



COMMISSION FOR UNIVERSITY EDUCATION



Quality: The Agenda

CITIZEN SERVICE DELIVERY CHARTER

Department	Service/Goods	Timeline	Requirement(s)/cost
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



	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



		receipt of user requisition	and approval by DCS
Standards, Recognition and Equation of Qualifications	Recognition and Equation of Qualifications (REQ)	48 hours from date of lodging relevant documents at registry Express same day service	Complete form CUE/AQA/OP/004/7.1 Attach certified copies of academic certificates and identification documents. <ul style="list-style-type: none"> • Payment of 6,000/= by holder of academic award; • Subsequent charges for REQ on the same academic award by holder- 3,600/=; • Payment by prospective employers or any body within Kenya: 12,000/=; • Payment by prospective employer or any body outside Kenya: US\$ 300 • 10,000/=
Institutional Accreditation	Evaluation of a proposal to establish a university Inspection of University Institution	Within 15 weeks Within 15 weeks	Complete application form for establishment of a university Submit proposal Payment of 860,000/= Submit self - evaluation report as per CUE guidelines and recommendations.



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/=
	2. Institutional Quality Audit	TOTAL: 4 MONTHS	
	a) Request university to		University to submit SAR in line with guidelines by the



	<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>



	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

