



**FACULTY OF BUSINESS AND MANAGEMENT SCIENCES
CUSTOMER SERVICE DELIVERY CHARTER**



UNIVERSITY OF NAIROBI
FACULTY OF BUSINESS AND MANAGEMENT SCIENCES

CUSTOMER SERVICE DELIVERY CHARTER

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FOREWORD

This revised customer service charter represents an improvement in quality and standards of various services offered at the University of Nairobi, Faculty of Business and Management Sciences. As a globally competitive institution, we care about the satisfaction of our customers and value their loyalty.

This is a promise to our customers and stakeholders that we shall deliver on our commitment to provide reliable and excellent service. The charter outlines the rights and responsibilities of customers.

The Charter is reviewed after every five years after taking into account the valued feedbacks from stakeholders. It is aligned to the performance contracting objectives. Continuous assessment and monitoring will be carried out and reported in our performance evaluation reports.

The University acknowledges that great customer service entail benchmarking with the best practice in the industry, having a pleasant attitude and being knowledgeable and resourceful in our service delivery.

At the Faculty, our firm commitment to quality service is hinged on the observance of the rule of law, skilled human resource, hard work, transparency, accountability, fairness and timely service delivery in all units.

This Customer Service Delivery Charter is a commitment by the College to deliver high quality service to students, staff, research collaborators, donors, alumni and all its stakeholders as well as the public.

We invite your feedback that would enable us improve our service delivery.



PROF. JAMES M. NJIHIA

DEAN,

FACULTY OF BUSINESS AND MANAGEMENT SCIENCES

1.0 INTRODUCTION

The Faculty of Business and Management Sciences Customer Service Delivery Charter sets out the scope and the standards of service rendered to our students, staff and stakeholders. In the context of Kenya Public Service, the philosophy draws its basis from Chapter 232 of the Constitution of Kenya (2010) that provides for the values and principles of public service for all state organs and corporations. Similarly, the Public Service (Values and Principles) Act of 2015 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 Faculty Strategic Plan.

Our Vision

To be a world-class Faculty providing business education, research and consultancy with an African touch.

Our Mission

To provide leadership in the pursuit of business and management knowledge and applications through relevant and enriching teaching, research, consultancy and partnership with the wider community for the betterment of the Kenyan society.

Our Core Values

The Faculty 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 Strategic Plan (2018 – 2023):

- a) **Freedom of thought and expression:** We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.
- b) **Innovativeness:** We shall be innovative in meeting our Mission.

- c) **Commitment:** We are committed to the mission of the University and always act in the best interests of the University.
- d) **Trust:** We trust the good intentions of others, view conflicts as positive and resolve them creatively and effectively to meet the vision and mission of the University.
- e) **Care:** We foster a leadership culture that cares, is people-focused, that connects to and is responsive to the needs of internal and external customers, and promotes stewardship over University resources.
- f) **Teamwork:** We work together as a team to realize the collective results that the University wishes to achieve.

Our Core Functions

- a) **Teaching and Learning:** The Faculty offers innovative, relevant and market-driven academic programmes, at undergraduate and postgraduate levels.
- b) **Research:** The Faculty provides a conducive environment for quality research that contributes to the development of the society through the generation, preservation, dissemination and application of knowledge.
- c) **Consultancy:** The Faculty has integrated consultancy within its mandate.
- d) **Community Service:** The Faculty engages in community programmes and activities as part of its corporate social responsibility.

2.0. STRUCTURE AND GOVERNANCE

The Faculty has a clear academic and administrative governance structure in place headed by the Dean who is the academic and administrative head of the Faculty, who is responsible to the Vice Chancellor for maintaining and promoting efficient management of the Faculty.

All Faculty activities are coordinated by the Faculty Management Committee and the Faculty Academic Committee.

The Faculty provides leadership in the teaching and research in business management programmes, providing knowledge and applications through customer-driven teaching, training, research, consultancy and community services.

The Faculty of Business and Management Sciences is currently operating in four distinct locations namely: the Lower Kabete Campus which serves as the headquarters of the Faculty's operations; the Main Campus location comprising of Main Campus and Chiromo Campus that mainly serves the Module II evening programmes; the Mombasa Campus established in 2004 and the Kisumu Campus established in 2008.

The Faculty is made up of three departments namely:

- Department of Business Administration
- Department of Finance and Accounting
- Department of Management Science and Project Planning.

3.0 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.

3.1. Faculty Clients

Faculty clients consist of:

- Students,
- Employees,
- Parents,
- Suppliers,
- Alumni,
- The community, and
- The public.

3.2. Partners and Stakeholders

The Faculty partners and stakeholders comprise:

- Alumni associations,
- Business partners,
- The Commission for University Education,
- Donors,
- Employers,
- External examiners,
- The Higher Education Loans Board,
- Higher learning institutions,
- Industry,
- The Kenya Education Network,
- The Kenya Universities and Colleges Central Placement Service,
- Media,
- The Ministry of Education, Science and Technology
- Neighbors,
- Government departments,
- Training institutions,
- Parents and guardians,
- Professional bodies,
- Research collaborators,
- Sponsors,
- Students' organizations,
- Taxpayers, and
- Trade unions.

3.3. Client Expectations

Our clients 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 favors;
- Integrity and reliability; and
- Customer satisfaction.

3.4. Client Obligations

The Faculty 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;
- Support university academic programmes and other related activities;
- Adhere to principles of ethics and integrity;
- Observe university rules and regulations;
- Familiarize 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 favors for service;
- Adhere to all statutory and regulatory requirements;
- Report corruption, misconduct and unethical behaviour; and
- Provide feedback and comments.

3.5. Support Services

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

- the Dean's Office,
- the Associate Dean's Office,
- the Chairman, Department of Business Administration
- the Chairman, Department of Finance and Accounting
- the Chairman, Department of Management Science and Project Planning.
- the Faculty Registrar's Office,
- the Faculty Accountant Office,
- the Examination Office,
- the ICT Office,
- the Procurement Office,
- the Office of the Assistant Dean of Students,
- the Sports and Games Department,
- the Facility Management Office,
- the Library and Information Services, and
- the Faculty Health Services.

4.0 COMMITMENT TO SERVICE DELIVERY

In delivering our services, we pledge to meet the expectations of our clients by ensuring all our services achieve the desirable outcomes as shown below:

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
TEACHING & LEARNING	Admissions	Meeting University Senate approved minimum admission requirements	NIL	Issuance of Admission letter at least one month prior to a reporting date	Compliance with University and other statutory bodies' admission requirements	There shall be at least one intake every year
	Teaching	Payment of prescribed fees and registration	NIL	As per Senate approved Schedules	Increased pass rate	Improved quality and delivery of teaching and learning programmes
	Examinations	Payment of prescribed fees and registration	NIL	As per Senate approved schedules	Issuance of academic transcripts	Release of examination results at the end of academic year i.e four weeks after examinations have been conducted
	Graduation	Clearance certificate, hire of academic dress and payment of prescribed fees	1,000	September and December every year	Issuance of certificates	Holistic graduates in diverse fields
STUDENT AFFAIRS	Mentorship, counseling and career guidance	Adherence to University regulations and Core Values	NIL	Within timelines specified in University policies	Positive student culture	Enhanced moral values and culture of responsibility among students
	Co-curricular activities	Joining clubs, societies and professional bodies	NIL	Every academic year	Show case student talent in co- curricular activities	Holistic development of students i.e. body, mind and soul
	Student welfare services	Fully registered student	NIL	Senate approved calendar	Improved student satisfaction	Preferred student service provider

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
RESEARCH, INNOVATION AND ENTERPRISE	Supervision of postgraduate research projects and theses	Submission of research projects and theses by a student	NIL	Feedback from a supervisor to a student should be within two weeks	Contribution of research output to policy	Increased visibility and uptake of University research output
	Innovation	Adherence to applicable laws and policies	NIL	Approved calendar	Projects generated from the University Innovation hub	Enhanced role in national innovation ecosystem
	Consultancy and Enterprise	Adherence to applicable laws and policies	NIL	Approved calendar	Growth in research, consultancy and commercialization revenue	Adequate funding to support research, scholarly and creative activities
RESOURCES MANAGEMENT	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	NIL	Senate approved calendar	Improved staff productivity	Rationalized staffing and productive staff
	Management of Physical facilities and Infrastructure	Adherence to statutory, regulatory and policy guidelines	NIL	Senate approved calendar	Well maintained and accessible physical facilities and infrastructure	Appropriate, adequate and properly maintained physical facilities and infrastructure
	Management of Financial resources	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies	Improved cash flow and informed decision making	Adequate and sustainable financial resource base
COMPETITIVENESS AND IMAGE	Corporate Branding	Adherence to applicable laws and policies	NIL	Approved calendar	Improved brand equity and visibility	Strong corporate image
	Engagement with industry	Adherence to applicable laws and policies	NIL	Approved calendar	Increased industry linkage/ partnerships	Strong industry linkage/ partnerships
	Maintain Competitiveness	Adherence to applicable laws and policies	NIL	Approved calendar	Improved competitiveness and Image	Leadership role in the region and beyond

CORE MANDATE	SERVICE	REQUIREMENTS	COST	TIMELINES	KEY PERFORMANCE INDICATOR	OUTCOME
GOVERNANCE, LEADERSHIP AND CULTURE	Foster Good Corporate Governance and leadership	Adherence to statutory, regulatory and policy guidelines	NIL	Approved calendar	Institutional efficiency and effectiveness	A pillar of good corporate governance
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies and core values	Enhanced commitment, loyalty and responsibility among staff	Institutional optimal performance

5.0 FEEDBACK

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

All complaints should be addressed to:

Office of the Vice-Chancellor,

University of Nairobi, Main Campus, Administration Block Harry Thuku Road, P. O. Box 30197 - 00100, Nairobi, Kenya Tel: +254 772 262488

Fax: +254-020-245566, Mobile: +254 732 020207 Toll free line: 0800 221343 E-mail: vc@uonbi.ac.ke Website: www.uonbi.ac.ke

The Dean

Faculty of Business and Management Sciences
University of Nairobi
Lower Kabete Campus
P.O. Box 30197 - 00100, Nairobi
Tel: 0724 200311

E-mail: dean-business@uonbi.ac.ke

Website: business.uonbi.ac.ke

Complaints may also be lodged with the Office of the Ombudsman

The Commission Secretary/Chief Executive Officer Commission on 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 SMS: 15700

Toll free line: 0800 221349

E-mail: info@ombudsman.go.ke/complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

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

7.0 REVIEW OF THE CUSTOMER SERVICE DELIVERY CHARTER

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

8.0 CONTACTS

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

Office	E-mail Address
Dean	dean-business@uonbi.ac.ke
Associate Dean	fob-graduatestudents@uonbi.ac.ke
Chairman, Department of Business Administration	dept-busadmin@uonbi.ac.ke
Chairman, Department of Finance and Accounting	dept-acc@uonbi.ac.ke
Chairman, Department of Management Science and Project planning	dept-mgtsci@uonbi.ac.ke