



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

**CUSTOMER SERVICE DELIVERY
CHARTER**



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**CUSTOMERS SERVICE DELIVERY
CHARTER**

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Policy: Customer Service Delivery 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 training, service and products that engender customer loyalty.

Policy Contact: Corporate Communications Manager

Policy Approval: University Management Board

Category: Customer Service

Reference: JOOUST/VC/CCO/SC/003

Status: Approved by the University Management Board


Commencement Date: 20th December, 2013

Revised: 6th July 2018

Second Revision 30th Jan 2020

Signed: _____  Date 30th January 2020

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

_____  Date 30th January 2020

Vice-Chancellor
Prof. Stephen. G. Agong'

PREAMBLE

Jaramogi Oginga Odinga University of Science and Technology (JOUST) 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. JOUST was granted a Charter in February 2013. The University's main Campus is situated in Bondo Town 2 kilometres from the town centre along Bondo-Usenge road. A unique feature of JOUST 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.

JOUST 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 offered provide students with 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, it shall provide comprehensive information on its services and details of associated costs. In the same vein, it appeals to its customers not to offer gifts, money or any other favours to its staff in exchange for services. It is also appealing to its clients to feel free to give feedback and advice on this charter and how to further improve its services.

OUR SERVICE CHARTER

The Service Delivery Charter for JOOUST informs you about the University's:

- Vision
- Mission
- Philosophy
- Core Values
- Core Functions
- Strategic Themes
- Aims
- Services
- Commitment to Service Delivery
- Clients and Partners/Stakeholders
- Clients' Rights and Expectations
- Clients' Responsibilities and Obligations
- Procedures on Handling and Lodging of Complaints and Queries
- Response to Complaints
- Adherence to National Values and Governance
- Commitment to Courtesy and Excellence in Service Delivery

1.0 Our Vision

A beacon of excellence in University Education

2.0 Our Mission

To provide quality education that nurtures creativity and innovation through integrated training, Research and community outreach for sustainable development.

3.0 Our Philosophy

A holistic scholarship service to humanity through wisdom, science and technology.

4.0 Our Core Values

1. *Customer Focus:* We seek to make customer excellence the key focus of our operations and exceed customer expectations.
2. *Impartiality:* We strive to treat all our stakeholders with fairness and respect regardless of their culture, creed, race, religion, ethnicity or any other affiliations.
3. *Professionalism:* We embrace professionalism as the foundation of design and delivery of products and services with innovation and creativity as the hallmark.
4. *Integrity:* We are an inspiring institution, working to ensure and maintain stakeholder confidence through integrity in all our dealings.
5. *Meritocracy:* We aspire to reward our employees and students based on merit.

5.0 Our Core Functions

The 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, utilisation, 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 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 resources and administrative units and centers.
7. Promote the general welfare of staff and students.

6.0 Our Strategic Themes

The broad strategic themes of the university are:

1. Capacity Building
2. Quality Education and Training
3. Research and Consultancy
4. Community Outreach
5. Resource Mobilisation

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 innovation outputs with impact on national development goals.
3. Transfer and commercialise 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 realisation 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 public.
9. Facilitate life-long learning through the provision of adult and continuing education.
10. Foster capacity for independent critical thinking among its students.

8.0 Our Services

We provide the following range of services to our clients:

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

9.0 Our Commitments to Service Delivery

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

Service/ Processes Rendered	Requirements	User Charges (Ksh)	Timelines
Processing of admissions	(i) Duly completed application form (ii) Certified copies of academic certificates (iii) Bank pay-in slip	(i) Certificate–Ksh 1,000 (ii) Diploma–Ksh 1,500 (iii) Undergraduate Ksh2,000 (v) Masters–Ksh 3,000 (vi) Postgraduate Ksh3,500	Within 21 working days

Examinations			
(i) Release of provisional results	(i) Full payment of fees	Free	(i) 60 days after completion of examinations
(ii) Release of Provisional Transcripts	(ii) Clearance Form		(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:			
(i) Local Service Order	(i) Quotations	Free	Within 7 days
(ii) Local Purchase Order	(ii) Tender documents		Within 7 days
(iii) Contract			Within 30 days
Payment to suppliers	Delivery of services or goods	Free	Within 60 days of delivery
Processing of tenders	Tender documents	Kshs 1,000 or free when downloaded	Within 90 days
(i) Qualification of tender			
(ii) Tender processing			
Disposal of unsurvivable goods and surplus items	Request from departments	Ksh 1,000 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)	(i) Inquiries (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
Clearance of staff on exit	Duly filled clearance form	Free	2 Weeks

10.0

(a) Our Clients

The University clients comprise the following:

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

(b) Partners/Stakeholders

The University Partners/Stakeholders comprise the following:

- a. The 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 efficient and effective provision of services. Specifically, the services should be:

- a. Timely and Efficient
- b. Of high quality
- c. Offered professionally and courteously
- d. Transparent
- e. Equitable
- f. Reliable and consistent
- g. Prompt and fair

11.2 Our Clients' Responsibilities and Obligations

We expect our clients to:

- a. Cooperate
- b. Report issues and seek services promptly
- c. Provide accurate and timely information
- d. Deal with the relevant officers in the respective division/schools/department/sections
- e. Cultivate an atmosphere for mutual trust
- f. Demand for Quality Service
- g. Provide feedback and comments on services rendered
- h. Pay all fees and levies promptly

11.3 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 letters with full details of the nature of the 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

11.4 Response to Complaints

- a. Offering apology immediately
- b. Resolving the issue/complaints within 14 working days
- c. Resolving the issue/complaints within 30 days for complaints of a technical nature

12.0 National Values & Governance

The University Service Charter is anchored on the Constitution of Kenya 2010, Chapter 2, Article 10, which states the principles of National

Values and Governance. These principles are human dignity, equity, social justice, inclusiveness, 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) The Complaints/Compliment Suggestions boxes located at strategic points throughout the University or through Complaints Handling Officers located in every department/School
- b) Feedback may also be channeled via the University website, telephone and e-mail contacts.
 - (i) The Vice-Chancellor
Jaramogi Oginga Odinga University of Science and Technology
P.O. Box 210 – 40601, Bondo
Tel: +254 57 250 1804/ +254 57 205 8000
Email: vc@jooust.ac.ke
Web: www.jooust.ac.ke
 - (ii) The Commission Secretary/Chief Executive Officer
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2nd Floor, West End Towers
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Off Waiyaki Way-Westlands
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HUDUMA BORA SI BAHATI YAKO; HUDUMA BORANI HAKI YAKO