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.

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**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:

<table>
<thead>
<tr>
<th>S/NO</th>
<th>SERVICE/GOODS</th>
<th>REQUIREMENTS TO OBTAIN SERVICES/GOODS</th>
<th>COST (KSH)</th>
<th>TIME LINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.0: Response to correspondence and enquiries</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>1.1</td>
<td>Response phone calls (landline or any other official line)</td>
<td>Phone call</td>
<td>Free</td>
<td>Fifteen (15) seconds</td>
</tr>
<tr>
<td>1.2</td>
<td>Response to enquiry by walk-in clients</td>
<td>Walk-in and make the enquiry</td>
<td>Free</td>
<td>Five (1) minutes</td>
</tr>
<tr>
<td>1.3</td>
<td>Response to correspondence</td>
<td>Written correspondence (letters)</td>
<td>Free</td>
<td>Five (5) working days</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Email and Social media (Twitter, Facebook &amp; YouTube)</td>
<td>Free</td>
<td>One (1) working day</td>
</tr>
<tr>
<td>1.4</td>
<td>Response to public complaints and grievances</td>
<td>Make a complaint</td>
<td>Free</td>
<td>One (1) working day</td>
</tr>
<tr>
<td>1.5</td>
<td>Resolution of complaints</td>
<td>Make a verbal or written complaint</td>
<td>Free</td>
<td>Fourteen (14) working days</td>
</tr>
</tbody>
</table>

2.0: KRA 1: Provide Quality University Education and Training

<table>
<thead>
<tr>
<th>S/NO</th>
<th>SERVICE/GOODS</th>
<th>REQUIREMENTS TO OBTAIN SERVICES/GOODS</th>
<th>COST (KSH)</th>
<th>TIME LINE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.1</td>
<td>Student Admission</td>
<td>Submission of completed admission forms</td>
<td>Degree: 2,000</td>
<td>Two (2) months</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Diploma: 1,000</td>
<td></td>
</tr>
</tbody>
</table>

Service Delivery Charter
<table>
<thead>
<tr>
<th></th>
<th>Description</th>
<th>Fee</th>
<th>Time</th>
</tr>
</thead>
<tbody>
<tr>
<td>2.4</td>
<td>Unit Registration</td>
<td>Free</td>
<td>Two weeks</td>
</tr>
<tr>
<td>2.5</td>
<td>Issuance of course outline</td>
<td>Free</td>
<td>First lecture</td>
</tr>
<tr>
<td>2.6</td>
<td>Teaching</td>
<td>Specified fees</td>
<td>As per Time Table</td>
</tr>
<tr>
<td>2.7</td>
<td>Issuance of examination card</td>
<td>Specified fees</td>
<td>As per Time Table</td>
</tr>
<tr>
<td>2.8</td>
<td>Issuance of examination result slip</td>
<td>Free</td>
<td>Three months after examinations</td>
</tr>
<tr>
<td>2.9</td>
<td>Issuance of examination transcripts</td>
<td>Free</td>
<td>Start of the succeeding academic year</td>
</tr>
<tr>
<td>2.10</td>
<td>Graduation</td>
<td>Specified fees</td>
<td>As per academic calendar</td>
</tr>
<tr>
<td>2.11</td>
<td>Issuance of certificates</td>
<td>Free</td>
<td>Two (2) weeks after graduation</td>
</tr>
<tr>
<td>2.12</td>
<td>Library services</td>
<td>Specified fees</td>
<td>Opening hours</td>
</tr>
<tr>
<td>2.13</td>
<td>Accommodation</td>
<td>Specific fees</td>
<td>One(1) day</td>
</tr>
<tr>
<td>3.0</td>
<td>KRA 2: Enhance Research, Innovation, Consultancy and Community Service</td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.1</td>
<td>Participation in research</td>
<td>As specified in calls</td>
<td>As per calls schedules</td>
</tr>
<tr>
<td>3.2</td>
<td>Disbursement of research funds to researchers</td>
<td>Free</td>
<td>As per the research action plans</td>
</tr>
<tr>
<td>3.3</td>
<td>Consultancy and community service</td>
<td>Free</td>
<td>As per the research action plans</td>
</tr>
<tr>
<td>4.0</td>
<td>KRA 3: Enhance Physical Infrastructure</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4.1</td>
<td>Management of projects</td>
<td>As per the requirements in contract documents</td>
<td>As per the contract</td>
</tr>
<tr>
<td>4.2</td>
<td>Management of internal projects</td>
<td>As per the requirements in the internal project documents</td>
<td>As per project documents</td>
</tr>
<tr>
<td>4.3</td>
<td>Maintenance and repairs of buildings, roads and electrical works</td>
<td>Requisition Form SEKU/FPD/MNT-PD/ F - 01</td>
<td>Cost of the repairs</td>
</tr>
<tr>
<td>5.0</td>
<td>KRA 4: Promote Good Governance and University Image</td>
<td></td>
<td></td>
</tr>
<tr>
<td>5.1</td>
<td>Registration of Suppliers</td>
<td>Free</td>
<td>Fourteen (14) working days</td>
</tr>
<tr>
<td>5.2</td>
<td>Processing of tenders</td>
<td>Free</td>
<td>Ninety (90) Working days</td>
</tr>
<tr>
<td>5.3</td>
<td>Notification of successful and unsuccessful bidders</td>
<td>Free</td>
<td>One (1) working day</td>
</tr>
<tr>
<td>5.4</td>
<td>Procurement of goods and services</td>
<td>Specified fees</td>
<td>As stipulated in the advertisement/contract</td>
</tr>
<tr>
<td>5.5</td>
<td>Payment for goods and services</td>
<td>Free**</td>
<td>Ninety (90) Working days from the date of receipt of the invoice</td>
</tr>
<tr>
<td>5.6</td>
<td>Disposal of obsolete stores</td>
<td>Free</td>
<td>Sixty (60) Working days from the date of advertisement</td>
</tr>
<tr>
<td>5.7</td>
<td>Public participation in policy making process</td>
<td>Free</td>
<td>One (1) Working day</td>
</tr>
<tr>
<td>5.8</td>
<td>Recruitment and selection of staff</td>
<td>Free</td>
<td>Ninety (90) Working days</td>
</tr>
<tr>
<td>5.9</td>
<td>Handling of students/ staff disciplinary cases</td>
<td>Free</td>
<td>Thirty (30) Working days</td>
</tr>
<tr>
<td>5.10</td>
<td>Payment of salaries</td>
<td>Free</td>
<td>By 3rd of every month</td>
</tr>
<tr>
<td>5.11</td>
<td>Internal payment</td>
<td>Free</td>
<td>Three (3) Working days</td>
</tr>
<tr>
<td>5.12</td>
<td>Catering Services</td>
<td>Free</td>
<td>Four (4) hours for set menus Thirty (30) minutes for al carte menus</td>
</tr>
<tr>
<td>5.13</td>
<td>Medical services</td>
<td>Specified fees</td>
<td>8.00 am-5.00pm</td>
</tr>
<tr>
<td>5.14</td>
<td>Transport Booking</td>
<td>Free</td>
<td>1 Working day</td>
</tr>
</tbody>
</table>
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

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**