



# SERVICE CHARTER

## MESSAGE FROM THE MANAGING DIRECTOR

The University of Enterprises and Services (UNES) Ltd is a private company limited by shares that operates within the provisions of the Companies Act (Chapter 486, Laws of Kenya). Incorporated in 1996, its Articles and Memorandum of Association prescribe it as a distinct legal person, separate and independent from the university. The company focuses on four main business areas: Financial Management, Consultancy, Bookstores and Hospitality.

We present this Service Charter to show and outline our commitment to you the customer, as a reflection of our dedication to excellence in service delivery. The charter delineates customer expectations when dealing with any of the UNES business units, and describes communication avenues through which you can contact us to comment on our performance and offer suggestions for improvement.

Prof. Madara Ogot  
Managing Director

## Objective of The Service Charter

The purpose of this service charter is to enhance public awareness of our mandate, vision, mission, values, core functions, the range of services we offer, the standards we have set as well as our commitment to the continuous improvement of services to satisfy our customers.

In addition, this charter is expected to empower our clients to be able to make demands on our staff at the various levels and stations of service delivery

# OUR MANDATE

UNES, a private company limited by shares, operates within the provisions of the Companies Act (Chapter 486, Laws of Kenya). Its Articles and Memorandum of Association prescribe it as a distinct legal person, separate and independent from the University of Nairobi (hereinafter called the university). Its mandate enables us, among other things to:

- Harness the resources of the university with a view to enhancing the university's teaching and research capabilities;
- Promote, co-ordinate, and provide managerial services for income-generating activities undertaken by the university;
- Undertake consultancy, research, production and other income-generating activities, and promote and facilitate such activities undertaken by departments and other units of the university;
- Provide managerial services for consultancy, research, production and other income-generating activities to the departments, faculties and other units of the university;
- Provide bookstore services; and
- Provide restaurant and conference facilities/services.



## Our Vision

To be a Premier Knowledge-Based Business Enterprise

## Our Mission

To promote and engage in knowledge-based business activities for the benefit of the University and other stakeholders

# OUR QUALITY POLICY

## Our Core Values

- **Integrity:** Acting at all times with honesty, accountability and transparency;
- **Professionalism:** Performing our duties with the highest level of competence and relevant skills;
- **Teamwork:** Embracing teamwork and collaboration within UNES and with all our partners in the provision of our services;
- **Continual Improvement:** Setting and maintaining high standards through continual improvement in service delivery;
- **Efficiency:** Achieving the highest value of benefit from the utilization of our resources;
- **Courtesy:** Being courteous and promoting the virtues of meritocracy and fair play at all times to all our clients;
- **Confidentiality:** Adhering to the code of confidentiality in our service delivery;
- **Conformity to the rule of law:** Respecting the rule of law in all our actions;
- **Respect:** Communicating a sense of respect and institute such measures as are likely to signal it to all our stakeholders.

To be a premier knowledge-based enterprise by engaging in entrepreneurial activities and operations that includes financial management, bookstores, consultancy, conferencing and restaurants; and the exploitation of potential business opportunities through maximization of the resources of the university for self-sustenance. To achieve this, all processes that contribute to the success of our operations shall be coordinated and undertaken efficiently.

Our policy is to provide products and services that always exceed the expectations of our customers; comply with regulatory requirements while ensuring environmental sustainability; and perform to the highest measure of competence, integrity and professionalism.

Management shall undertake regular scheduled reviews. The objectives identified shall be implemented to ensure continual improvement and customer satisfaction. To realize this, our management is committed to providing required resources and facilitate participation of all employees through the implementation of ISO9001:2000 Quality Management System.

# OUR SERVICES

**Financial Management:** These services form approximately 90% of total revenue. The University of Nairobi is the primary client. Revenues are generated from fees charged for payroll services and financial management, promotion and facilitation of expansion of the University's privately sponsored student (Module II and III) programmes and Income Generating Units: Medical Laboratory Services, Dental Clinic, Funeral Parlor and the Dairy Farm.

**Bookstores:** UNES University Bookstore, Nairobi, was opened in 1972 as University of Nairobi Bookshop, before being acquired by UNES in July 2007. The bookstore serves universities, colleges, schools and members of the public in the East African region. In 2008, additional stores were opened in Kisumu and Mombasa.

**Consulting:** UNES taps the vast human and infrastructural resources of the University of Nairobi to provide consulting and training services in several thematic areas that include Architectural, Agricultural & Veterinary, Business Development, Education, Engineering, ICT, Public Health, Water Resource Management and Waste Management.

**Hospitality:** These services include Arziki Restaurants launched in October 2007 and now open in three locations in Nairobi; Chiromo Conference Centre and Arziki House – Bed and Breakfast in Kisumu.



## Our Service Delivery Promise to Customers

- *Courteous and timely responses to all enquiries;*
- *Accept criticism positively and provide room for suggestions;*
  - *Provide efficient and effective delivery of services/products in a timely manner;*
- *Be accountable and transparent in our operations;*
  - *Act at all times with the highest level of professionalism, competence and integrity;*
- *Promote at all times values of meritocracy and fair play;*
- *Provide a conducive working environment in our premises; and*
  - *Ensure equity and fairness to all.*

# Customers' Feedback & Responsibilities

## We pledge to:

- Give courteous and timely responses to all enquiries;
- Accept criticism positively and provide room for suggestions;
- Provide efficient and effective delivery of services/products in a timely manner;
- Be accountable and transparent in our operations;
- Act at all times with the highest level of professionalism, competence and integrity;
- Promote at all times values of meritocracy and fair play;
- Provide a conducive working environment in our premises; and
- Ensure equity and fairness to all.

Feedback from our customers should be directed to the Managing Director and/or our officers at various levels and stations through the contacts provided at the end of this charter in order to improve our service delivery.

Our customers can help us provide quality, equitable and efficient services by:

- Engaging us in constructive criticism;
- Providing sufficient and accurate information to enable us to respond promptly to requests and enquiries;
- Treating our staff with respect and courtesy;
- Prompting payment of all fees and charges;
- Being conversant with the requirements of a given service; and
- Demanding high quality services;



# Our Standards

We are committed to meeting the needs of our customers in a timely and professional manner. All clients should expect the following from us:

**Service** - provision of service to all and assurance that confidentiality and dignity are always upheld;

**Clear and concise information** – informing our clients about our services and facilities;

**Courteous service** – providing service in a polite and welcoming manner;

**Listening to our customers** – listening and attending to views and suggestions; and

**Continually improving our performance** – always seeking to adopt innovative and modern management practices.



## We pledge to:

- Be friendly, approachable and professional;
- Give our best attention to complaints and suggestions;
- Offer services in a transparent and accountable manner;
- Ensure integrity in service delivery;
- Support and respect all clients;
- Respond in a timely manner and efficiently to requests for service;
- Correct mistakes promptly and learn from experience;
- Carry out customer surveys regularly and take the views so obtained into consideration;
- Promote equity and fairness to all our customers;
- Aspire to continual improvement of services to our customers;
- Guarantee zero tolerance to corruption;
- Attend to customers promptly.

# Commitments to Service Delivery

## We pledge to:

- Establish customer service counters at which all concerns will be dealt with and the necessary advice given;
- Acquire the necessary competencies on timely delivery by our staff as per the approved work plans;
- Adhere to all financial regulations and procedures, as well as budgetary provisions;
- Process and effect all prompt payments to all customers and suppliers;
- Attend to all telephone calls within 30 seconds;
- Respond to telephone, SMS and face-to-face enquiries immediately.
- Acknowledge email and written correspondences within 2 days and address within 7 working days from the date of receipt;
- Procure goods, services and works in a timely manner and in line with government procurement rules and regulations;
- Communicate outcomes to all bidders within 30 days upon closing of the tender;
- Conduct staff appraisals quarterly and utilize feedback for decision-making;
- Continually carry out capacity development for the staff based on relevant needs assessments;
- Induct and orient staff upon recruitment within 7 working days after reporting;
- Disseminate all policy documents and circulars to all levels of the organization within 5 working days;
- Act on staff-related issues, such as promotions, gratuities, allowances, medical claims and discipline cases within 14 working days;

## Hours:

UNES Headquarters  
M-F: 8AM – 5 PM

UNES Student Office  
G3, Main Campus  
M-F: 9AM – 6 PM  
Sa: 9AM – 12 NOON

UNES University  
Bookstores  
M-F: 9AM – 6 PM  
Sa: 9AM – 4 PM  
Su: 11AM – 4 PM

Arziki Restaurants  
M-F: 8AM – 6 PM  
Sa: 8AM – 6 PM

# HANDLING COMPLAINTS

In situations where service delivery is below expectation, our clients are encouraged to submit their concerns and complaints by providing the necessary details regarding the specific case or cases. Complaints or dissatisfaction may be directed to the attention of the Managing Director or any other responsible staff by:

- Letter;
- Telephone call;
- Fax message;
- Short Message System;
- E-mail; or
- Face to face contacts.

Suggestion boxes will be placed at all service stations, including the UNES Bookstores, Arziki Restaurants, Chiromo Conference Centre, the Student Office – Main Campus and UNES Headquarters. In addition, we will treat all submitted complaints with confidentiality and privacy. However, in order to avoid difficulties in handling anonymous complaints, customers are encouraged to identify themselves and provide a point of contact and also be as specific in their complaint/critique as possible.

Above all, our customers are kindly requested to report cases concerning corruption and other unbecoming forms of behaviour. From the time the complaint is received, we shall endeavor to address it within 7 working days.



*Minister for Education, Prof. Ogeri at UNES University Bookstore stand, CHE Exhibition March 2008*

## Review of the Service Charter

This Service Charter will be reviewed annually in order to guarantee continual efficient and effective service delivery

# GOVERNANCE

**Board of Directors:** The supreme organ charged with the governance, control and administration of the enterprise. UNES

**Managing Director:** Chief Executive and Accounting Officer, responsible for the effective and efficient management of the company's resources.

**Business Development Manager:** Works closely with the Managing Director to seek new areas for business and to strengthen existing units. Heads UNES Consulting.

**Chief Finance Officer:** Responsible for overseeing all financial operations of all business units.

**Head, Hospitality:** Responsible for overall management and development of the Arziki Restaurants, the Chiromo Conference Centre and Arziki Bed & Breakfast.

**Head, Bookstores:** Responsible for overall management and development of the UNES Bookstores countrywide.

**Head, Human Resource and Administration Services:** Head of Administration, who is also responsible for human resource management.



## Monitoring Our Performance

*A number of mechanisms have been effected to measure our performance:*

- *Annual review of the Charter to ensure it remains results oriented*
- *Quarterly and annual review of the company's performance against performance contract targets*
- *Annual customer satisfaction survey, in addition to continuous client feedback through direct contact or the suggestion boxes located at all our business locations*

# Our Contacts...

## UNES Headquarters

Kolobot Drive Off Arboretum Drive  
P. O. Box 68241-00200  
Nairobi, Kenya  
Telephone:  
+254-020-2726687/254-020-2714240/  
+254-020-2731861/254-020-2731862/  
(Safaricom) +254-722-205498  
(Celtel) +254-733-333549  
Fax: +254-020-2714048  
unes@uonbi.ac.ke  
<http://www.uneskenya.com>

## UNES Student Office G3, Main Campus

Telephone:  
+254-020-318262 Ext. 28366

## UNES University Bookstores Main Campus, University of Nairobi

P. O. Box 68241-00200  
Nairobi, Kenya  
Telephone:  
+254-020-342995/  
+254-020-318262 Ext 2811 or 28353  
Fax: +254-020-245566  
bookshop-manager@uonbi.ac.ke  
<http://ubookstore.co.ke>

## Mega City Mall

P. O. Box 19134-0123  
Kisumu, Kenya  
Telephone:  
+254-020-2370428  
john.okongo@uonbi.ac.ke

## UNES Arziki House Bed and Breakfast

P. O. Box  
Kisumu, Kenya  
Telephone:  
+254-020-XXXXXX  
Lynda.amondi@uonbi.ac.ke  
<http://www.uneskenya.com/bb.html>

## Arziki Restaurants

P. O. Box 68241-00200  
Nairobi, Kenya  
bkanana@uonbi.ac.ke  
<http://www.uneskenya.com/arziki.html>

## Chiromo Campus, University of Nairobi

Telephone: +254-020-2114239

## Main Campus, University of Nairobi

Telephone:  
+254-020-2114239/+254-020-318262  
Ext 28210

## Kenya Science Campus

(Opening December 2008)

## Chiromo Conference Center

P. O. Box 68241-00200  
Nairobi, Kenya  
Telephone: +254-020-2114239  
bkanana@uonbi.ac.ke  
<http://www.uneskenya.com/crcc.html>