

**JARAMOGI OGINGA ODINGA
UNIVERSITY OF SCIENCE AND TECHNOLOGY**

CUSTOMER SERVICE DELIVERY CHARTER

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

CUSTOMER SERVICE DELIVERY CHARTER

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P.O. Box 210-40601 Bondo, Kenya

Telephone: + 254 - 57 2501804 / 2058000

Fax: + 254 - 572523851

Email: vc@jooust.ac.ke

Website: <http://www.jooust.ac.ke>

Customer Service Delivery Charter

Charter: Customer Service Delivery Charter

Charter Theme: Provision of customer service as espoused in various University policy documents with a view to fulfilling the University's desire to offer high quality, training, service and products that engender customer loyalty

Charter Contact: Corporate Communications Manager

Charter Approval: University Management Board

Category: Customer Service


Reference: JOOUST/VC/PR/SC/003

Status: Approved by University Management Board
Min: JOOUST/VC/UMB/143/2018

Commencement Date: 20th December, 2013

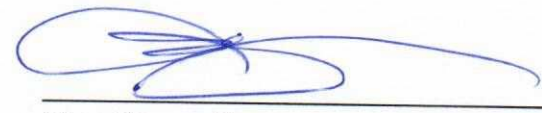
Revised: 6th July 2018

Signed:



Ag. Deputy Vice - Chancellor (PAF)
Prof. Francis. O. Ang'awa

6th July 2018
Date



Vice-Chancellor
Prof. Stephen. G. Agong'

6th July 2018
Date

PREAMBLE

Jaramogi Oginga Odinga University of Science and Technology (JOOUST) is the successor of Bondo University College (BUC) which was established by the Government of Kenya as a Constituent College of Maseno University through Legal Order No. 56 of 11th May 2009. JOOUST was granted Charter on February 2013. The University's main campus is situated in Bondo Town 2 Km from the town center along Bondo-Usenge road. A unique feature of JOOUST is that it is located near Lake Victoria (the world's second largest fresh water lake); an endowment that bestows upon the university the potential for studies in aquatic sciences.

JOOUST is a premier institution of higher learning, offering academic programs that are market driven and relevant to sustainable socio-economic development. The programs are tailored towards addressing Vision 2030 by means of the pillars of technology transfer, scientific research, innovation and collaboration with the industry. In addition, the academic programs provide students with the relevant industrial competencies, skills, knowledge and integrated understanding of different fields.

The commitments contained in this Charter have been arrived at by taking cognizance of the resources at broad accordance with our disposal and in line with our Performance Contract. The University is committed to the principle of zero tolerance to corruption, and in order to achieve this, we shall provide comprehensive information on our services and details of associated costs. In the same vein, we appeal to our customers not to offer gifts, money or any other favors to our staff in exchange for services. We also appeal to our clients to feel free to give feedback and advice on this Charter and how to further improve our services.

OUR SERVICE CHARTER

The Service Delivery Charter for JOOUST details the following attributes of the University:

- Vision
- Mission
- Philosophy
- Core Values
- Core Functions
- Strategic Objectives
- Aims
- Strategy
- Services
- Commitments on Service Delivery
- Clients and Partners/Stakeholders
- Clients' Rights and Expectations
- Our clients' Responsibilities and Obligations
- Mechanism of Handling and Lodging of Complaints and Queries
- Response to Complaints
- Link between the University's Values and National Values
- Commitment to Courtesy and Excellence in Service Delivery

1.0 Our Vision

A beacon of excellence and a global leader in University education for sustainable development

2.0 Our Mission

To provide quality education that nurtures creativity and innovation through integrated training, research and community outreach for the advancement of humanity

3.0 Our Philosophy

The University is anchored on the philosophy of holistic approach to the service of humanity and other related areas of scholarship mediated through wisdom, science and technology.

4.0 Our Core Values

Our core values include:

1. *Fairness*: We strive to treat all our stakeholders with fairness and respect regardless of their culture, creed, race, religion, ethnicity or any other affiliations.
2. *Professionalism*: We embrace professionalism as the foundation of design and delivery of products and services with innovation and creativity as the hallmark.

3. *Transparency and accountability:* We conduct our affairs with utmost transparency and Accountability
4. *Integrity:* We are an inspiring institution, working to ensure and maintain stakeholders' confidence through integrity in all our dealing
5. *Meritocracy:* Employees and students are rewarded based on merit
6. *Equity:* We embrace equity and empowerment in staff appointments, student admissions and representation in decision-making organs

5.0 Our Core Functions

The core functions of the University are to:

1. Provide education directly, or in collaboration with other institutions, and in so doing provide for the integration of teaching, research and effective application of knowledge and skills to the life, work and welfare of the citizens of Kenya;
2. Participate in scholarly work, the discovery, transmission, utilization, preservation and enhancement of knowledge and to stimulate the intellectual participation of students in the economic, social, cultural, scientific and technological development of Kenya;
3. Offer continuing professional development courses;
4. Determine the curriculum and its mode of delivery and to specify the admission criteria;
5. Conduct examinations for and to grant and confer such academic awards as may be provided for in the Act and the Statutes;
6. Establish new colleges, faculties, schools, institutes, departments, other resource and administrative units and centers;
7. Promote the general welfare of staff and students.

6.0 Our Strategic Objectives

The broad strategic objectives of the university are to:

1. Grow the University income by 20% annually
2. Increase capacity of the University's physical facilities and infrastructure
3. Attract, develop and retain staff with the right competencies
4. Grow student numbers through diversification of delivery modes and programmes
5. Incorporate green technology in all new infrastructural developments
6. Promote and maintain an improved positive corporate image
7. Strengthen corporate governance and management
8. Offer quality and market driven programmes that conform to CUE Standards
9. Integrate ICT in at least 50% of academic programmes
10. Achieve 100% student completion rate
11. Provide opportunities for nurturing talents and innovation
12. Expand research in niches areas and consultancy services
13. Provide opportunities for dissemination of research output
14. Develop at least 4 patentable technologies

15. Mainstream environmental sustainability in University activities
16. Increase collaboration and partnerships for transfer of technological solutions to the community

7.0 Our Aims

The aims of the university are to:

1. Produce competent graduates in line with the mandate of the University;
2. Generate research and innovations outputs with impact on the national development goals;
3. Transfer and commercialize technology from the University and other international institutions to the benefit of students, the University and the industry;
4. Promote the advancement of knowledge through teaching, consultancy, scholarly research and scientific investigation;
5. Promote learning in the student body and society;
6. Support and contribute to the realization of national economic and social development goals of the country;
7. Promote the highest standards in quality of teaching and research;
8. Disseminate the findings of the research conducted by the University to the general community;
9. Facilitate life-long learning through provision of adult and continuing education;
10. Foster capacity for independent critical thinking among its students.

8.0 Our Strategy

The University is committed to quality management that ensures continual improvement of knowledge, skills and practical training, research, outreach activities and consultancy services.

9.0 Our Services

We provide the following range of services to our clients:

1. Training students for various degree, diplomas and certificates
2. Collaborative research
3. Technical backstopping to institutions/organizations.
4. Capacity building to communities and other stakeholders
5. Community outreach services
6. Act as repository of knowledge
7. Consultancy services

10.0 Our Commitments to Service Delivery

We are committed to providing timely, efficient and effective service delivery to our clients by doing the following:

Service/Processes Rendered	Requirements	User Charges (Ksh)	Timelines
Processing of admission	i). Duly completed application form ii). Certified copies of academic certificates iii). Bank pay-in slip	i). Certificate- Ksh. 1,000 ii). Diploma – Ksh. 1,000 iii). Undergraduate – Ksh. 2,000 iv). Postgraduate diploma-Ksh. 2,500 v). Masters - Ksh. 3,000 vi). Postgraduate- Ksh.3,500	Within 21 working days
Examinations:			
i). Release of provisional results			i). 60 days after completion of examinations
ii). Release of Provisional Transcripts	i). Full payment of fees ii). Clearance Form	Free	ii). 21 working days after approval by senate
iii). Release of final results			iii). 60 days after completion of final examinations
iv). Release of Certificates			iv). Within one month after graduation
v). Release of final transcripts			v). Within 2 months after graduation
Processing of:			Within seven days
i). Local Service Order	i). Quotations	Free	
ii). Local Purchase Order	ii). Tender documents		Within 30 days
iii). Contract			

Customer Service Delivery Charter

Payment to suppliers	Delivery of services or goods	Free	Within 60 days of delivery
Processing of tenders i). Prequalification of tender ii). Tender processing	Tender documents	Ksh.1000 or free when downloaded	Within 90 days
Disposal of unserviceably goods and surplus items	Request from departments	Ksh.1000 or free when downloaded	60 days from authorization
Processing of: i). Imprests ii). Claims	i). Imprest warrants ii). Vouchers	Free	i). Within seven days of application ii). Within 14 days from preparation
Correspondence i). Acknowledgement ii). Response	i). Enquiries ii). Complaints	Free	i). Within seven days from receipt date ii). Within 14 days from receipt date
Production of payroll and payment of salaries	Formal Appointment	Free	By the 30 th day of every month
Recruitment of staff	Appointment letter	Free	2 Weeks from the date of the interview
Clearance of staff on exit	Duly filled clearance form	Free	2 Weeks upon receipt of the duly filled clearance forms

11.0 Our clients and Partners/Stakeholders

Our clients and partners/stakeholders are essential to our success.

1. Our clients

Our clients include:

- a. Students;
- b. Employees
- c. Parents/Guardians
- d. Research institutions
- e. The public
- f. Alumni
- g. Suppliers of goods and services

2. Partners/Stakeholders

Our partners/stakeholders comprise the following:

- a. Ministry of Education
- b. The National Treasury
- c. Commission for University Education
- d. Higher Education Loans Board
- e. Other government Ministries/ Departments
- f. Universities
- g. Student/Staff/Trade Unions
- h. Professional Bodies
- i. Donor Agencies
- j. Media
- k. Alumni Associations
- l. Industry/ Business Partners
- m. Community
- n. Employers

11.1 Our clients' Rights and Expectations

Our clients expect, timely efficient and effective provision of services. Specifically, the services should be:

1. Timely and Efficient
2. High quality
3. Offered professionally & courteously
4. Transparent
5. Equitable
6. Reliable and consistent
7. Prompt and fair

11.2 Our clients' Responsibilities and Obligations

We expect our clients to:

1. Cooperate
2. Report issues and seek services promptly
3. Provide accurate and timely information
4. Deal with the relevant officers in the respective division/
schools/department/sections
5. Cultivate an atmosphere for mutual trust
6. Demand for Quality Service
7. Provide feedback and comments on services rendered
8. Pay all fees and levies promptly

11.3 Mechanism of Handling and Lodging of Complaints and Queries

We encourage our clients to bring all their complaints and queries to our attention via the following channels:

1. Clearly written letter with full details of the nature of complaint
2. Make telephone calls on Tel: +254 57 250 1804/ +254 57 205 8000
3. Duly filling the University complaints form and depositing the same in the Complaints/Compliments Box
4. Personal visit to the Complaints Handling Officer
5. Report to the Vice-Chancellor or the Commission for Administrative Justice as stated below:

11.4 Response to Complaints

We are committed to responding to clients' complaints by:

1. Offering apology immediately
2. Resolving the issue/complaints within 14 working days
3. Resolving the issue/complaints within 30 days for complaints of technical nature

12.0 Link between the University's Values and National Values

The University Service Delivery Charter is anchored on the Constitution of Kenya Chapter 2, Article 10 of the Kenya Constitution 2010 which includes the principles of National Values and Governance which include human dignity, equity, social justice, inclusiveness, equity, human rights, non-discrimination and protection of the marginalized, good governance, integrity, transparency and accountability and sustainable development.

12.1 Commitment to Courtesy and Excellence in Service Delivery

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 delivered in writing to:

a) Complaints/Compliments, Suggestions boxes located at strategic points throughout the University or through Complaints Handling Offices located in every department/School

b) Feedback may also be channeled via our website, telephone and e-mail.

c) The Vice-Chancellor

Jaramogi Oginga Odinga University of Science and Technology

P.O. Box 210 – 4060, Bondo

Tel: +254 57 250 1804/ +254 57 205 8000

Email: vc@jooust.ac.ke

Web: www.jooust.ac.ke

d) The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice

2nd Floor, West End Towers

Opposite Aga Khan High School off Waiyaki Way – Westlands

P.O. Box 20414-00200 Nairobi

Tel: +254020 2270000

Email: certificationpc@ombudsman.go.ke

Web: www.ombudsman.go.ke

HUDUMA BORA SI BAHATI YAKO; HUDUMA BORA NI HAKI YAKO