DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY

CUSTOMER SERVICE DELIVERY CHARTER

DeKUT is ISO 9001:2008 Certified

"Better Life Through Technology"

MESSAGE FROM THE CHAIRMAN DEDAN KIMATHI UNIVERSITY OF TECHNOLOGY COUNCIL

Dedan Kimathi University of Technology is a University which has three main pillars that enable it to implement its obligations. They are the provision of the highest educational level, quality of research, and service to the society. This Service Charter intends to implement this mandate.

This document intends to educate the public about the services that the university provides. In fact, this is a contract between the community and the university and its stakeholders. Similarly it will assist us to determine the quality of our services. It has been simplified in order to enable our customer to be attended to in the shortest time possible and locate any officer or department responsible for the services he requires. We recognize our responsibility to implement the services contained in this document.

This document considers useful feedback from the management of the university and various stakeholders.

As Chairman of the University Council, I would like to emphasize our responsibility to provide the best technological education since it is the key driver of economic growth worldwide. We aim to enable graduates to have skills that are needed in the job market both locally and internationally.

Prof. Dulacha B. Galgalo
Council Chairman

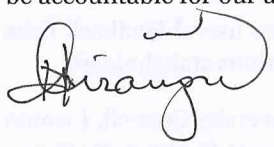
Foreword

DeKUT is a premier institution of higher learning, providing and promoting quality training and research in line with our country's Vision 2030 aspirations. Its mandate is to develop manpower for the economic, cultural, social, technological and scientific development of our country.

This service charter is an expression of our commitment to improving our service and communication with you. The charter is also our public declaration to our clients of our commitment to the delivery of efficient, effective and quality services.

It is our hope that the use of this service charter will raise the quality of service and enhance the speed of service delivery including using it as a tool for reinforcing integrity, professionalism, effectiveness and satisfaction.

As we release this service charter, we call upon all the staff to uphold our promises and work as a team. We have a duty to do and be accountable for our actions.



Prof. P. Ndirangu Kioni
Vice Chancellor- DeKUT

Purpose of the Charter

The purpose of this charter is to enlighten our clients on the services provided by DeKUT.

It sets out the standards you should expect from us and is our public declaration to our clients of our commitment to the delivery of efficient, effective and quality services. It explains how one can obtain information and how to let us know the resolution mechanisms in the event of dissatisfaction and or concerns. The hallmark of our service charter is our promise to consistently provide professional and high-quality service.

Vision

To be a Premier Technological University Excelling in Quality Education, Research and Technology Transfer for National Development.

Mission

To provide academically stimulating, culturally diverse and quality learning environment that fosters research, innovation and technology development towards producing relevant technical and managerial human resource and leaders to contribute to attainment of national development goals.

Motto

Better Life through Technology

Philosophy

Dedan Kimathi University of Technology is founded on the belief that self-actualization, and solutions to global challenges are attainable through a spirit of dedication, self –confidence, determination, and best utilization of resources. The institution

also believes in being globally competitive through the employment of global competencies. To actualize its beliefs and goals, the university is committed to investing in her staff, facilities and systems to ensure an internationally excellent environment for education and for the furtherance of her aims and objectives.
The ultimate goal of this philosophy is to mold Dedan Kimathi University of Technology into an institution known for world class research, academic excellence, an exceptional student body, and one that harbors the highest level of innovation, creativity, scholarship and enterprises.

Core Values

DeKUT shall be guided by the following core values as articulated in our strategic plan (2014 – 2019)

- Innovation
- Scholarship
- Diversity
- Integrity
- Teamwork

MATRIX ON CITIZEN SERVICE DELIVERY

No.	SERVICES	OBLIGATION	CHARGES	DURATION	RESPONSIBLE
1	Enquiries	Voluntary visit	Nil	Fifteen(15) minutes	All departments
2	Enquiries	Telephone call	Nil	Ten (10) minutes	Customer care
3	Calling	Answering telephone calls	Nil	First three (3) rings	Customer care
4	Visiting/ Guest Relations	Receiving visitors	Nil	Five (5) minutes upon arrival	Reception/ Customer care
5	Correspondence	Response to correspondence	Nil	Within one (1) week of receipt	All employees
6	Offices open to students and public	Staff to attend to students and members of public	Nil	All offices open from 8.00 am to 5.00 pm	All employees
7	Issuance of admission letters	Staff in Registrar(AA) office to process admission letters	Nil	We acknowledge application within seven (7) days	Registrar (AA)
8	University certificates and transcripts	Office of the Registrar(AA) to process certificates and transcripts	Nil	Certificates to be issued within one (1) month after graduation	Registrar (AA)

MATRIX ON CITIZEN SERVICE DELIVERY

9	Procurement of goods and services	Compliance with the Procurement process	Nil	To be done within sixty (60) days	Procurement Officer
10	Catering and Accommodation	The University to notify students on the availability of catering services and accommodation facilities	Nil	Notification to be done within two (2) weeks prior tc beginning of semester	Caterer and Housekeeper
11	Payment of suppliers	Delivery of goods and services	Nil	Payment within sixty (60) days	Finance Officer
12	Release of results of end of semester exams	Students to sit for exams	Nil	Results to be released within two (2) months of the end of exams	Dean of Schools and Directors of Institutes
13	Inter-University Transfer	Approval from the Dean's Committee	Nil	Within two (2) weeks upon opening	Registrar (AA)
14	Student Registration	Compliance with registration requirements	Nil	Within two (2) weeks upon opening	Registrar (AA)
15	Complaints on service delivery	Lodging of formal complaints	Nil	Fourteen (14) days after receipt of complaints	Complaints Handling Committee

*Since each department offers a unique nature of services there exist departmental service charters indicating how and when services shall be delivered in line with the vision and mission of this charter.

Complaints should be channeled to the Heads of Departments. Appeals should be made to the

VICE- CHANCELLOR
TEL: 0736 456391;
EMAIL: vc@dkut.ac.ke ***or***

DEKUT COMPLAINTS HANDLING COMMITTEE
complaints@dkut.ac.ke

If there is no response to

THE COUNCIL CHAIR EMAIL:
councilchair@dkut.ac.ke

and if it is still not addressed to

COMMISSION FOR ADMINISTRATIVE JUSTICE (CAJ)
P.O BOX 20414, 00200-Nairobi
TEL: 0710936000
EMAIL: info@ombudsman.go.ke
WEBSITE: www.ombudsman.go.ke

Our Mandate

To develop and implement a programmes which are responsive to the needs of industry, conduct research and consultancy as well as fostering linkages with various stakeholders.

Our Core Functions

(a) The functions of the University shall be:

(i) To 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.

(ii) To participate in scholarly work, the discovery, transmission, utilization, preservation and enhancement of knowledge and to stimulate the intellectual participation of students in the economical, social, cultural, scientific and technological development of Kenya.

(iii) To offer continuing professional development courses.

(iv) To determine the curriculum and its mode of delivery and to specify the admission criteria.

(v) To conduct examinations for and to grant and confer such academic awards as may be provided for in the Act and the Statutes.

(vi) To establish new Colleges, faculties, schools, institutes, departments, other resource and administrative units and centres.

(vii) To positively promote the general welfare of staff and students.

(b) Admission to the University or appointment and promotion of staff shall be open to all persons without distinction of race, ethnicity, place of origin or residence or other local connections, economic and social standing, colour, creed, physical ability or gender; pregnancy, marital status, religion, conscience, belief, culture, dress, language or birth.

Our Strategic Objectives

1. To produce quality graduates in line with the university's mandate.
2. To generate research and innovations outputs with impact on the national development goals.
3. Transfer and commercialise technology from the University and other international institutions to the benefit of students, university and industry.

Structure and Governance

(a) DeKUT is a Public University granted a charter pursuant to the Universities Act 2012.

- The Chancellor shall enjoy such powers and privileges and perform functions in accordance to the Universities Act 2012, DeKUT Charter and University Statutes.
- The University Council is the policy making organ of the University.
- Vice Chancellor is the Administrative and Academic head of the University and the Accounting officer.
- Deputy Vice Chancellor (A & F) is the head of Administration and Finance including Human Resource Management.
- Deputy Vice Chancellor (AA) is the head of Academic Division.
- Deputy Vice Chancellor (RTMCL) is the head of Research Technology Management and Community Linkages division.
- Management Board assist the Vice Chancellor in the day

to day management of the University and shall perform duties as provided for in the University Charter and Statutes.

- Senate is the organ in charge of all matters academic in the University.

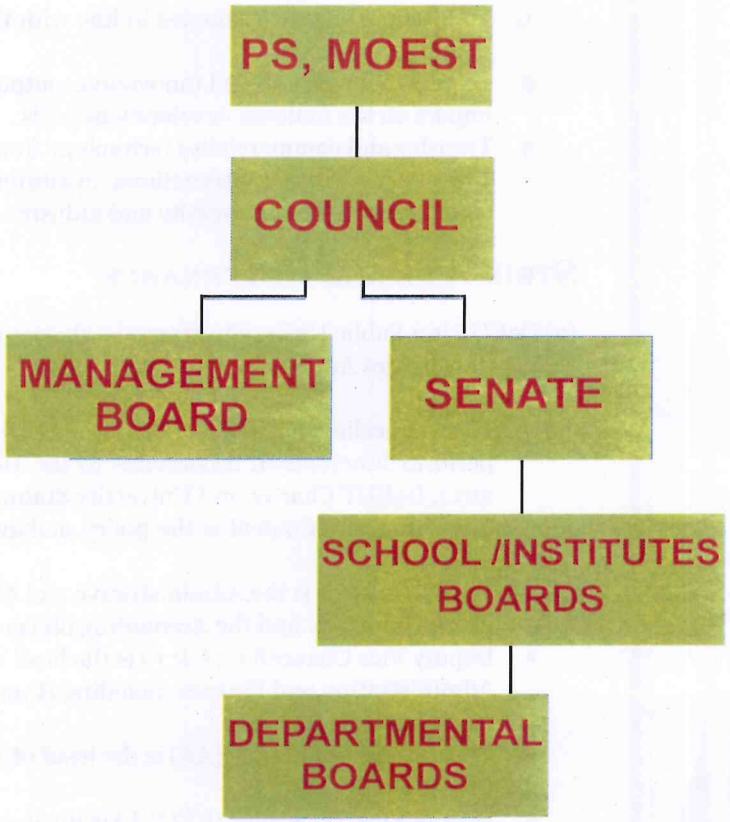


FIGURE 1: GOVERNANCE STRUCTURE

OUR CLIENTS

The University clients include;

- Students
- Employees
- Parents/Guardians
- Suppliers
- Alumni
- The Community
- Other Institutions
- The General Public

OUR PARTNERS AND STAKEHOLDERS

These include, among others

- Ministry of Education, Science and Technology (MoEST)
- Higher Education Loans Board (HELB)
- Commission for University Education (CUE)
- Other Universities
- Other Government departments
- Researchers
- Business & Industry partners
- Donors & Sponsors
- Linkage partners
- Students Union & Neighbours
- Professional bodies & other stakeholders

OUR PROMISE TO CLIENTS

DeKUT undertakes to:

- Treat all our clients with respect and dignity
- Provide efficient and effective service delivery
- Uphold and sustain discipline in the institution
- Publish clear performance standards, monitor performance regularly against the standards and publish results

- Provide contact points where you can make enquiries and seek conflict resolution
- Monitor how satisfied you are with our services, and constantly seek improvement in all areas to meet your needs.

Clients Obligation to DeKUT

Our clients are expected to:

- Familiarize with the academic policy and general role of the University.
- Be compliant with all Government regulations and policies.
- Provide accurate, honest and prompt information to help us serve them better.
- Provide clear feedback and make suggestions through our address or suggestion box.

Review of this charter

In consultation with our clients and other stakeholders, we will review this service charter when necessary so as to ensure sustainability of the efficiency and effectiveness of services delivery.

Feedback and Re-dress

We are committed to courtesy and excellence in service delivery. For our clients who are unable to access our services or who receive services that do not conform to the stated standards shall seek assistance from the address below.

Handling complaints

Our clients are encouraged to forward complaints and suggestions to departmental heads and in case of appeal, to the office of the Vice Chancellor.

The University undertakes to place suggestion boxes in appropriate sites for feedback.

The University shall address complaints within fourteen (14) days.

The Vice Chancellor, DEKUT
P.O. BOX 657, 10100 – NYERI
TEL. 061-2050000
Email: vc@dkut.ac.ke
Website: www.dkut.ac.ke

Commission for Administrative Justice - CAJ
P.O Box 20414, 00200-Nairobi
TEL: 0710936000
Email: info@ombudsman.go.ke
Website: www.ombudsman.go.ke

Quality Policy

The DeKUT management and staff are committed to offering Quality Education, Quality Research and Quality Community Services through timely and accurate provision of services to the satisfaction of their customers and stakeholders.

In pursuit of this commitment, DeKUT has established and communicated a Quality Management System that complies with requirements of the International standard ISO 9001:2008 and other government statutory requirements to all employees, customers and stakeholders. DeKUT shall continue to improve the effectiveness of the Quality Management Systems and its objectives through regular review of QMS in accordance with appropriate quality standards.

Signed.....

Date.....

Prof. Eng. P. Ndirangu Kioni

Vice Chancellor, DeKUT



Website:

www.dkut.ac.ke