



# **UNIVERSITY OF NAIROBI**

## **FACULTY OF ENGINEERING**



**CUSTOMER SERVICE DELIVERY CHARTER**



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## FOREWORD

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This revised Customer Service Delivery Charter represents an improvement in quality and standards of various services offered at the Faculty of Engineering. 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. Continuous assessment and monitoring will be carried out and reported in our performance evaluation reports.

The Faculty acknowledges that great customer service entails benchmarking with the best practices in the industry, having a pleasant attitude, being knowledgeable, innovative, and resourceful in our service delivery

**ENG. PROF. AYUB N. GITAU**  
**DEAN, FACULTY OF ENGINEERING**

## INTRODUCTION

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The philosophy behind public service delivery charters is that the client is informed in advance about what services are expected, required and demanded from a public institution. 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 provides a code for values and principles to guide in delivery of service. Indeed, Clause 7 (6) (a) of the Act requires that every public institution develops standards for responsive, prompt, effective, impartial and equitable provision of services. These values shall bind the University in providing a discourse that will not only be adaptive but also transformational in articulating the general interests of clients and stakeholders. Further, in its quest to reaffirm ethics and professionalism in provision of service, the University shall be guided by its core values of freedom of thought and expression, excellence, care, good governance, innovativeness and creativity, and partnership and teamwork.

### 1.1. Our Vision

A World Class Centre of professional excellence in creativity and innovation.

### 1.2. Our Mission

To train Professionals in the disciplines of Engineering and Technology through innovative teaching and research.

### 1.3. 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 timely provision of quality service, we shall be guided by the core values, as contained in the University's Strategic Plan (2018 – 2023):

- **Freedom of thought and expression:** We shall promote and defend freedom of thought and expression in all our academic inquiry and activities.
- **Excellence:** Our actions and interactions shall be guided by high standards and sustained endurance for excellence.
- **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 on behalf of beneficiaries.

- **Good governance:** We shall be guided by the national values and principles of governance as specified under Articles 10 and 232 of the Constitution. These include integrity; transparency; accountability; inclusiveness; high standards of professional ethics; efficient, effective and economic use of resources; and responsive, prompt, effective, impartial and equitable provision of services. We shall adhere to *Mwongozo*; the code of governance for state corporations (2015).
- **Innovativeness and creativity:** Innovation and creativity shall be our hallmark in delivering value to our customers.
- **Partnership and teamwork:** We foster work culture characterized by teamwork and partnership with both internal and external stakeholders.

#### 1.4. Our Core Functions

- **Teaching and Learning:** The Faculty offers innovative, relevant and market-driven academic programmes, at undergraduate and postgraduate levels.
- **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.
- **Consultancy:** The Faculty has integrated consultancy within its mandate.
- **Community Service:** The Faculty engages in community programmes and activities as part of its corporate social responsibility.







## 2.0. STRUCTURE AND GOVERNANCE OF THE FACULTY

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The University of Nairobi is a corporate body constituted in accordance with the Universities Act No. 42 of 2012 and the University of Nairobi Charter, 2013.

The Faculty of Engineering (FoE) is the premier Engineering Institution in Kenya and the region and it is known for excellence in engineering education. It was established in 1956. The Faculty of Engineering has grown to a student enrolment of over 4500 undergraduates who pursue programs accredited by the professional bodies in five departments leading to the award of Bachelor of Science degrees in Civil Engineering, Electrical and Electronics Engineering, Mechanical Engineering, Biosystems Engineering and Geospatial Engineering.

### 2.1. Senior Officers of the Faculty

- **The Faculty Dean:** is the titular head of the Faculty.
- **Chairmen of Department:** chairpersons of all Departments in the Faculty.
- **The Faculty Registrar/Secretary:** is the administrative head of the Faculty.

## 3.0. VALUES AND PRINCIPLES OF SERVICE DELIVERY

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In our service delivery we pledge to:

- Maintain high standards of professional ethics;
- Use resources efficiently, effectively and economically;
- Provide service which is 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's Clients

Faculty's clients consist of:

- Students,
- Employees,
- Parents,

- Suppliers,
- Alumni,
- The community, and
- The public.

### **3.2. Partners and Stakeholders**

The Faculty's 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
- Neighbours,
- Government departments,
- Training institutions,
- Parents and guardians,
- Professional bodies,

- Research collaborators,
- Sponsors,
- Students' organisations,
- 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 facilities;
- Safety and security;
- Healthy and pleasant environment;
- Fairness and equity;
- No soliciting of gifts, money or other favours;
- 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 Faculty’s academic programmes and other related activities;
- Adhere to principles of ethics and integrity;
- Observe university rules and regulations;
- Familiarise themselves with relevant Faculty requirements in relation to their enquiries;
- Provide details of changes in their 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 favours 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:

- Faculty Registrar’s office
- Departmental Administrators
- Assistant Dean of Students’ office
- Procurement Department
- Accounts office
- College Registrars

## **4.0 COMMITMENT TO SERVICE DELIVERY**

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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	REQUIREMENT	COST	TIMELINE	KEY PERFORMANCE INDICATOR	OUTCOME
<b>TEACHING &amp; LEARNING</b>	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 & other statutory bodies' admission requirements	There shall be at least one intake every year
	Teaching	Payment of prescribed fees & registration	NIL	As per Senate approved Schedules	Increased pass rate	Improved quality and delivery of teaching and learning programmes
	Examinations	Payment of prescribed fees & 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	1,000	September and	Issuance of certificates	Holistic graduates in diverse fields

CORE MANDATE	SERVICE	REQUIREMENT	COST	TIMELINE	KEY PERFORMANCE INDICATOR	OUTCOME
		payment of prescribed fees		December every year		
<b>STUDENT AFFAIRS</b>	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
<b>RESEARCH, INNOVATION AND ENTERPRISE</b>	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

CORE MANDATE	SERVICE	REQUIREMENT	COST	TIMELINE	KEY PERFORMANCE INDICATOR	OUTCOME
	Innovation	Adherence to applicable laws & policies	NIL	Approved calendar	Projects generated from the University Innovation hub	Enhanced role in national innovation ecosystem
	Consultancy & Enterprise	Adherence to applicable laws & policies	NIL	Approved calendar	Growth in research, consultancy and commercialization revenue	Adequate funding to support research, scholarly and creative activities
<b>RESOURCES MANAGEMENT</b>	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 & 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

<b>CORE MANDATE</b>	<b>SERVICE</b>	<b>REQUIREMENT</b>	<b>COST</b>	<b>TIMELINE</b>	<b>KEY PERFORMANCE INDICATOR</b>	<b>OUTCOME</b>
	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
<b>COMPETTITVENESS AND IMAGE</b>	Faculty Branding	Adherence to applicable laws & policies	NIL	Approved calendar	Improved brand equity & visibility	Strong corporate image
	Engagement with industry	Adherence to applicable laws & policies	NIL	Approved calendar	Increased industry linkage/ partnerships	Strong industry linkage/ partnerships
	Maintain Competitive ness	Adherence to applicable laws & policies	NIL	Approved calendar	Improved competitiveness and Image	Leadership role in the region and beyond
<b>GOVERNANCE, LEADERSHIP AND CULTURE</b>	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

CORE MANDATE	SERVICE	REQUIREMENT	COST	TIMELINE	KEY PERFORMANCE INDICATOR	OUTCOME
	Entrench positive institutional culture	Adherence to statutory, regulatory and policy guidelines	NIL	As per the approved timelines and in conformity with policies & core values	Enhanced commitment, loyalty and responsibility among staff	Institutional optimal performance

## 5.0. FEEDBACK

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- Complaints, compliments and suggestions should be forwarded to the Office of the Dean, Faculty of Engineering.
- Feedback may be channelled via telephone, letters, e-mail, the Faculty's 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:

The Dean, Faculty of Engineering  
University of Nairobi  
Harry Thuku Road  
P.O. Box 30197 – 00100, Nairobi  
Tel: +254 020 4913503/02  
E-mail: dean-feng@uonbi.ac.ke  
Website: [engineering.uonbi.ac.ke](http://engineering.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 2274017  
Mobile: +254 772 125 818  
Toll free line: 0800 221349  
E-mail: info@ombudsman.go.ke or complain@ombudsman.go.ke  
Facebook: ombudsmankenya      Twitter: @kenyasombudsman  
Website: www.ombudsman.go.ke

## 6.0. RESOLUTION OF COMPLAINTS

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- 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 seven working days. The outcome of investigations and action taken shall be concluded within six months.

## **7.0. REVIEW OF THE CUSTOMER SERVICE DELIVERY CHARTER**

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

## 8.0. CONTACTS

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

<b>Office</b>	<b>E-mail Address</b>
<b>Dean's office – Faculty of Engineering</b>	dean-feng@uonbi.ac.ke
<b>Registrar's Office – Faculty of Engineering</b>	registrar-feng@uonbi.ac.ke
<b>Department of Civil and Construction Engineering</b>	civileng@uonbi.ac.ke
<b>Department of Environmental and Biosystems Engineering</b>	uon-ebe@uonbi.ac.ke
<b>Department of Electrical and Information Engineering</b>	dept-elec@uonbi.ac.ke
<b>Department of Geospatial and Space Technology Engineering</b>	surveying@uonbi.ac.ke
<b>Department of Mechanical and Manufacturing Engineering</b>	dept-mmengineering@uonbi.ac.ke

## Contacts:

Deans Office, Faculty of Engineering  
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Website: [engineering.uonbi.ac.ke](http://engineering.uonbi.ac.ke)



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