



University of Eldoret is ISO 9001:2015 Certified



# SERVICE CHARTER

The Vice-Chancellor  
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ELDORET

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## Vision

A premier University that nurtures global leaders and innovators

## Mission

To provide quality education, training, research and consultancy in Science, Agriculture and Technology to meet the needs and aspirations of a dynamic society

## Core Values

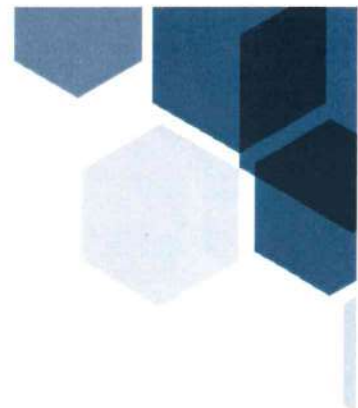
- » Integrity
- » Innovativeness
- » Customer Satisfaction
- » Competitiveness
- » Equity
- » Responsiveness
- » Inclusivity

## Quality Policy Statement

University of Eldoret is committed to deliver quality teaching, research, outreach and consultancy services that meet and exceed the expectations of all interested parties, comply with the ISO 9001:2015 standard and applicable statutory and regulatory requirements and continually improve the Quality Management System's effectiveness through periodical reviews at appropriate levels.

## Our Objectives

- » To enhance quality of teaching and learning
- » To promote the University as a research centre
- » To improve governance and corporate image
- » To attract and retain competent human resource
- » To develop and maintain physical and technological infrastructure
- » To strengthen resource mobilization and utilization



## Preface


University of Eldoret is home to mainly Basic, Applied and Social Sciences and is situated 9 kilometres north of Eldoret Town along the Eldoret – Ziwa Road. The University’s Main Campus is situated at Chepkoilel and has the addition of the Eldoret Town Campus and the Nairobi Liaison Office. The University has nine schools namely: Agriculture and Biotechnology, Business and Management Sciences, Economics, Education, Engineering, Environmental Studies, Human Resource Development, Natural Resource Management and Science. The current Directorates include Information, Communication and Technology; Strategic Planning and Performance Contracting; Quality Assurance; Board of Postgraduate Studies; Industrial Links, Partnerships and Collaborations; Research and Innovation; Resource Mobilization and Strategic Initiatives and Gender, Equity and Diversity.

The University is committed to its Vision. As such our academic programs are student-centred, responsive to needs of Industry and Community and in compliance with Vision 2030. Our student population of over 13,000 has a sizeable component of International Students. The University thus is multicultural, enjoys an elective Student Council and excels not only in academic pursuits but also in numerous co-curricular activities, both nationally and internationally.

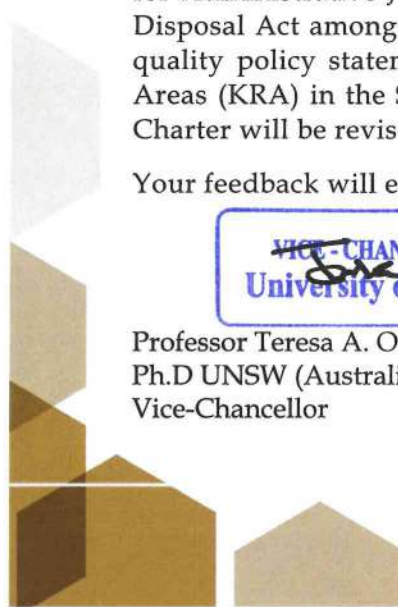
Our Faculty staff has requisite qualifications that are highly diversified in specializations and are in tandem with the University’s many unique academic programs offered at Diploma, Bachelors, Masters and Doctorate levels. Other programs available include short courses which may be customised to suit specific priorities and needs, bridging courses that are remedial in nature and are expected to open access to undergraduate degree programs. This Service Charter is a commitment by The University of Eldoret to deliver high quality programs and services to our students, staff, research collaborators, donors, stakeholders and the public at large.

The Service Charter was reviewed to be in line with the legal framework and to capture the government’s new directives. Some of the additional directives include Commission for Administrative Justice (CAJ), Access to Information Act (2016), Public Procurement and Disposal Act among others. The Service Charter is also reviewed to capture the university’s quality policy statement, align it with the university’s strategic objectives and Key Result Areas (KRA) in the Strategic Plan end-term review 2014-2019. University of Eldoret Service Charter will be revised every five (5) years or when the need arise.

Your feedback will enable us to improve on our service delivery.

  
VICE-CHANCELLOR  
University of Eldoret

Professor Teresa A. O. Akenga  
Ph.D UNSW (Australia), MSc, BEd (KU), MRSC, MBS  
Vice-Chancellor



## Introduction

The University of Eldoret Service Charter sets the scope and the standards of service rendered to our students, staff, and stakeholders. We are committed to the provision of quality services to our clients and stakeholders. We have set our commitments to you, and welcome feedback on how to improve our services.

## Core Functions

**Teaching and learning:** The University offers adequate, innovative, relevant and market driven academic programs, at undergraduate and postgraduate levels, with in-built quality control systems. Furthermore, the University provides an enabling academic environment for students and staff.

**Research:** As part of its mandate to generate, preserve and disseminate knowledge, the University has created a conducive environment to undertake quality research that is relevant and transformative.

**Consultancy:** The University has integrated consultancy within its core functions.

**Outreach and Extension:** The University has integrated outreach and extension within its core functions.

**Community Service:** The University participates in community programs and activities as part of its Corporate Social Responsibility.

## Strategic Objectives

The University strategic 11 objectives are built around the key result areas namely;

1. Student Enrolment and Academic Excellence
  - a. To increase student enrolment
  - b. To provide quality teaching and learning facilities
  - c. To provide and maintain a conducive environment for teaching and learning
2. Research and Innovation
  - a. To position the University as a premier research and innovation centre
3. Consultancy and Outreach
  - a. To put in place appropriate consultancy and outreach services



#### 4. Institution Capacity

- a. To expand Financial Resource base
- b. To improve Financial Management
- c. To integrate ICT in all University programmes and operations
- d. To attract, develop and retain competent staff
- e. To put in place and maintain appropriate infrastructure
- f. To put in place sound governance systems

## Structure and Governance

University of Eldoret is established under a Charter of February 11th, 2013.

The following are the main Organs of Governance of the University;

### **Chancellor**

Titular head of the University.

### **The University Council**

Supreme organ charged with the governance, control and administration of the University. It is headed by a Chairperson.

### **University Management Board**

Oversees the University's development plans, ensures efficient management of resources and makes proposals to the Council on policies that have University-wide application.

### **Senate**

Supreme academic organ that determines and oversees all academic programs at the University.

### **Vice-Chancellor**

Academic and administrative head of the University, responsible for maintaining and promoting efficient management of the University and reports to the University Council.

### **Deputy Vice-Chancellor (Academic & Students' Affairs)**

Head of Academic Division and is responsible for the development of syllabi, examination rules and regulations, postgraduate studies, admissions and academic staff training and development.



### **Deputy Vice-Chancellor (Administration & Finance)**

Head of Administration and Finance Division, responsible for human resource management, finance, assets and infrastructure and maintenance.

### **Deputy Vice-Chancellor (Planning, Research & Extension)**

Head of Planning, Research, Innovations and Extension Division, responsible for planning, research, outreach and infrastructure development.

## **Principles of Service Delivery**

In our service delivery we pledge to;

- » Serve our clients with dignity, courtesy and respect;
- » Continuously provide efficient and effective service;
- » Adhere to ethical and equitable service provisions;
- » Enhance transparency, integrity and accountability;
- » Observe the principles of natural justice;
- » Maintain appropriate confidentiality;
- » Discharge our duties professionally with due diligence.

## **University Clients**

Our clients comprise of the following;

- » Students
- » Parents or Guardians
- » Staff
- » Suppliers
- » Alumni
- » Community
- » The public
- » Industrial Linkage

## **Partners/Stakeholders**

Our partners and stakeholders comprise the following among others;

- » Alumni Associations
- » Business Partners
- » Commission for Administrative Justice (CAJ)

- » Commission for University Education (CUE)
- » Community
- » Donors and Sponsors
- » Employers
- » Government Departments / Agencies
- » County Governments
- » National Treasury
- » Higher Education Loans Board (HELB)
- » Industry Partners
- » Kenya Education Network (KENET)
- » Ministry of Education
- » Professional Bodies
- » Research Collaborators
- » Students' Union
- » Media
- » Civil Society
- » Taxpayers
- » Trade Unions
- » Training Institutions
- » Universities
- » Other Stakeholders / Partners

## Client Expectations

Our client expect efficient and effective provision of services as follows;

- » Courteous and timely response to requests and enquiries;
- » Prompt resolution to complaints raised;
- » A transparent admission process;
- » Exhaustive and timely coverage of approved academic programs;
- » Prompt and fair processing of examination results, transcripts and certificates;
- » Well maintained lecture theatres, laboratories, offices, hostels and other facilities;
- » Safe and healthy environment;
- » Increased funding for research;
- » Prompt research output;
- » Provision of transformative and competitive consultancy and research services;
- » Honouring Memoranda of Understanding (MoU's) involving research institutions, industry and other partners;
- » Expeditious processing of collaborative agreements;
- » Recognition and acknowledgement of donors and sponsors;
- » Adaptive human resource management practises;

- » An effective performance appraisal system;
- » Fair and just disciplinary procedures;
- » Efficient procurement processes;
- » Existence and application of modern Information and Communication Technology (ICT);
- » Involvement of Alumni in governance and development of the University;
- » Appropriate provision of accurate information requested; and
- » Prompt clearance of students and staff.

## University Expectations

- » The University expects its clients / stakeholders to;
- » Support University programs and activities;
- » Observe University rules and regulations;
- » Pay all fees and levies promptly;
- » Treat staff with respect and courtesy;
- » Provide sufficient and accurate information to enable us respond to requests appropriately;
- » Provide feedback and comments on the services rendered.

## Support Services

For efficient management of its functions, the University has various support services provided by;

- » Corporate Affairs and Marketing Office
- » Dean of Students Office
- » Estates Department
- » Finance Department
- » Guest House
- » Health Services
- » Information and Communication Technology
- » Internal Audit Office
- » Legal Office
- » University Pension Scheme / Provident Fund
- » Open and Distance Learning (ODEL)
- » Outreach Centre and International Student Office
- » Procurement Department
- » Security Department
- » Sports and Games Department



- » Students Services
- » Transport Department
- » University Farm
- » University Library
- » University of Eldoret Alumni Association
- » University of Eldoret Bookshop

## Commitment to Service Delivery

In our service delivery, we pledge that;

- i. The University shall maintain a healthy, safe and enabling environment.
- ii. Government Sponsored Students who have been placed at the University by KUCCPS shall receive admission letters, fees structure and other relevant documents within one (1) months of receiving the admission list.
- iii. Self-Sponsored Students shall receive admission letters, fees structure and other relevant documents within one (1) month of submitting the application form.
- iv. Upon registration, a student shall be issued with clear guidelines on academic programs, examination rules, student support services and disciplinary procedures.
- v. All lectures shall be conducted fully and on time, as per approved timetables and academic calendar.
- vi. The official examination results shall be released two months after the end of the academic year.
- vii. The University commits to ensure that academic programs are completed by students within the stipulated timelines.
- viii. Graduation ceremonies shall be held as scheduled annually.
- ix. University degree certificates shall be available for collection within two months after graduation while transcripts shall be issued within one week upon application.
- x. The University Calendar containing the almanac and all programs shall be published by June 30th of every year.
- xi. The University shall provide sports and games facilities that will be up-to-date and well maintained.

- xii. The University shall endeavour to facilitate students' industrial attachments and teaching practice.
- xiii. The University Library services shall be open from 8.00 a.m. to 10.00 p.m. on weekdays, 8.00 a.m. to 5.00 p.m. on Saturdays and 2.00 p.m. to 5.00 p.m. on Sundays and public holidays.
- xiv. The University Bookshop shall open from 8.00 a.m. to 5.00 p.m. on weekdays.
- xv. The process of recruitment and promotion shall be completed within three months from advertisement to issuance of letters.
- xvi. Staff performance appraisal shall be conducted between May and July every year.
- xvii. Disciplinary cases for students and staff shall be completed within a period of thirty working days from the day the case is reported.
- xviii. The Finance Department shall observe all financial regulations and procedures, ensure adherence to budgetary provisions and process approved payments within thirty (30) working days.
- xix. Procurement of goods, works and services shall be done within sixty (60) days after receipt of relevant requisitions from the user and in line with the University processes and government procedures and regulations.
- xx. University clinic shall open 24 hrs / 7 days a week.
- xxi. The University shall comply with the National Authority for the Campaign against Alcohol and Drug Abuse Act, 2012 and is a non-smoking zone. The University shall designate a smoking zone.
- xxii. The University shall comply with the Prevention of Corruption Act (CAP. 65, Laws of Kenya).
- xxiii. Ensure transport requests by students and staff shall be provided on time and as per approved requests and schedules.
- xxiv. Ensure quality ICT services shall be provided to staff and students.
- xxv. All telephone calls shall be attended to within three (3) rings.
- xxvi. The University shall not condone laxity and impropriety.
- xxvii. Clearance of staff shall be finalized within fourteen (14) days.
- xxviii. Clearance of students shall be finalized within five (5) working days.

- xxix. To work closely with relevant institutions, government departments and agencies that regulate higher education and maintain standards.
- xxx. To honour MoU's, MoA's and collaborative agreements.
- xxxi. To initiate and implement outreach activities to the immediate and wider community.
- xxxii. All queries and correspondences shall be responded to within three (3) working days.
- xxxiii. All complaints shall be resolved within twenty one (21) days from the day that the complaint is raised.
- xxxiv. Request for information shall be processed within twenty one (21) days.
- xxxv. Timelines shall be observed in the course of service delivery.

## Feedback

- » Complaints, compliments and suggestions should be forwarded to departmental heads for consideration.
- » Feedback may be channelled through telephone, letters, relevant registers, e-mail or suggestion boxes.
- » Unresolved complaints at the departmental level shall be forwarded to the University's Public Complaints Committee.
- » Confidentiality and privacy shall be respected.
- » All feedback shall be addressed within seven (7) days.

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Deputy Vice-Chancellor (Planning, Research & Extension)	dvcpre@uoeld.ac.ke
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Registrar - Administration	registraradmin@uoeld.ac.ke
Registrar - Planning	registrarplanning@uoeld.ac.ke
Finance Officer	fo@uoeld.ac.ke
Students Welfare	
Dean of Students' Office	deanofstudents@uoeld.ac.ke
General Enquiries	
Information Desk	info@uoeld.ac.ke

All observations and comments on this Charter shall be addressed to:

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