leadership to all units that provide welfare services for our students. Student Affairs Division operates under Statute VI of the Universities Act, 2012 that constitute the establishment and functions of the Division. This Division brings under one roof the office of the Dean of Students, Students Welfare Authority, Sports and Games, Security and safety Services, Special Students Advisor office and the University Health Services. We are focused on helping students succeed academically, socially and encourage them to interact and connect with the rest of the University Community as we prepare them for life after studying at this University.

This Customer Service Delivery Charter is a commitment by the Division to deliver quality service to students, staff, research collaborators, donors, alumni, stakeholders as well as the public. We invite your feedback that would enable us improve our service delivery.

ISAAC MEROKA MBECHE
DEPUTY VICE CHANCELLOR (STUDENT AFFAIRS)
AND
PROFESSOR OF MANAGEMENT SCIENCE

INTRODUCTION

The Student Affairs Division Service Delivery Charter sets out the scope and the standards of service rendered to our students and stakeholders. 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 Division's Strategic Plan.

Our Vision

A Division committed to excellent student social welfare

Our Mission

To support the production of holistic graduates through the provision of quality welfare services including health, accommodation and catering, recreation and sports, and mentorship and counseling in a secure and safe environment

Our Core Values

The Division 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 Division Strategic Plan (2015 – 2018):

- a) **Freedom of Thought and Expression:** The University shall promote and defend the freedom of thought and expression in academic inquiry and its activities.
- b) **Innovativeness and Creativity:** Innovativeness and creativity shall be the hallmark of its activities as the Division initiates and adapts to change.
- c) **Good Governance and Integrity:** The University embraces and practices good corporate governance. In this regard, the university shall ensure that its processes and procedures are marked by efficiency and effectiveness, that all the decisions and actions are morally sound, that the university is accountable for its decisions and actions, that the university's decision-making processes are participative and consultative, and that decisions and actions reflect meritocracy and are open and transparent.
- d) **Team Spirit and Teamwork:** The University shall foster a work environment characterized by team spirit and teamwork.
- e) **Professionalism:** In its actions and interactions, the University shall maintain ethical conduct and professional etiquette.
- f) **Quality Customer Service:** The University shall provide quality services for all-round satisfaction.

- g) **Responsible Citizenship:** The University embraces corporate social responsibility and shall ensure that all decisions and actions are marked by human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination, and the protection of the marginalized. In its activities, the university shall strive to respect and protect the environment.
- h) **National Cohesion and Inclusiveness:** The University believes in national unity and cherishes respect for diversity.
- i) **Moral Uprightness:** Counseling helps to guide and rehabilitate students whose moral uprightness may be influenced by globalization and changes in environment.

Our Core Functions

- a) **Sports, Games and Recreation:** The Division is mandated to design, develop and run students' sports and recreational programmes, facilities and equipment at both the University and College/ Campus level.
- b) **Students' Health:** The Division provides quality healthcare services efficiently and effectively to all students.
- c) **Student Counseling, Guidance and Mentorship:** This includes management of student associations, programmes that develop student leadership skills, career and personal guidance and counseling as well as address issues pertaining to students with special needs
- d) **Accommodation and Catering:** Responsible for ensuring the proper management of catering and residential services for students by overseeing the hostels, students' kitchens and cafeterias.
- e) **Security and Safety:** Provision of security and safety services to Students through formulation and implementation of Security policy/strategy of the University of Nairobi, taking all necessary steps to protect life and property.

Structure and Governance

- **Student Affairs Division;** is constituted in accordance with Statute VI of the University of Nairobi Act, 2013. The Division is headed by the Deputy Vice Chancellor (Student Affairs), and managed through the Student Affairs Management Board. The Division coordinates departments responsible for students' welfare services including University Health Services, Dean of Students, Sports & Games, Student Welfare Authority, Security and Safety Services and Special Student Advisor.
- **The Deputy Vice Chancellor (Student Affairs);** heads Student Affairs Division responsible for planning, organizing and managing students' welfare services ranging from academic and social counselling, career guidance, issues of disability, mentorship, discipline, students' organisations, work study programmes, sports and recreation, accommodation, catering, community service, health, security and safety services for students, linkages with industry, oversight of students' elections, orientation, and leadership training.
- **The Director Sports and Games;** is the head of Sports & Games Department responsible for planning, implementing and managing innovative competitive sports

and recreation programmes, develop and maintain sports and recreation facilities, provide sports equipment and kit, identify and nurture talents.

- **The Chief Medical Officer University Health Services (UHS);** is the head of University Health Services, responsible for providing holistic non discriminatory healthcare services using standard International and National treatment guidelines and to advise on health matters.
- **The Director Students Welfare Authority (SWA);** is the head of Students Welfare Authority responsible for managing catering, accommodation, conference and events.
- **The Director Security and Safety Services;** is the head of the department responsible for provision of security and safety services to University.
- **The Dean of Students;** is responsible for managing counseling, placement, spiritual services and students' associations.
- **The Special Student Advisor;** is responsible for dealing with students with special/ unique social and financial needs.

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.

Division Clients

Division clients consist of:

- Students,
- Employees,
- Parents/guardians

- Suppliers,
- Alumni,
- Community and
- The public.

Partners and Stakeholders

The Division's partners and stakeholders comprise:

- Alumni associations,
- Business partners,
- Donors,
- Employers,
- The Higher Education Loans Board,
- Sports Federations
- Registered and recognised health institutions
- Government and government agencies
- Industries
- Kenya Universities and Colleges Central Placement Service,
- Media,
- Neighbours,
- Parents and guardians,
- Professional bodies,
- Sponsors,
- Other universities
- Students' organisations,
- And others

Client Expectations

Our clients can 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.

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;
- Through social welfare activities 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;
- Report corruption, misconduct and unethical behaviour; and
- Provide feedback and comments.

Support Services

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

- The Academic Division
- The Administration Department
- The Construction and Maintenance Department,
- The Directorate of Quality Assurance,
- The Directorate of University Advancement,
- The Estates Department,
- The Finance Department,
- The Information and Communication Technology Centre,
- The Internal Audit Department,

- The Legal office,
- The Procurement Department,
- The Public Relations Office,
- The Transport and Garage Department,
- The University of Nairobi Alumni Association Office,
- The University of Nairobi Enterprises and Services Ltd

Commitment to Service Delivery

In our service delivery, we pledge that

- All telephone calls shall be attended to within twenty seconds.
- An acknowledgement of official correspondence shall be immediate and necessary action taken within seven days from the date of receipt.
- Upon registration, a student shall be issued with a student Hand book which outlines clear guidelines on academic programmes, examination rules, fees structure, student support services and disciplinary procedures.
- Online room allotment shall be done within two weeks prior to the reporting date for all students who have applied and subject to availability of bed-space.
- Students' kitchens and cafeterias shall be opened from 6.00 a.m. to 9.00 p.m. daily (some cafeterias offer 24 hour service).
- Swimming pools in colleges and campuses shall open from 11.00 a.m. to 5.00 p.m. daily.
- University Health Services clinics based in colleges and campuses shall open from 8.00 a.m. to 5.00 p.m. daily. The Main Campus staff clinic shall operate for 24 hours for both staff and students. A mobile clinic stationed at the Main Campus shall operate between 5.00 p.m. to 10.00 p.m. on weekdays and from 8.00 a.m. to 4.00 p.m. on Saturdays.
- Disciplinary cases for students shall be completed within six months.
- The clearance of students shall be finalised within two days.
- The procurement of goods and services shall comply with the university and government procurement regulations
- Hostels and all other facilities shall be well maintained in line with the maintenance and repair schedules to ensure students welfare.
- Collaborative agreements and memoranda of understanding with shall be processed within three weeks.

Feedback

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

All complaints should be addressed to

Contacts:

Deputy Vice Chancellor, Student Affairs
University of Nairobi
Main Campus
Administration Block
Harry Thuku Road
P.O. Box 30197 – 00100, Nairobi
Tel: +254 20 3318262, ext. 28714/28718
Direct line 020 2320733
E-mail: dvc-sa@uonbi.ac.ke
Website: <http://dvcsa.uonbi.ac.ke>

Or to the Office of the Vice Chancellor

Vice Chancellor
University of Nairobi
Main Campus
Administration Block
Harry Thuku Road
P.O. Box 30197 – 00100, Nairobi
Tel: +254 20 3318262, 732 020 207 / 772 262 488
Toll free line: 0800221343
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 for 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

Toll free line: 0800 221349

SMS 15700

E-mail: [info @ombudsman.go.ke](mailto:info@ombudsman.go.ke)

complain@ombudsman.go.ke

Website: 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 days.
- Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three days. The outcome of investigations and action taken shall be communicated to the complainant within 20 days.

Review of the Customer Service Delivery Charter


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

Contacts


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

Office	E-mail Address
The Deputy Vice Chancellor (Student Affairs)	dvcsa@uonbi.ac.ke
Registrar (Student Affairs)	registrar-sa@uonbi.ac.ke
The Director, Security and Safety Services	cso@uonbi.ac.ke
The Dean of Students	dean-students@uonbi.ac.ke
The Director, Sports & Games	dept-sports@uonbi.ac.ke
Chief Medical Officer	cmo-uhs@uonbi.ac.ke
Special Students Advisor	Students-advisor@uonbi.ac.ke

@uonbi 

University of Nairobi 

P.O. Box 30197, GPO Nairobi, Kenya 

Tel: (+254-20) 3318262 / 2245566 

Cell: (+254-20) 732 020 207 / 772 262 488

Toll free line: 0800 221 349

Email: vc@uonbi.ac.ke

<http://www.uonbi.ac.ke>



UNIVERSITY OF NAIROBI
ISO 9001:2008 Certified