



KABIANGA UNIVERSITY COLLEGE
(A CONSTITUENT COLLEGE OF MOI UNIVERSITY)

Service Charter

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1.0 PREAMBLE

The Kabianga Complex which comprised the High School, Primary School and the Farmers Training Centre has a long history dating back to 1925. Indeed the current Kericho Teachers' Training College was situated at the Kabianga Complex until 1963 when it was moved to the current location in Kericho Town. It is therefore, one of the oldest education centers in Kenya in particular and the Eastern part of Africa in general. The farmers Training Centre was started in 1959 as a result of the SWYNERTON plan in the mid 1950s which advocated *inter-alia*, the improvement of agricultural and livestock production. The Farmers Training Centre was later changed to an Agricultural Training Centre. The Training centre remained under the management of the Ministry of Agriculture and Livestock Development for a period of 48 years providing training and extension services to the small scale farmers in Southern Rift Region of the country and beyond. Due to the demand for higher education in Kenya, the government decreed the former Agricultural Training Centre as a Campus of Moi University on 10th of May 2007. The Ministry of Agriculture officially handed over the Training Centre to Moi University on the 8th of November 2007. The first cohort of students reported to the Campus on the 26th November, 2007 for the 2007/08 Academic Year.

The Kenya Government through a Legal Notice No. 77 in the Kenya Gazette Supplement No. 36 of 29th May, 2009 established Kabianga University College as a Constituent College of Moi University.

2.0 THE VISION OF THE UNIVERSITY COLLEGE

To be a leading University in scientific innovation for the betterment of humanity

3.0 THE MISSION OF THE UNIVERSITY COLLEGE

The Mission of Kabianga University College is to create, preserve and transfer knowledge and technology through quality and entrepreneurial education, research, extension, and partnership with government, industry and non-state actors whilst ensuring a sustainable environment.

4.0 THE CORE VALUES

- Promoting and defending intellectual and academic freedom, scholarship, innovation and relentless search for truth.
- Fostering teamwork, collaboration, creativity and innovation, effective communication, tolerance and a culture of peace.
- Valuing excellence, quality and service, openness, consultation, efficiency and effectiveness.
- Recognizing competence, meritocracy, exemplary leadership, equality, integrity and national patriotism.
- Continually improving services in order to remain competitive and relevant.

5.0 THE UNIVERSITY COLLEGE ORGANIZATIONAL STRUCTURE

Kabianga University College is a corporate organization established by Kabianga Order 2009 and has various bodies for its effective management. These include:-

- The Chancellor
- The Council
- The University College Management Board
- The College Academic Board
- Schools, Institutes, Centres and Departmental Boards

The roles, functions and the membership of these Boards are stipulated in the Order and in the Statutes.

5.1 THE CHANCELLOR

The Chancellor is titular head of Moi University and by extension Kabianga University College.

5.2 THE COUNCIL

The Council is the governing body of the University College through which it can act, administer property and funds, and receive monies, plant and equipment, materials, gifts and grants for its use. The Council is also responsible for the welfare of staff and students and can enter into association with other universities and institutions within Kenya or otherwise as it may deem necessary and appropriate.

The other function of the Council is to appoint staff and conduct disciplinary action against staff and students in consultation with relevant University College Organs.

5.3 THE UNIVERSITY COLLEGE MANAGEMENT BOARD

The Management Board is responsible for implementing Council and Senate decisions. It is also responsible for providing directives and guidelines to the University College's sub-systems for the enhancement of the efficient running of the University College.

5.4 ACADEMIC BOARD

The Academic Board is the body responsible for academic matters in the University College and the final authority on all such matters

5.5 SCHOOLS, INSTITUTES, DIRECTORATES, CENTRES AND DEPARTMENTAL BOARDS

The Boards play a major role in academic and administrative functions of the University College. The functions of these Boards are clearly stipulated in the Kabianga Order and Statutes and they assist the Deans, Directors and Heads of Departments in the management of their respective Schools, Institutes, Centers and Departments.

6.0 AREAS OF FOCUS

- To provide University education aimed at producing mature, competent and conscientious graduates with appropriate skills, abilities and desire to contribute to the well being and development of the people of Kenya, Regional and the global community, in accordance with the national philosophy of mutual social responsibility and international conventions.
- To provide education for national service, community outreach and development which reflect the national cultural heritage.
- To develop and transmit knowledge and skills through research and training.
- To preserve, produce, process, transmit and disseminate knowledge and stimulate the intellectual life and cultural development of Kenya.

- To conduct examinations for, and to confer and award degrees, diplomas and other awards of the University College
- To determine who may teach, what may be taught and how it may be taught in the University College.
- To play an effective role in the development and expansion of opportunities for Kenyans wishing to continue with their education.
- To address emerging issues of national, regional and global importance.

7.0 KABIANGA UNIVERSITY COLLEGE SERVICE CHARTER

In line with its mandate, the College has developed a Service Charter. This is a requirement for the delivery of quality service and meeting high standards of performance to students, staff, other customers and stakeholders

This charter is meant to promote and maintain better understanding and appreciation of the University College's role and services as an institution of higher learning.

It provides the basis of standards of service delivery within and outside the University College.

8.0 PRINCIPLES OF SERVICE DELIVERY

The University College is committed through this charter to the following services:-

- a) Establish clear, explicit and high standards of service delivery that the stakeholders expect of a University College.
- b) Provide its clients with adequate information about the University College's programmes, activities and services in a timely and transparent manner.
- c) Communicate clearly and effectively.
- d) Deal with its clients with courtesy, respect, dignity and selflessness.
- e) Cherish transparency and accountability in the provision and delivery of services.
- f) Promote meritocracy, fairness and justice at all times.
- g) Apply prudent use of resources so as to get value for money.
- h) Encourage the practice of dynamic and innovative approaches so as to realize continuous improvement and to strive to eliminate errors, laxity and deficiency in service delivery.
- i) Continuously monitor and evaluate provision and delivery of its services.

9.0 THE UNIVERSITY COLLEGE'S CUSTOMERS

- Students
- Staff
- Parents/ Guardians
- Public Officers
- The Public
- Investors
- Donors
- Suppliers
- Partners
- Industry/Potential employers

10.0 THE UNIVERSITY COLLEGE'S STAKEHOLDERS

- The Government of the Republic of Kenya through various Ministries, Departments and Agencies.
- Students
- Secondary Schools
- Tertiary Institutions
- Trade Unions
- Donor Agencies
- Private Sector
- Commission for Higher Education
- Higher Education Loans Board (HELB)
- The University College Council
- Moi University
- The University College Academic Board
- National Council for Science and Technology
- Community
- Other relevant state corporations

11.0 EXPECTATIONS OF THE UNIVERSITY COLLEGE'S CUSTOMERS AND STAKEHOLDERS

Customers and Stakeholders expect the provision of competitive University College Education characterized by relevant and market driven programmes through:

- Provision of efficient services.
- Production of high caliber graduates.
- Competitive recruitment of staff and admission of students.
- Appointments and promotions based on merit.
- Provision of academic programmes that are relevant to Kenya's development needs and priorities.
- The exercise of professionalism on the part of our members of Council, staff and students.
- A transparent performance appraisal system.
- Service delivery that is cost effective, efficient and transparent.
- Speedy and transparent responses to requests and enquiries.
- Speedy processing of collaborative agreements.
- The application of best practices in teaching, research, extension and service delivery.

12.0 THE CUSTOMERS' RESPONSIBILITIES

The University College expects that its customers will:-

- i. Support the University College programmes, activities and services.
- ii. Observe the provisions of the Kabianga University College Order.
- iii. Respond to requests for information in a timely manner.
- iv. Observe the basic tenets of courtesy and respect in dealing with staff, students and the general public.
- v. Treat students and staff with fairness at all times.

13.0 THE RESPONSIBILITIES OF THE COLLEGE'S STAKEHOLDERS

The University College expects all stakeholders to support the University College activities, programmes and services through mobilization of resources.

14.0 THE UNIVERSITY COLLEGE SERVICES

The University College offers a wide range of services:-

- a) Teaching.
- b) Research.
- c) Consultancy.
- d) Extension and outreach.
- e) Community Service.

In addition, the College will provide administrative and support services that will include:-

- Recruitment, Promotion and Training.
- Personnel Services.
- Health Services.
- Maintenance.
- Admission of Students.
- Administration of University Examinations.
- Library Services.
- Student Affairs.
- Catering and Accommodation.
- Farm.
- Bookshop.
- Transport.
- Career Guidance.
- Public Relations.
- Examination and Audit.
- Information Communication & Technology Services.
- Financial Services.
- Games and Sports.

- Planning and Development.
- Security Services.
- Legal Services.
- Pensions Scheme Services.

15.0 THE UNIVERSITY COLLEGE'S COMMITMENT ON SERVICE DELIVERY

The University is committed to:-

- Offering the highest standards of excellence in teaching, research and community service.
- Complying with guidelines on the University College's Research Policy and other policies.
- Generating publication out of research findings.
- Sustaining strong University Linkages and Industry Partnerships.
- Timely implementation of decisions.
- Observation of financial rules and regulations.
- Serving students with letters of admission three months ahead of the reporting date.
- Processing examination results as per schedules approved by the Academic Board.
- Processing and issuing transcripts in accordance with guidelines approved by the Academic Board.
- Conducting lectures as per approved timetable schedules.
- Filling all advertised posts within a period of three months.
- Carrying out disciplinary investigation within three weeks.
- Constituting the relevant disciplinary committees and determining the disciplinary cases within three weeks of conclusion of investigations.
- Adherence to budgetary provisions.
- Processing of all payments expeditiously and within stipulated period.
- Expeditious procurement of goods and services in line with the government procurement guidelines.
- Making cash payments within a week from the time of receipt of a voucher.
- Responding to all visitors within five minutes of arrival.

- Regularly maintaining and upgrading its infrastructural facilities.
- Publishing of newsletters on a quarterly basis.
- Replying to routine correspondence within a fortnight from the date of receipt.
- Conducting performance appraisal annually.
- Availing information on academic programmes and admission requirements in the internet and in hard copies.

See attached Appendix 1

16.0 MECHANISMS FOR HANDLING COMPLAINTS AND SUGGESTIONS

The University College pledges its obligations to address all complaints and suggestions as soon as they are received. However, clients are encouraged to make genuine complaints and suggestions to the University College through the Principal by way of address in person, post, telephone, fax or E-mail. In cases where service delivery is unsatisfactory, redress may be sought amicably and with mutual understanding.

The University College will handle any complaints through:-

- The Customer/Public Relations Office.
- Maintaining a register of all complaints and suggestions.
- Maintaining a suggestion box.
- Guaranteeing confidentiality and privacy in respect of complainant's identity and rights.
- Encouraging complainants to identify themselves in view of the practical difficulties that could arise in handling anonymous grievances.
- Acknowledging receipt and handling of complaints within thirty (30) days.
- Maintaining interactive website for complaints and suggestions.

17.0 AMENDMENT OF THE CHARTER

To address changing needs and circumstances, the University College will in consultation with stakeholders and customers, review the charter from time to time with a view to improving the provision of its services.

APPENDIX 1

KABIANGA UNIVERSITY COLLEGE SERVICE CHARTER

S/NO.	SERVICE	TIME
1.	Serving students with letters of admission	3 months before reporting
2.	Preparing and release of transcripts	Within 2 months
3.	Filling in advertised post	Within 3 months
4.	Making cash payments	Within 1 week on receiving a voucher
5.	Responding to visitors	Within 5 minutes on arrival
6.	Replying to routine correspondence	Within 2 weeks from date of receipt
7.	Responding to telephone calls	Within 3 minutes