



## CENTRE FOR SELF SPONSORED PROGRAMMES (CESSP)

# SERVICE CHARTER

### PREFACE

With the increasing demand for higher education and the mushrooming of institutions of higher learning it has become of paramount importance for such institutions to come up with sustainable strategies in order to cut a niche for themselves.

In this regard, the University of Nairobi established the Centre for the self sponsored programmes (CESSP) with the mandate comprising the following:

- a) Promotion of the self-sponsored programmes of the University through marketing and advising on portfolio of programmes on offer;
- b) In conjunction with the respective Colleges, to maintain accurate records and statistics for self sponsored students;
- c) To constantly liaise with the academic units on matters relating to quality assurance and quality maintenance of the academic programmes;
- d) To review and make recommendations on appropriate fees and other charges for the self-sponsored programmes;
- e) To collect fees from all self-sponsored students;
- f) Disbursements of funds to various units of the University in accordance with the existing University policy;
- g) Payments to direct and administrative support service providers in accordance with prevailing University policy;
- h) To perform any other functions and undertake any other business activities as may be assigned or delegated to the Centre by the University Council from time to time.

Pursuant to this mandate, the centre has continued to discharge its responsibilities efficiently and effectively.

This Service Charter is to show and outline our commitment to you, our customer, as a reflection of our dedication to excellence in service delivery. The charter delineates customer expectations when dealing with any of our units, and describes communication avenues through which you can contact us to comment on our performance and offer suggestions for improvement.

**Prof. Julius Ogeng'o**  
**Director**

## OBJECTIVE OF THE SERVICE CHARTER

The purpose of this Service Charter is to enhance public awareness of our Vision, mission, Core Values and the range of Products and Services we offer, and the standards we have set as well as our commitment to the continual improvement of services to satisfy our customers. In addition, this charter is expected to empower our clients to be able to demand quality service from our staff at the service points.

**OUR VISION: A premier Centre providing sustainable management support to programmes for self sponsored students.**

**OUR MISSION: To support the University vision through provision of quality financial management services, impactful marketing and quality assurance to programmes for self- sponsored students.**

## OUR CORE VALUES

- ***Innovativeness and Creativity*** – *Innovativeness and creativity shall be the hallmark of our activities as we initiate and adapt to change;*
- ***Good governance and Integrity*** - *CESSP embraces and practises good corporate governance by ensuring that all processes and procedures are marked by efficiency and effectiveness, that all the decisions and actions are morally sound, that the Centre is accountable for its decisions and actions, that the CESSP's decision-making processes are participative and consultative, and that decisions and actions reflect meritocracy and are open and transparent.*
- ***Team spirit and Teamwork*** - *CESSP shall foster a work environment characterized by team spirit and teamwork*
- ***Professionalism*** - *In all its actions and interactions, CESSP shall maintain ethical behaviour, professional etiquette and honesty.*
- ***Quality Customer Service***- *CESSP shall provide quality services for all round satisfaction*
- ***Good Corporate Citizenship*** - *CESSP embraces corporate social responsibility that strives to take care of the environment, neighbouring community and other stakeholders. The Centre shall strive to respect and protect the environment and is committed to abide by the rule of law in all actions.*
- ***National Cohesion and Inclusiveness*** - *CESSP believes in national unity and cherishes respect for diversity.*

## MANDATE

- a) Promotion of the self-sponsored programmes of the University through marketing and advising on portfolio of programmes on offer;
- b) In conjunction with the respective Colleges, to maintain accurate records and statistics for self sponsored students;
- c) To constantly liaise with the academic units on matters relating to quality assurance and quality maintenance of the academic programmes;
- d) To review and make recommendations on appropriate fees and other charges for the self-sponsored programmes;
- e) To collect fees from all self-sponsored students;
- f) Disbursements of funds to various units of the University in accordance with the existing University policy;
- g) Payments to direct and administrative support service providers in accordance with prevailing University policy.
- h) To perform any other functions and undertake any other business activities as may be assigned or delegated to the Centre by the University Council from time to time.

## OUR SERVICES

**FINANCIAL MANAGEMENT:** CESSP on behalf of the University of Nairobi collects all the fees paid by the self sponsored students, disburses funds to various units of the University and pays DSP and other administrative support service providers in accordance with the existing University policy

**MARKETING:** CESSP promotes all the programmes offered by UoN in liaison with the individual schools

**ADVISORY:** In liaison with respective Colleges CESSP recommends the fees to be charged for different programmes and maintains accurate records and statistics for self-sponsored students

## STRUCTURE AND GOVERNANCE

Statute XXXV of the University of Nairobi statute 2005, stipulates the existence of a Centre for Self Sponsored Programmes headed by a Director.

### Principles of Service Delivery:

- Accept criticism positively and provide room for suggestions;
- Provide efficient and effective delivery of services in a timely manner;
- Be accountable and transparent in our operations;
- Act at all times with the highest level of professionalism, competence and integrity;
- Promote at all times values of meritocracy and fair play;
- Provide a conducive working environment in our premises;
- Ensure equity and fairness to all.
- Serve our clients with dignity, courtesy and respect.
- Champion the principles of natural justice when dealing with our clients at all times.
- Always uphold confidentiality in our service delivery.

### CESSP Clients:

- Students
- Staff (Academic, Administrative and Supporting)
- Parents
- Suppliers
- The General Public

### CESSP Partners/ Stakeholders:

- University of Nairobi and all its Subsidiaries
- UON Teaching Staff
- Ministries and Government Departments

## **CESSP Expectations**

Feedback from our customers should be directed to the Director and/or our officers at various levels and stations through the contacts provided at the end of this charter in order to improve our service delivery. Our customers can help us provide quality, equitable and efficient services by:

- Engaging us in constructive criticism;
- Providing timely, sufficient and accurate information to enable us to respond promptly to requests and enquiries;
- Treating our staff with respect and courtesy;
- Promptly paying all fees and charges;
- Being conversant with the requirements of a given service; and
- Demanding high quality services;

## **Client Expectations**

Our clients expect efficient and effective provision of service as follows:

- Accurate information on programmes on offer;
- Accurate records and statistics for the self sponsored students;
- Timely disbursement of funds to various units if the University as per policy;
- Prompt payment to direct and administrative service providers in accordance with policy.
- Demanding high quality services;
- Timely feedback on all enquiries and complaints
- Timely refunds ( caution money and other applicable charges)

## **OUR STANDARDS**

We are committed to meeting and exceeding the needs of our customers in a timely and professional manner.

### **We pledge to:**

- Be friendly, approachable and professional;
- Give our best attention to complaints and suggestions;
- Offer services in a transparent and answerable manner;
- Ensure veracity in service delivery;
- Support and esteem all clients;
- Respond in a timely manner and efficiently to requests for service;
- Correct mistakes promptly and learn from the experience;
- Carry out customer surveys regularly and take the views so obtained into consideration;
- Promote equity and fairness to all our customers;
- Guarantee zero tolerance to corruption;

## **COMMITMENT TO SERVICE DELIVERY**

### **We pledge to:**

- Maintain customer service points at which all concerns will be dealt with and the necessary advice given;
- Adhere to all financial regulations and procedures, as well as budgetary provisions;
- Process payments to suppliers within 30 working days upon receipt of all valid documents;
- Process students refunds within 30 working days after receipt of applications;
- Process payments to direct service providers within 14 working days upon receipt of duly approved claims;
- Attend to all telephone calls before the third ring;
- Respond to telephone and face-to-face enquiries immediately;
- Acknowledge email and written correspondences within 2 days and address within 7 working days from the date of receipt;
- Procure goods, services and works in a timely manner and in line with government procurement rules and regulations;
- Conduct staff appraisals annually and utilize feedback for decision-making;
- Continually carry out capacity development for the staff based on relevant needs assessments;

### **SERVICE HOURS:**

CESSP Headquarters:                      Monday to Friday: 8AM – 5 PM

CESSP Student Office (G3):            Monday to Friday: 9AM – 6 PM  
   Saturday:                      9AM – 12 NOON

### **HANDLING COMPLAINTS**

In situations where service delivery is below expectation, our clients are encouraged to submit their concerns and complaints by providing the necessary details regarding the specific case or cases. Complaints or dissatisfaction may be directed to the attention of the Director or any other responsible staff by:

- Letter;
- Telephone call;
- Short Message Services (SMS);
- E-mail; or
- Face to face contacts.

CESSP shall avail suggestion boxes at all service points and treat all submitted complaints with confidentiality and privacy. Customers are encouraged to identify themselves and provide a point of contact and also be as specific in their complaint/critique as possible. Our customers are kindly requested to report cases concerning corruption and other unbecoming forms of behavior. From the time the complaint is received, we shall endeavor to address it within 7 working days.

## **OUR CONTACTS**

### **CESSP HEADQUARTERS**

Kolobot Drive, off Arboretum Drive

P. O. Box 68241-00200, Nairobi, Kenya

Telephone: +254-20-2726687/2731861/2

Email: [cessp@uonbi.ac.ke](mailto:cessp@uonbi.ac.ke)

### **CESSP STUDENT OFFICE G3,**

Gandhi Wing, Main Campus, University Way

Telephone: +254-20-2429997Ext. 28366

+254-20-2244680

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