



COMMISSION FOR UNIVERSITY EDUCATION



Quality: The Agenda

CITIZEN SERVICE DELIVERY CHARTER

| Department | Service/Goods | Timeline | Requirement(s)/cost |
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| Respective departments | Respond to correspondence | Within one (1) week of receipt | Correspondence received |
| Corporate Affairs | Respond to customer enquiries (e-mail , postal or telephone, personal) | Within two (2) days | Submission of enquiries by customers |
| | Address and resolve customer complaints | continual | Lodging of complaints in relation to services rendered through the complaints handling mechanisms |
| | Publish <i>CUE News</i> | Three (3) publications within a financial year | a)Adherence to procedure details for publications; b) in accordance with departmental Procurement Plan |
| | Publish list of universities authorized to operate in the country | Four (4) times a year in at least three (3) newspapers of nationwide circulation | Timely submission of information to media having followed due process pertaining to advertisement procedures |
| Administration | Undertake staff performance appraisal to evaluate individual staff performance | By end of each financial year | Submission of duly signed and filled forms by Heads of Departments |



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| | Policy and circular dissemination | Two (2) days upon receipt | Approval by relevant Ministry and/or CUE Management |
| Finance | Receiving payment of fees | Upon payment | Bankers' cheque; pay in bank slip; money order |
| | Payment to creditors | One (1) month after delivery of invoice | Invoice; LPO; delivery note |
| | Payment for services rendered | Within one (1) week after service is rendered | Signed delivery note from store; copy of LPO; invoice |
| Supply Chain Management | Request for Quotations (RFQs) | Within 48 hours of working days upon receipt of users/stores requisition | Completed form CUE/PROC/UR from user or CUE/PROC/SR from store |
| | Submission of RFQs | As specified in RFQ but within 14 days | Submission of the specified deadline |
| | Invitation of tenders | Within one week upon receipt of user requisition | Completed form CUE/PROC/UR from user with attached specifications |
| | Purchase of tender documents | Start: Immediately after invitation to tender Closing: At the deadline of submission | Payment of 1,000/= |
| | Preparation of Tenders (by tenderers) | Within 21 days | Submission by deadline |
| | Opening of tenders/RFQs | Immediately after closing | Opening committee Optional witnessing by tenderers/ bidders |
| | Tender evaluation | Within 30days of closing date | An Evaluation Committee |
| | Tender processing and award | Within 60-90 days | Duration to be specified in Tender document |
| | Submission of Invoices to Finance Department | Within 24 hours of working days | Invoices (s), pink copy of LPO or copy of contract, delivery note, GRN, Certificate of Acceptance user/committee |
| | Air travel | Within 48 hours of | Requisition from user |



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| Library & Learning Resource Centre | Periodicals, e-journals, journals and books on quality assurance, university education | Access from 8.30 a.m. to 4.30 p.m. on weekdays | Open to staff and public. Public must be undertaking research at university level. Public requiring information on university education |
| Programme Accreditation | Accreditation of academic programme | 14 weeks | Submit curriculum as per CUE guidelines. Payment of 640,000/= per academic programme |
| Quality Audit and Standards | 1. Quality Audit of academic programme: | | |
| | a) Request university to prepare a Self-Assessment Report (SAR); | 2 months | |
| | b) Organize for training of peer reviewers, and conduct a site visit of programme/faculty or department, and prepare Quality Audit Report sent to faculty/department for comments; | 1 month | University to submit SAR in line with guidelines by specified date |
| c) Finalized Quality Audit Report and table to the Commission for adoption; and forward Report to university for action on recommendations | 1 month | At an identified facility and at the university 640,000/= | |
| | | TOTAL: 4 MONTHS | |
| | 2. Institutional Quality Audit | | |
| | a) Request university to | | University to submit SAR in line with guidelines by the |



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| | <p>prepare Institutional Self-Assessment Report (SAR);</p> <p>b) Organize for training of peer reviewers, and conduct site visit of the university and prepare Institutional Quality Audit Report and send to the University for comments;</p> <p>c) Finalized Quality Audit Report and table to the Commission for adoption; and forward report to university for action on recommendations.</p> | <p>Within 3 months</p> <p>Within 2 months</p> <p>1 month</p> | <p>specified date.</p> <p>Payment of institutional quality audit charges: 1,800,000/=;</p> <p>300,000/= (for campus)</p> |
| | | TOTAL: 6 MONTHS | |
| | <p>Collaboration</p> <p>a) between foreign universities and local institutions;</p> <p>b) between local universities and local tertiary institutions.</p> <p>i) Processing application</p> <p>ii) Conduct site verification;</p> <p>iii) Submit to Commission for approval</p> <p>4. Licensing of student recruitment agencies</p> <p>a) Processing application;</p> <p>b) Conduct site</p> | <p>1 month</p> <p>2 months</p> <p>1 month</p> <p style="text-align: center;">TOTAL: 4 MONTHS</p> <p>1 month</p> | <p>University to submit application in line with stipulated guidelines and in the specified timelines</p> <p>All the requisite documentation and requirements have been met through interactions between the agency and Commission</p> <p>Authority to collaborate per degree programme: 810,000/=</p> <p>Agency to submit application in accordance with</p> |



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| | verification; c) Submit to Commission for approval | 1 month 1 month TOTAL: 3 MONTHS | stipulated guidelines and timelines All the requisite documentation and requirements have been met through interactions between the agency and Commission Payment of annual licensing charges: 100,000/= |
| Planning, Research and Development | Development of Strategic Plan Collection of data and information from universities and constituent colleges to facilitate planning and government advisory services | Every five (5) years Annually collect, analyze and disseminate data Quarterly report on data analysis | 1. CUE departments to consolidate the requisite information for inclusion in the Strategic Plan 2. CUE stakeholders to provide input into the Strategic Plan Universities and university constituent colleges to provide data and information to the Commission on a quarterly basis. |
| Office of Commission Secretary/ Chief Executive Officer | Grant of Letter of Interim Authority Approval for award of Charter | One (1) month from date of approval by the Commission One (1) month from the date of positive recommendation by the Commission | Institutional and programme accreditation 810,000/= Submit draft Charter and Statutes 960,000/= |

Commitment to Courtesy and Excellence in Service Delivery



Any service that does not conform to the above or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Commission Secretary/ Chief Executive Officer

P.O. Box 54999-00200

Nairobi

Tel: + 254 (020) 7205000

Email: complaints@cue.or.ke (for complaints)

info@cue.or.ke (for general enquiries)

Website: www.cue.or.ke

or

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice 2nd floor West End Towers

Opp. Aga Khan High School, off Waiyaki Way, Westlands

P.O. Box 20414-00200 Nairobi

Tel: + 254 (020) 2270000

Email: complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

