



KIBABII UNIVERSITY
(Knowledge for Development)

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OFFICE OF THE ACTING VICE CHANCELLOR

KIBABII UNIVERSITY

CUSTOMER SERVICE DELIVERY CHARTER

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1.0 FORWARD

This service charter provides a framework for engagement between Kibabii University and the general public. The public has the constitutional right to access quality and high standard services. We undertake to give assurance to our customers that they will get satisfaction from our services. We are committed to providing quality academic programmes, products and services to our customers. The Vision, Mission, Values, Objectives and Strategies of the University are stated in this document. Our customers must embrace the fact that it is their right to demand quality service.

The University is committed to continuous review of this service charter depending on the feedback that we get from our customers. We therefore welcome constructive feedback on the quality of our service delivery as we move along.

We are duty bound to honor and deliver on the pledges we have made to our customers.

Thank you all and best wishes.



Professor Shem Migot-Adhola
Council Chairman,
Kibabii University

2.0 ACKNOWLEDGEMENT

It is our profound pleasure to launch the first ever Kibabii University customer service delivery charter. This document was motivated by the need to dedicate our commitment and resolve to offer the highest quality of service to our customers.

I must sincerely thank all our staff who made invaluable contributions to this charter. Special thanks go to the persons who participated in the actual drafting of this document. This fete was realized due to tireless efforts by the following dedicated members of a sub-committee of the Senate: The Dean, Faculty of Science, Dr.Y.K. Ayodo, who was the chair of the committee; Dean, Faculty of Education,

Dr. S.N. Mutsotso; Assistant Registrar, Administration, Mr. D. Butali; Assistant Librarian, Ms. M. Wanambisi, Senior Accounts Assistant, Mr. T. Walaba and Mr. D. Chebon, Senior Admin. Assistant, Academics, who also provided services as the secretariat. I must say this team did an outstanding job and has done us proud.

This document is an instrument that will propel the intentions of the University to meet the agreed customer standards, in terms of the provision of relevant academic programmes, as well as quality products and services.

It is our hope that all of you will use this service charter as a useful tool of assessing the quality of our performance with regard to service delivery to our customers.

Thank you all.

**Professor Isaac Ipara Odeo,
Acting Vice Chancellor,
Kibabii University**

3.0 PREAMBLE

Kibabii University (KIBU) was established by the Kibabii University Charter on 14th of November, 2016. Initially, it started as Kibabii University College which was established as a Constituent of Masinde Muliro University of Science and Technology by Legal Notice No. 115, which appeared in Kenya Subsidiary Legislation 2011 of 12th August, 2011. The Charter gives the University powers to provide directly or in collaboration with other institutions of higher learning, facilities for University education including technological, scientific and professional education.

The University is run by Council as the supreme decision making organ. The day to-day activities are run by the University Management Board and The Senate chaired by the Vice Chancellor. The Senate members include; Deputy Vice Chancellors, Deans of Faculties, Directors of Institutes, Schools and Centres, Chairpersons of Teaching Departments, University Librarian, Faculty Representatives, Professors, Student Representatives and Trade Union Representatives. The University Management Board co-ordinates administrative and financial functions of the University. Members of the University Management Board include the Vice Chancellor as the Chair, Deputy Vice Chancellors, Registrars, Finance Officer, Procurement Officer and Librarian. The University Management Board assists the Vice Chancellor in making decisions on operations in the University. The growth and development of Kibabii University into a centre of academic excellence in Information Technology and Science Education shall be based on the main-campus – satellite campus model.

3.1 Core Mandate

The mandate of Kibabii University, as contained in the Kibabii University states as follows:-

- a. To provide directly, or in collaboration with other institutions of higher learning, facilities for university education, the integration of teaching, research and effective application of knowledge and skills to the life, work and welfare of the citizens of Kenya;
- b. To participate in the research, transmission and preservation and enhancement of knowledge and to stimulate the intellectual participation of students in the economic, social, cultural, scientific and technological development of Kenya;
- c. To provide and advance university education and training to appropriately qualified candidates, leading to the conferment of degrees and award of diplomas and certificates and such other qualifications as the Council and the Senate shall from time to time determine and in so doing, contribute to manpower needs;
- d. To conduct examinations for such academic awards as may be provided in the statutes pertaining to the University;
- e. To examine and make proposals for new faculties, schools, institutes, departments, resource and research centers, degree courses and subjects of study;
- f. To play a leading role in the development and expansion of the opportunities for higher education and research;
- g. To contribute to industrial and technological developments through innovations and technology transfer;

- h. To develop as an institution of excellence in teaching, training, scholarship, entrepreneurship, innovation, research, and consultancy services;
- i. To participate in commercial ventures and other activities for the benefit of the institution, the community and stakeholders;
- j. To contribute to agriculture, industrial and technological development of Kenya in collaboration with industrial and other institutions through the transfer of appropriate technology;
- k. To develop and provide educational , cultural, professional, technical and
- l. vocational services to the community and in particular foster corporate social responsibility and the practical arts;
- m. To provide programmes, products and services in ways that reflect the principles of equity and social justice;
- n. To facilitate student mobility between different programmes at different training institutions, universities and industry; and
- o. To foster the general welfare of all staff and students.

3.2 Vision

To be a global and dynamic University of excellence in Science, Technology and Innovation.

3.3 Mission

To achieve excellence in generation, transmission and enhancement of new knowledge in Science, Technology and Innovation through quality Teaching, Research, Training, Scholarship, Consultancy and Outreach programmes.

3.4 Motto

Knowledge for Development

3.5 Values

To undertake its mission and realize its vision, Kibabii University upholds the following values: -

Productivity- The University shall strive to produce well trained and qualified graduates.

Professionalism- The University Staff shall conduct themselves with decorum and adhere to professional ethics.

Excellence- The University shall ensure excellence in teaching, research and provision of service to the public.

Accountability- The University Staff shall explain the rationale of activities done.

Transparency – The University staff shall avoid any actions that might border on any malpractice like corruption.

Equity – The University Management shall ensure that there are equal opportunities for all without any form of discrimination, be it gender, race, disability, age, religion or ethnicity.

Integrity – The University shall ensure adherence to moral and ethical principles.

Academic freedom- The University shall encourage the spirit of free and critical thought, and reflective inquiry among students and staff.

Social responsibility- The University shall promote awareness and provide leadership in responding to issues and problems affecting the society.

Innovation – The University shall provide opportunities for the creation of new ideas and products for teaching, learning and well-being of the society.

2.6 Objectives

2.6.1 General objective

To engage in the discovery of new knowledge and skills for addressing the scientific, socio-economic and technological concerns nationally, regionally and internationally.

2.6.2 Strategic objectives

1. To produce graduates equipped with new knowledge, skills, attitudes and values critical to the posterity of human beings and society.
2. To undertake research, innovation and extension aimed at generating new knowledge, skills and strategies that shall drive sustainable development and wealth creation for the benefit of the community.
3. To establish and maintain infrastructure and services
4. To advance the intellectual and human resource capacity through training and team-building.

5. To Publicize University programmes, activities and promote its public image.
6. To practice prudent financial management.

4.0 PROGRAMMES, PRODUCTS AND RANGE OF SERVICES

4.1 Programmes

The following are the programmes currently being offered in the Faculty of Education and Social Sciences:-

- i. Masters in Business Administration (MBA)
- ii. Masters of Education in Management and Policy Studies
- iii. Bachelor of Education (Arts)
- iv. Bachelor of Education (Science)
- v. Bachelor of Education (Early Childhood)
- vi. Bachelor of Business Management
- vii. Bachelor of Commerce
- viii. Bachelor of Social work
- ix. Bachelor of Criminology
- x. Postgraduate Diploma in Secondary Education
- xi. Diploma in Criminology and Criminal Justice
- xii. Diploma in Business Management
- xiii. Certificate in Business Management
- xiv. Certificate in Criminology
- xv. Certificate in Social Work & Community Development

The following are the programmes currently being offered in the Faculty of Science:-

- i. MSc. in IT
- ii. MSc. in Mathematics
- iii. MSc. in Physics
- iv. PGD in ICT
- v. BSc (Computer Science)
- vi. BSc (Information Technology)
- vii. BSc (Mathematics)
- viii. Diploma in Information Technology
- ix. Certificate in Information Technology
- x. Certificate in Computer Proficiency
- xi. Bridging Certificate Course in Mathematics
- xii. Bridging Certificate Course in Physics

4.2 Products

- i. Well trained and qualified graduates
- ii. Research publications
- iii. ICT products

4.3 Services

- i. Teaching Services
- ii. Internal catering services
- iii. Library services
- iv. Bookshop services
- v. ICT services
- vi. Electricity, water and sanitary services
- vii. Accommodation services
- viii. HTC services
- ix. Transport services
- x. Spiritual services
- xi. Extension services
- xii. Counseling Services
- xiii. Consultancy services

5.0 OBLIGATIONS TO CUSTOMERS

We promise our customers that we shall:-

- i. Provide efficient and effective service delivery at all times
- ii. Be transparent and accountable in our operations
- iii. Offer courteous and timely responses to all enquiries
- iv. Be open in information dissemination
- v. Offer quality and focused leadership
- vi. Use resources wisely and responsibly
- vii. Provide a conducive environment in the University premises and offices
- viii. Accept criticism positively
- ix. Provide avenues/room for suggestions
- x. Undertake speedy resolution of complaints

6.0 CUSTOMER AND STAKEHOLDER RESPONSIBILITY

To enable the University meet its obligations, clients and stakeholders are expected to:-

- i. Give feedback on the quality of services:
- ii. Comply with the rules and regulations of the University.
- iii. Comply with the laws of Kenya.
- iv. Promptly pay fees and other charges required of them
- v. Be courteous in their interactions with staff
- vi. Refrain from fraudulent and corrupt deals.

7.0 SERVICE CHARTER MATRIX

IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE

S.NO.	SERVICE OFFERED	ROOM /OFFICE	OFFICER IN CHARGE	REQUIREMENTS	CHARGES	TIMELINE
	Teaching Services	Lecture Halls	Teaching Staff	Curriculum/Students/	As per the approved Fees Structure	16 Weeks
	Research Services	Laboratories			As per the approved Fees Structure	
	Extension Services				Free	
1.	Providing Information	Reception Desk	Receptionist/Office Assistant	Specify the Enquiry/requests for information or Officer to see.	Free	Immediately
2.	Management of external correspondences	Registry	Registrar (Administration)	Receipt of correspondence	Free	7 days
3.	Management of complaints, compliments and suggestions	Registry	Registrar (Administration)	Receipt of complaint, Compliment or suggestion.	Free	7 days
4.	Processing of application for admission into University programmes	Academic Affairs Office	Registrar Academic Affairs	A duly completed application form Certified copies of certificate or result slip.	Certificate KSh.500.00 Diploma Ksh.500.00; Degree KSh.1,000.00; Post Graduate KSh. 2000.00	Within 1 Month
5.	Admission of students into University programmes	Academic Affairs Office	Registrar Academic Affairs	Certificate- Mean Grade C -Minus at KCSE Diploma - Mean Grade C at KCSE Degree – Mean grade atleast C+ at KCSE or 2 Principles at A – Level and I subsidiary Masters – 2 nd Class Honors, Upper Division or Lower Division with 2 years post qualification experience PhD- Masters Degree	As per approved fee structure.	1 month
6.	Registration of students into University programmes	Academic Affairs Office	Registrar Academic Affairs	Admission letter and original academic certificates, Pass port size photographs documents	Full payments of fees	1 day

7.	Processing of transcripts	Academic Affairs Office	Registrar Academic Affairs	Completion of specified academic year	Free	1 Month after senate's approval
8.	Issuance of Transcript	Academic Affairs Office	Registrar Academic Affairs	Successful completion of academic year	Free	1 day
9.	Replacement of lost transcripts	Academic Affairs Office	Registrar Academic Affairs	Written request	KShs. 100	1day
10.	Graduating students	Academic Affairs Office	Registrar Academic Affairs	Successful completion of courses Academic dress	Payment of graduation fees	As per academic calendar
10	Clearing students upon completion of studies	Academic Affairs Office	Registrar Academic Affairs	Duly completed clearance form	Free	2 days
11	Issuance of certificate	Academic Affairs Office	Registrar Academic Affairs	Evidence of clearance	Free	1 day
12	Accommodation for Resident students	Hostels Office	Catering and Hostels Officer	Duly completed accommodation form; signing rules and regulations governing hostels for KIBU students;	Payment of accommodation fee	1 day
14	Recruitment of staff	Human Resource Office	Registrar Administration	Application letter, letter of invitation Letter of appointment	Free	2 months
15	Orientation of new students Orientation of staff	Academic Affairs Office Human Resource Office	Registrar Academic Affairs Registrar Administration	Successful completion of the registration process Appointment letter	Free	7 days 1 day
16	Clearance of staff on Exit	Human Resource Office	Registrar Administration and Heads of sections	Duly completed clearance form	Free	2 days
17	Library services	Library	Assistant Librarian	Borrowers' cards, user ID cards	Free	9am-10pm on weekday except Sunday and public holidays
18	Providing binding services	Library	Librarian	Evidence of payment	As per the approved prices	1 hour
19	Photocopying /printing services	Library	Librarian	Evidence of payment	As per the approved prices	5 minutes
20	Catering services	Multi-purpose Hall & Catering unit	Hostels and Catering Officer	Meal voucher/payment receipt	Charges as per menu	5 – 10 minutes
21	Medical services	University Clinic	Clinical Officer	Bonafide clients	As per University medical scheme	24 hour service
22	HTC Services	HTC Clinic	Clinical Officer	Bonafide clients	Free	8am-5pm Weekdays
23	Counseling services (individual/group counseling)	Counseling Office	Counselor	Bonafide student or staff	Free	8am-5pm Weekdays
24	Outreach services to community	Public Liaison Office	Public Relations Officer	Identification of a need and on request	Free	Within 2 weeks
25	Transport services	Transport	Assistant	Duly filled Transport	Free	2 days

		Office	Registrar (Administration)	request form		
26	Cleaning services	Human Resource Office	Assistant Registrar (Administration)	Identification of need and deployment of support staff; Routine	Free	As per duty roster
27	Repair & Maintenance Services	Estates Office	Estates Officer	Duly filled request form	Free	Within 2 days
28	Payment for goods and services supplied to the University	Finance Office	Finance Officer	Evidence of order, invoice and delivery note	Free	Within 60 days
29	Payments for part-time lecturers	Finance Office	Finance Officer	Submission of mark sheets; Duly filled claim forms	Free	7 days

8.0 HANDLING CUSTOMER COMPLAINTS AND FEEDBACK

The University encourages clients to give feedback. Both complaints and compliments are welcome. Complaints will be dealt with professionally and in confidence. Complaints will be acknowledged and assigned to a specific person to investigate and resolve. Complaints/suggestion boxes will be installed at all main offices in the University. Each office shall maintain a data base of complaints, grievances and feedback. We are committed to high degree of privacy and confidentiality in respect to the complainant's identity and substance of the complaint, to safeguard the rights of our clients. Complainants are, however, encouraged to identify themselves to facilitate isolation of the problem and quick resolution. All complaints, grievances and feedback shall be processed through the office of the Chair of the Public Complaints and Compliments Handling Committee.

10. RESPONSE TO COMPLAINTS

We will acknowledge receipt and handle genuine complaints within ten (10) working days from the day of receipt. You may also address your complaints and grievances to the Vice Chancellor, Kibabii University.

11. Monitoring and Evaluation

Monitoring and evaluation of the Service Delivery Charter will be conducted by the KIBU Management to ensure efficient and effective implementation of the Charter. Management will also monitor both staff and students to evaluate the degree of satisfaction with the services provided and then strive to implement the recommendations made in the assessments. Breach of the Charter will be handled in accordance with the University Rules and Regulations.

4.1 Charter Review

This Charter will be reviewed in consultation with the University Council.

11. CONTACT ADDRESS

Acting Vice Chancellor,
Kibabii University,
P.O. Box 1699-50200,
BUNGOMA- KENYA

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