



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

CUSTOMER SERVICE CHARTER

December, 2013

JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

Customers Service Charter

2013

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Service Charter

Policy: Customer Service Charter

Policy 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 service and products that engender customer loyalty

Policy Contact: Public Relations Officer

Policy Approval: University Council

Category: Customer Service

Reference JOOUST/VC/PR/SC/003

Status: Approved by Council
20th December, 2013
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Commencement Date: 20th December, 2013

Signed:



Vice-Chancellor, Secretary to Council
Prof. S. G. Agong'

24th Jan 2014

Date



Chairman of Council
Dr. B. J. Mwandotto

24th Jan. 2014

Date

PREAMBLE

Jaramogi Oginga Odinga University of Science and Technology (JOOUST) was established by the government of Kenya as the successor to Bondo University College through the Jaramogi Oginga Odinga University of Science and Technology Charter 2013. The University's Main Campus is located within Bondo Town and is strategically sited by the quiet serene beaches of Lake Victoria. It focuses on the development of Kenya's cultural heritage through the utilization of the vast natural resource base for academic advancement and research purposes premised on improving the socio-economic status of communities.

JOOUST offers quality market driven academic programmes, which have attracted students from various ethnic, cultural and socio-economic backgrounds. The programmes, offered at the Main Campus in Bondo Town and learning centres in Kisumu, Kisii, Nairobi, Homa Bay and Busia Counties , are tailored to address the Vision 2030 through the areas of technology transfer, scientific research innovation and collaboration with the industry.

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 favours 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.

Service Charter

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1.0 Our Vision

The beacon in training, research and sustainable development.

2.0 Our Mission

To provide quality university education that nurtures creativity and innovation through integrated training, research and community outreach

3.0 Our Core Values

- 3.1 *Fairness:* We strive to treat all our stakeholders with fairness and respect regardless of their culture, creed, race, religion, ethnicity or any other affiliations.
- 3.2 *Professionalism:* We embrace professionalism as the foundation of design and delivery of products and services with innovation and creativity as the hallmark.
- 3.3 *Transparency and accountability:* We conduct our affairs with utmost transparency and Accountability
- 3.4 *Integrity:* We are an inspiring institution, working to ensure and maintain stakeholders' confidence through integrity in all our dealing
- 3.5 *Meritocracy:* Employees and students are rewarded based on merit
- 3.6 *Gender equity:* We embrace gender equity and empowerment in staff appointments, student admissions and representation in decision-making organs

4.0 Our Core Functions

- 4.1 *Training:* The University offers market and society-driven academic programmes aimed at producing innovative, practical-oriented and job creating graduates at all levels.
- 4.2 *Research:* The University is keen on creating a conducive environment for high quality, innovative, relevant, discovery based and demand driven research that is solution based premised on societal needs.
- 4.3 *Outreach services:* The University identifies with the community and participates in activities geared towards the improvement of their livelihoods.
- 4.4 *Consultancy services:* The University embraces consultancy services as a core function

5.0 Our Strategic Objectives

The broad University strategic objectives are:

- 5.1 To produce graduates who are job creators and self-reliant
- 5.2 To create partnerships and linkages for community service, research and outreach
- 5.3 To provide access to university education

- 5.4 To enhance internal administrative and institutional support structure
- 5.5 To improve and expand physical infrastructure

6.0 Our Specific Objective

Jaramogi Oginga Odinga University of Science and Technology programmes are tailored for the needs of the society as well as creation of new knowledge for sustainable socio-economic development. Thus, the specific objectives of our programmes include:

6.1 Ensuring relevance of university education

- 6.1.1 Ensure that academic and research agenda address the national development objective and priorities.
- 6.1.2 To ensure that the university assumes responsibility, accountability and control over all academic and research activities undertaken by or on behalf of the University.

6.2 Ensuring academic and research necessity

- 6.2.1 Ensure that academic and research aim at advancing and refining knowledge and bridging knowledge and technological gaps.
- 6.2.2 Add value to the human capital and overall national development

6.3 Ensuring academic and research effectiveness

- 6.3.1 Strengthen institutional capacity for strategic, tactical and operational planning, budget and control for research activities.
- 6.3.2 Enhance marketing skills of teaching staff/ researchers so as to make full utilization of the research expertise to address the needs of both the public and private sectors and to competently compete for resources.
- 6.3.3 Set guidelines for training and research quality assurance for the promotion of scholarships

6.3 Facilitating academic and research capacity development

- 6.4.1 Encourage regional and international collaboration and networking to complement and expand University academic and research capacity.
- 6.3.2 Provide and improve management information systems and facilitate and support access to international literature and database through the Internet.
- 6.3.3 Set general guidelines with respect to allocation/sharing of resources and related responsibilities, including institutional overheads.
- 6.3.4 Foster enthusiasm and encourage willingness among staff.

7.0 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.

8.0 Our Range of Services

We provide the following services:

- a. Training students for various degree, diplomas and certificates
- b. Collaborative research
- c. Technical support to institutions/organizations.
- d. Capacity building to communities and other stakeholders
- e. Community outreach services
- f. Act as repository of knowledge

9.0 Our Commitments on Service Delivery

We are committed to providing quality university education through training research and community outreach and in order to do this, we commit ourselves to doing the following

SERVICE/PROCESSES RENDERED	REQUIREMENTS	USER CHARGES (KSH)	TIMELINES
Payment to suppliers	Delivery of services or goods	Free	Within 30 days of delivery
Processing of tenders i. Prequalification of tender ii. Concluding of tender	Tender documents	2,000 – 5,000	Within 90 days
Disposal of unserviceable goods and surplus items	Tender Documents	1,000	60 days form authority
Processing of: i)Imprests	i. Imprest warrants	Free	Within 7 days of application
ii)Claims	ii. Vouchers	Free	Within 7 days of preparation
Correspondence : i. Acknowledgment	i. Enquiries	Free	Within 7 days from receipt date
ii. Response	ii. Complaints	Free	Within 14 days from receipt date
Production of payroll and payment of salaries	i. Formal appointment	Free	By the 30 th day of every month
Processing of admission	i. Academic certificates ii. Bank pay-in slip	500 - 1500	Within 14 days
Processing of: i. Local Service Order ii. Local Purchase Order	i. Quotations ii. Tenders documents iii. Invoices	Free	Within 7 days
Examinations i. Release of provisional results ii. Release of final results iii. Release of Certificates	i. Full payment of fees ii. Full payment of fees iii. Clearance certificate	Free	i. 60 days after completion of examinations ii. 60 days after completion of final examinations iii. One week upon graduation

10.0 Our clients

- a. Students;
- b. Potential students;
- c. Potential employees;
- d. Farmers and fisher-folks
- e. Teachers
- f. Parents
- g. Research institutions
- h. Industries
- i. NGOs and CBOs
- j. Media
- k. Alumni
- l. The public
- m. Suppliers of goods and services
- n. Ministry of Higher Education, Science and Technology
- o. Other government Ministries/ Departments

10.1 Our clients' Rights and Expectations

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

- a. Timely
- b. Of high quality
- c. Professionally handled
- d. Cost effective and affordable
- e. Transparent
- f. Offered honestly
- g. Fair and just
- h. Reliable and consistent
- i. Offered courteously

10.2 Our clients' responsibilities and obligations

We expect our clients to:

- a. Be cooperative
- b. Report issues and seek services promptly
- c. Provide accurate and timely information to enable us respond rapidly
- d. Deal with the relevant officers in the respective division/ schools/department/sections
- e. Cultivate an atmosphere for mutual trust
- f. Demand our services
- g. Update us on changes in their areas that might affect our service standards.

10.3 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:

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

10.4 Response to Complaints

- 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

10.5 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 reported to:

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

and/or

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
6th Floor, Office of the Deputy President
Nairobi
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 HI HAKI YAKO