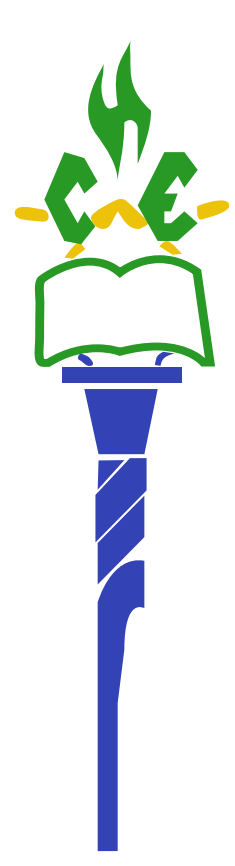


# COMMISSION FOR HIGHER EDUCATION

## CUSTOMER SERVICE DELIVERY CHARTER



NO.	Department/Unit	Service/ Goods	Requirement(s)/ Cost	Timeline
1.	Respective Departments	Response to correspondence	Correspondence received	Within one (1) week of receipt
2.	All Departments	Answering telephone calls	Telephone call made	First three (3) rings
3.	Reception/ Customer care	Receiving visitors	Visitor(s)	Five minutes upon arrival
4.	Public Relations	Handling customer complaints	Completion of Customer complaints management log	14 working days
5.	Administration	Staff performance appraisal	Submission of duly signed and filled forms by Head of Departments/Units	Annually
		Policy and circular dissemination	Approval by relevant Ministry and/or CHE management	Two (2) days upon receipt
6.	Finance	Receipting payment of fees	Bankers' Cheque; pay in bank slip; money order	Upon payment
		Payment to creditors	Invoice; LPO; delivery note	One (1) month after delivery of invoice
		Payment for services rendered	Signed delivery note from store; copy of LPO; invoice	Within 2 weeks after service is rendered
7.	Procurement	Request for Quotations (RFQs)	Completed form CHE/PROC/UR from user or CHE/PROC/SR from store	Within 48 hours of working days upon receipt of user/stores requisition
		Submission of RFQs	Submission of the specified deadline	As specified in RFQ but within 14 days
		Invitation of Tenders	Completed form CHE/PROC/UR from user with attached specifications	Within one (1) week upon receipt of user requisition
		Purchase of Tender documents	Non refundable fee (if applicable) not exceeding Kshs. 5,000/=	Start: Immediately after invitation to tender Close: At deadline for submission
		Preparation of Tenders (by tenderers)	Submission by deadline	Within 21 days
		Opening of Tenders/RFQs	<ul style="list-style-type: none"> <li>Opening Committee</li> <li>Optional witnessing by tenderers/bidders</li> </ul>	Within (1) hour of closing time
		Tender Evaluation	An Evaluation Committee	Within 30 days of closing date
		Tender Processing and award	Duration to be specified in Tender document	Within 60-90 days of opening
		Submission of Invoices to Finance Department	Invoice(s), pink copy of LPO or copy of contract, delivery note, GRN, Certification of acceptance by user/committee	Within 24 hours of Working days
		Air Travel	Requisition from user and approval by a DCS	Within 24 hours of Working days
8.	Documentation and Information Services	Equation and Recognition of Qualifications	Complete form CHE/AQA/OP/004/7.1 Attach copies of academic certificates by a commissioner of Oaths and identification documents. Payment of stipulated fees: Kenyans- Kshs. 2,500/= Non-Kenyans- Kshs. 4,000/=	24 hours from date of lodging relevant documents at registry
9.	Inspection	Process application to establish University	Complete application form CHE/1/3 Submit proposal Payment of Kshs. 50,000/=	15 Weeks
		Inspection of University/ Institution	Submit self-evaluation report as per CHE guidelines and Recommendations. Payment of Kshs. 180,000/=	15 Weeks
		Re-Inspection/ Re-Accreditation	Complete and submit a self-evaluation questionnaire Pay Kshs. 600,000/=	15 Weeks
10.	Curriculum	Programme Accreditation (Evaluation of Programmes)	Submit curriculum as per CHE guidelines. Payment of stipulated fees	14 Weeks
11.	Office of Commission Secretary/ Chief Executive Officer	Grant of letter of Interim Authority	Institutional and programme accreditation Payment of Kshs. 60,000/=	One (1) month from date of approval by the Commission
12.	Office of Commission Secretary/ Chief Executive Officer	Approval for award of Charter	Submit draft charter and statutes Pay Kshs. 120,000/=	One (1) month from date of positive recommendation by institutional accreditation committee
13.	Post Secondary School Institutions	Validation of Programmes	Kshs. 50,000/= for application fees Kshs. 40,000/= for validation per programme	14 Weeks after documentation has been passed
		Grant of Authority to Collaborate	Complete application form CHE/PSSI/CHE/5 Submit the programme for which collaboration is sought Submit a complete check list of academic resources Submit the contract for collaboration Payment of Kshs. 50,000/= fees	Three (3) months after submission of the required documentations

### "Commitment to Courtesy and Excellence in Service Charter"

Any Service that does not conform to the above standards 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

Physical Location: Commission for Higher Education Headquarters, Redhill Rd. off Limuru Road, Rosslyn area, Nairobi

Postal Box Number: 54999-00200, Nairobi OR

Telephone: +254 (020) 7205233

Email: pr@che.or.ke

Website: www.che.or.ke

HUDUMA BORA NI HAKI YAKO

Complaints/Commendation forms can be downloaded from the Commission website [www.che.or.ke](http://www.che.or.ke)

ISO 9001:2008 CERTIFIED

