



Bondo University College

A Constituent College of Maseno University

Customer Service Charter 2011

Huduma Bora ni Haki Yako

Foreword



The Government established Bondo University College as a Constituent College of Maseno University and a successor to Bondo Teachers' Training College through a Legal Order No. 56 of 2009 of 11th May 2009. The University College is a premier institution of higher learning offering relevant and high quality market driven academic programmes for steering socio-economic development. The University College is strategically located at the quiet serene beaches of Lake Victoria and focuses on the development of Kenya's cultural heritage through the utilization of the vast natural resources for academic advancement and research purposes premised on improving the socio-economic status of communities. The location of the University College is not only friendly for pursuit of academic excellence and scholarships but is also suitable for the high profile research undertaking as well as community outreach.

Bondo University College is a centre of excellence in training research and community outreach services offering practical and market oriented courses.

This Service charter has been prepared in response to the on going Government's public sector reform programme geared towards offering quality and timely services commensurate with our clients' expectations. The commitments in this Service charter have been arrived at in order to meet the needs and expectations of our clients in line with our strategic plan and in conformity with our performance contract. It is our sincere hope that the mode, timing and delivery of our services will provide total satisfaction to all our clients.

A handwritten signature in black ink, appearing to read 'Stephen G. Agong' PhD, FAAS'. The signature is stylized with a large loop at the beginning and a long horizontal stroke extending to the right.

**Prof. Stephen G. Agong' PhD, FAAS
PRINCIPAL**

Introduction

Bondo University College has developed this service charter in response to the Government's broad reform within the public sector aimed at delivery of quality and timely services commensurate with our clients' expectations. The commitments contained in this charter have been arrived at taking cognizance of the resources at our disposal and in line with the Performance contract already signed between the University College Council and the Ministry of Higher Education, Science and Technology. In all your dealings and undertakings with us, it is envisaged that you will treat us with courtesy and respect as our esteemed and treasured client.

We are committed to the principle of zero tolerance to corruption and in order to achieve this, we shall provide comprehensive information on our services and details of associated costs. In the same vain we appeal to you not to offer gifts, money or other favours to our staff in exchange of a service. Finally, feel free and welcome to give feedback and advice on this charter and how to further improve our service delivery.

Our Vision

The beacon in training, research and sustainable development

Our Mission

To provide quality university education that nurtures creativity and innovation through integrated training, research and community outreach.

Our Motto

Oasis of Knowledge

Our Core Values

Bondo University College is highly committed to realizing its vision and mission. Our aspiration to towards this noble goal of offering improved services to our esteemed clients is guided by the following treasured values:

(a) Fairness:

Striving to treat all our stakeholders with fairness and respect regardless of their culture, gender, creed, race, religion, ethnicity or any other affiliations.

(b) Professionalism:

We embrace professionalism as the fountain of design and delivery of products and services with innovation and creativity as the hallmark.

(c) Transparency and Accountability:

we conduct our affairs with utmost transparency and accountability.

(d) Integrity:

We are an inspiring institution, working to ensure and maintain stakeholders' confidence through integrity in all our dealings.

(e) Meritocracy:

Employees and students are rewarded based on merit.

(f) Gender Equity:

We embrace gender equity and empowerment in staff appointments, student admissions, and representation in decision-making organs.

Our Core Functions

❖ **Training:**

The University College offers market and society-driven academic programmes aimed at producing innovative; practical oriented and job creating graduates at all levels.

❖ **Research:**

The University College is keen on creating a conducive environment for undertaking high quality, innovative, relevant, discovery based and demand driven research that is solution based premised on societal needs.

❖ **Outreach Services:**

The University College identifies with the Community and participate in activities geared towards improvement of their livelihoods.

❖ **Consultancy Services:**

The University College embraces consultancy services as a core function.

Strategic Objectives

The broad University strategic objectives are:

- To produce graduates who are job creators and self reliant
- To create partnerships and linkages for community service, research and outreach
- To provide access to University Education
- To enhance internal administrative and institutional support structures
- To improve and expand physical infrastructure

Specific Objectives

Bondo University College programmes are tailored for the needs of the society as well creation of new knowledge for sustainable socio-economic development. Thus the specific objectives of these new programmes include:

To ensure relevance of university education

- ❖ Ensure that the academic and research agenda address the national development objectives and priorities.
- ❖ Ensure that the University College assumes responsibility, accountability and control over all academic and research activities undertaken within or on behalf of the University College.

To ensure academic and research necessity

- ❖ Ensure that academic and research aim at advancing and refining knowledge, and bridging knowledge and technological gaps.
- ❖ Adds value to the human capital and overall national development.

To ensure academic and research effectiveness

- ❖ Strengthen institutional capacity for strategic, tactical and operational planning, budgeting and control for research activities.
- ❖ Enhance marketing skills of teaching staff /researchers so as to make full utilization of the research expertise to address the needs of both the

public and private sectors and to competently compete for resources.

- ❖ Set guidelines for training and research quality assurance for the promotion of scholarships.

To facilitate academic and research capacity development

- ❖ Encourage regional and international collaboration and networking to complement and expand University College's academic and research capacity.
- ❖ Provide and improve management information systems and facilitate and support access to international literature and databases through the Internet.
- ❖ Set general guidelines with respect to allocation/sharing of resources and related responsibilities, including institutional overheads.
- ❖ Foster enthusiasm and encourage willingness among staff.

Our Strategy

The University College is committed to quality management that ensures continuous improvement of knowledge, skills and practice in Training, Research, Outreach Services and Consultancy Services.

Our Range of Services

We provide the following services:

- ❖ Training students for various degree, diploma and certificate courses
- ❖ Collaborative research
- ❖ Technical backstopping to institutions/organizations
- ❖ Capacity building to communities and other stakeholders
- ❖ Community outreach services
- ❖ Act as repository for knowledge

Our Commitment on Service Delivery

We are committed to providing quality University Education through Training, Research and Community outreach and in order to do this, we commit ourselves to do the following:

Services/Processes Rendered	Requirements	User Charges (Kshs)	Time Line
Payment to Suppliers	Delivery of services or goods	Free	Within 30 days of delivery
Processing of Tenders ❖ Prequalification of Tenders ❖ Concluding of Tenders	Tender documents	2000-5000	Within 90 days
Disposal of unserviceable and surplus stores	Tender documents	2000-5000	60 days from date of authority
Processing of : ❖ Imprests ❖ Claims	Imprest warrants Vouchers	Free	❖ Within 7 days of application ❖ Within 7 days of preparation
Correspondence: ❖ Acknowledgment ❖ Response	❖ Enquiries ❖ Complaints	Free	❖ Within 7 days of receipt date ❖ Within 14 days of receipt date
Produce Payroll & Pay Salaries	Formal appointment	Free	By 30 th of every month
Processing of Admission	❖ Academic Certificates ❖ Bank pay-in slips	500 - 1500	Within 14 days
Processing: ❖ Local Service Order ❖ Local Purchase Order	❖ Quotations ❖ Tender documents ❖ Invoices	Free	Within 7 days
Processing of Examinations		Free	60 days

Our Clients

- ❖ Students
- ❖ Potential students
- ❖ Potential employees
- ❖ Farmers and Fisher Folk
- ❖ Teachers
- ❖ Parents
- ❖ Research Institutions
- ❖ Industrialists
- ❖ NGO's and CBO's
- ❖ The Media
- ❖ Alumni
- ❖ The General Public
- ❖ Suppliers of goods and services
- ❖ Ministry of Higher Education, Science and Technology Staff
- ❖ Other Government Ministries/Departments

Our Clients' Rights and Expectations

Our clients expect efficient and effective provision of services. Specifically the services should be:

- ❖ Timely
- ❖ Of high quality
- ❖ Professionally handled
- ❖ Cost effective and affordable
- ❖ Transparent
- ❖ Offered honestly
- ❖ Fair and just
- ❖ Reliable and consistent
- ❖ Offered courteously

Our Clients' Responsibilities and Obligations

We expect our clients to: -

- ❖ Be cooperative, respectful and courteous to our staff
- ❖ Report issues and seek services promptly

- ❖ Provide accurate and timely information to enable us respond rapidly
- ❖ Deal with the relevant officer in the respective sections/departments
- ❖ Have mutual trust
- ❖ Demand our services
- ❖ Update us on changes in their area that may affect our service standards.

Handling and Lodging of Complaints and Queries

We encourage our clients to bring all their complaints and queries to our attention via the following channels:-

- ❖ Clearly written letters with full details of the nature of the complaint
- ❖ Make telephone calls on Tel. No. 057-2501804
- ❖ Personal visits to the office
- ❖ Depositing complaints in our suggestion boxes

Response to Complaints

- ❖ By apologizing as appropriate
- ❖ Within fourteen (14) working days
- ❖ Within thirty (30) working days for complaints of technical nature.

Office Hours

Monday to Friday 8 am-1pm, 2pm -5pm.

Our Contact

Bondo University College is located in Bondo District, in Siaya County along the Kisumu – Bondo - Usenge Road. It is situated in Bondo Township, 70 km from Kisumu City.

For more information, please contact: -

The Principal,
 Bondo University College
 P. O. Box 210 – 40601, BONDO
 TEL.: 057-2501804 / 2058000
 Fax: 057-2523851
 Email: principal@bondo-uni.ac.ke
 Website: www.bondo-uni.ac.ke



Chuo Kikuu Kishiriki cha Bondo

Chuo Kishiriki cha Chuo Kikuu cha Maseno

Hati ya Huduma Mwaka 2011

Huduma Bora ni Haki Yako

Dibaji



Serikali ilianzisha Chuo Kikuu Kishiriki cha Bondo kama tagaa la Chuo Kikuu cha Maseno kwa kupandisha daraja Chuo cha Ualimu cha Bondo kupitia kwa hati ya kisheria nambari 56 ya mwaka 2009 ya tarehe 11 Mei 2009. Chuo hiki kinadhamiria kuwa taasisi muhimu ya masomo ya juu kwa kutoa shahada zinazoakisi soko katika taaluma za kijamii na kiuchumi. Chuo hiki kinalenga kuwa taasisi kuu ya masomo ya juu inayotoa program za kiakademia mahsusi zinazolingana na mahitaji ya kijamii.

Chuo chenyewe kinapatikana katika eneo faafu na tulivu la ufuo wa ziwa Viktoria na kinalenga kuendeleza turathi za kitamaduni za Kenya kwa kutumia ukwasi wa rasilimali asilia nyingi kwa maendelezi ya kiakademia na utafiti unaonuiwa kuendeleza maswala ya kijamii na kuinua hali ya kiuchumi ya jamii. Mahali chuo hiki kinapatikana sio tu mazingira bora kwa maendeleo ya kiakademia na utaalamu bali pia ni mazingira bora kwa utafiti wa hali ya juu na pia kipenyo kwa jamii kwa jumla.

Chuo Kikuu Kishiriki cha Bondo kinadhamiria kuwa kitovu cha ubora kwa kufunza, utafiti na huduma kwa jamii kwa kutoa kozi zinazolenga matarajio ya soko. Hati hii imetayarishwa kulingana na mahitaji ya serikali ili kubadilisha mfumo wa sekta ya umma kwa minajili ya kuleta uajibikaji wa huduma ya utendakazi na kutosheleza matarajio ya wateja. Uajibikaji katika hati hii ya huduma umeafikiwa kulingana na mfumo wa mkakati wetu ili kuwiana na kandarasi yetu ya utendakazi. Ni matumaini yetu kwamba mtindo, muda na utoaji wa huduma utaweza kuwaridhisha wateja wetu.

A handwritten signature in black ink, consisting of several loops and a long horizontal stroke extending to the right.

Prof. Stephen G. Agong' PhD, FAAS
Mkuu wa Chuo Kikuu Kishiriki cha Bondo

Utangulizi

Chuo Kikuu Kishiriki cha Bondo kimetayarisha hati hii ya huduma kulingana na mahitaji na nia ya serikali kuu kubadilisha mfumo wa sekta ya umma kwa minajili ya kutoa huduma mwafaka na katika wakati ufaao ili kutosheleza matarajio ya wateja wetu. Uajibikaji wa hati hii ya huduma umeafikiwa kwa kuzingatia rasilimali tulizonazo hususan kandarasi yetu ya utendakazi iliyotiwa sahihi kati ya Halmashauri ya Chuo Kikuu na Wizara ya Elimu ya Juu, Sayansi na Teknolojia. Katika kuhusiana na kushughulika nasi, tunadhamiria kwamba mtatutendea ufahifu na staha kama wateja wetu tunaowathamini.

Tumejitolea kutohusika katika ufisadi na ili kutimiza hili, tutatoa habari mwafaka kuhusu huduma zetu na maelezo ya kina ya gharama. Kwa upande wako, ombi letu ni kuwa usitoe zawadi, pesa au fadhila kwa wafanyikazi wetu kwa huduma wanazozitoa. Mwisho, mnakaribishwa kutoa maoni na ushauri kwa hati hii ya huduma na vile tunavyoweza kuiboresha katika kutoa huduma bora zaidi.

Maono Yetu

Nguzo katika ufunzaji, utafiti na maendeleo himilifu

Azma Yetu

Kutoa elimu bora ya chuo kikuu ili kulea na kuwapa wananchi msukumo wa kuwa wabunifu na wavumbuzi kupitia kwa mafunzo makamilifu na ya utafiti ili kufikia jamii

Wito Wetu

Chemichemi ya maarifa

Tunayothamini

Chuo Kikuu Kishiriki cha Bondo kinajitolea kuafikia maono na wito wetu. Azma yetu ili kuafikia lengo la kutoa huduma bora kwa wateja wetu tunaowathamini inaongozwa na maadili yafuatayo:-

a) Haki:

Kuwahudumia watu wote kwa haki na heshima bila kujali utamaduni wao, jinsia, imani, dini, kabila au uhusiano wao na wengine wowote.

b) Utalaamu:

Tunathamini utalamu kama chanzo cha kuunda, kutoa bidhaa na huduma kwa kuzingatia ubunifu na uvumbuzi.

c) Uwazi na Uajibikaji:

Tunatoa huduma zetu kwa uangavu na uajibikaji.

d) Uaminifu:

Sisi ni taasisi elekezi inayohakikisha imani ya wadau kupitia katika utoaji wa huduma zetu.

e) Uwezo wa kikazi:

Wafanyakazi na wanafunzi watatunukiwa kwa mujibu wa uwezo wao wa utendakazi.

f) Usawa wa kijinsia:

Tunathamini usawa wa kijinsia katika ajira ya wafanyakazi, usajili wa wanafunzi na uwakilishaji katika vyombo vya maamuzi.

Shughuli Zetu Muhimu

❖ **Kufunza:**

Chuo Kikuu Kishiriki kinadhamiria kutoa programu za kiakademia zinazohitajika katika soko na zinazolenga mahitaji ya kijamii kwa kuangazia uvumbuzi, utendaji na mahafala wenye uwezo wa kuzalisha kazi katika viwango vyote.

❖ **Utafiti:**

Chuo kinanua kubuni mazingira faafu kwa utafiti wa hali ya juu yenye, uvumbuzi, yaliyo mahsus, yenye msingi katika ugunduzi na inayolenga mahitaji ili kutoa suluhisho kwa mahitaji ya kijamii.

❖ **Hudumu za kipenyo:**

Chuo kinajitambulisha na jamii na kitajihusisha na shughuli zinazolenga kuboresha maisha yao.

❖ **Huduma za Ushauri:**

Chuo kinatambua huduma za ushauri kama jukumu lake kuu.

Malengo Makuu

Malengo makuu ya chuo ni yafuatayo:

- Kutoa mahafala wenye uwezo wa kubuni kazi na wanaojitegemea.
- Kubuni uhusiano na matagaa kwa huduma za jamii, na utafiti.
- Kuwawezesha watu kufikia elimu ya chuo kikuu
- Kuweka misingi ya undani ya utawala na miundo inayohimili na kusaidia taasisi.
- Kuboresha na kupanua miundo misingi.

Malengo Mahsusi

Programu za Chuo Kikuu Kishiriki cha Bondo zilizopendekezwa zimebuniwa kulingana na mahitaji ya jamii pamoja na hamu ya kupata maarifa mapya ili kuendeleza maswala timilifu ya kijamii na kiuchumi. Kwa hivyo, malengo mahsusi kwa programu hizi mpya inashirikisha lakini hayajajifunga kwa:-

Kuhakikisha ufaafu wa elimu ya chuo kikuu.

- ❖ Kuhakikisha kuwa ajenda kuhusu maswala ya kiakademia na utafiti yanahusisha malengo ya maendeleo ya kitaifa na/au la vipaumbele vingine.
- ❖ Kuhakikisha kuwa Chuo Kikuu Kishiriki kinatekeleza jukumu lake, uajibikaji na kudhibiti maswala ya kiakademia na utafiti yanayotekelezwa katika au kwa niaba ya chuo Kishirikishi.

Kuhakikisha haja ya kiakademia na utafiti.

- ❖ Kuhakikisha kuwa shughuli za kiakademia na utafiti zinalenga kuendeleza na kuboresha maarifa na kuwianisha maarifa na mianya ya kiteknolojia.
- ❖ Kuongeza ujuzi kwa upevu wa binadamu na maendeleo ya kitaifa kwa jumla

Kuhakikisha utoshelevu wa kiakademia na utafiti

- ❖ Kuzidisha uwezo wa taasisi katika kukuza mikakati, mbinu na mfumo wa utendaji, makadirio ya hesabu na kuelekeza shughuli za utafiti.

- ❖ Kuboresha ujuzi wa wahadhiri/watafiti ili kutumia ujuzi walionao kuendeleza mahitaji ya umma na sekta za kibinafsi na kushindania rasilimali zilzopo kwa usawa.
- ❖ Kuweka mwongozo kufundisha na kutafiti ili kukuza usomi.

Kurahisisha uwezo wa viwango vya maendeleo vya kiakademia na utafiti.

- ❖ Kuhimiza ushirikiano wa kimaeneo na kimataifa ili kuleta mtandao katika kushirikiana na kupanua uwezo wa chuo kiakademia na utafiti.
- ❖ Kutoa na kuboresha mifumo ya habari na upatikanaji wa maandishi ya kimataifa kupitia kwa mitandao.
- ❖ Kutoa mwelekeo wa kugawanya rasilimali na majukumu pamoja na gharama za uendeshaji wa taasisi.
- ❖ Kuleta mshawasha na himizo kwa wafanyakazi ili wafanye kazi kwa kujitolea.

Mkakati Wetu

Chuo Kikuu Kishiriki kinajitolea kutoa usimamizi wa hali ya juu ili kuboresha na kuendeleza maarifa, ujuzi na utendaji katika mafunzo, utafiti, huduma za usambao na uelekezi.

Huduma Zetu

Chuo hutoa huduma zifuatazo:-

- ❖ Kufundisha wanafunzi kwa shahada tofauti tofauti, stahahada na kozi za vyeti.
- ❖ Utafiti Shirikishi.
- ❖ Kupeana ufundi stadi kwa taasisi na mashirika.
- ❖ Kuendeleza uwezo wa jamii na washikadau.
- ❖ Huduma za msambao kwa jamii.
- ❖ Kuapeana hazina ya maarifa.

Wajibu Wetu Katika Kutoa Huduma

Tunajitolea katika kutoa elimu bora ya chuo kupitia kwa kufundisha, kubuni, utafiti na maendeleo ili kutekeleza haya, tunajitolea kufanya yafuatayo:

Huduma/Mchakato wa kuzitoa	Mahitaji	Malipo	Muda
Malipo kwa wauzaji bidhaa/huduma	Uwasilishaji wa huduma au bidhaa	Bila malipo	Hauzidi siku 30 za uwasilishaji
Kuhitimiza zabuni ❖ Kushughulikia ❖ Zabuni	Stakabadhi za zabuni	Shilingi 2000 - 5000	Usiozidi siku 90
Utupaji wa vitu vibovu na vya ziada	Stakabadhi za zabuni	Shilingi 2000 - 5000	Siku 60 kuanzia tarehe ya kuidhinishwa.
Kutayarisha hati za malipo/masurufu	Hati za malipo	Bila malipo	Siku 7 kuanzia tarehe ya kutayarishwa
Kujibu Mawasiliano ya kimaandishi	Barua ya malalamishi	Bila malipo	Siku 14 baada ya kupokelewa kwa barua
Kutoa orodha ya kupokea mishahara na kulipa mishahara		Bila malipo	Kila tarehe 30 ya kila mwezi
Kushughulikia fomu za kujiunga na chuo	Vyeti na Stakabadhi za malipo ya benki	Shilingi 500 - 1,500	Siku 14
Matayarisho ya hati ya utoaji bidhaa na matayarisho ya hati ya kununua bidhaa	- Kidondoa - Stakabadhi za Zabuni	Bila malipo	Siku 7
Kushughulikia mitihani		Bila malipo	Siku 60

Wateja Wetu

- ❖ Wanafunzi.
- ❖ Wanaodhamiria kuwa wanafunzi.
- ❖ Wakulima na wavuvi.
- ❖ Waalimu.
- ❖ Wazazi.
- ❖ Taasisi za utafiti.
- ❖ Wamiliki wa viwanda
- ❖ Mashirika yasiyo ya serikali na mashirika yanayohusina na maswala ya kijamii
- ❖ Wanahabari
- ❖ Mahafala waliohitimu
- ❖ Wananchi kwa jumla
- ❖ Watoaji wa bidhaa na huduma
- ❖ Wafanyikazi wa wizara ya Elimu ya juu, Sayansi na Teknolojia
- ❖ Wizara zingine za kiserikali na idara

Haki za Wateja na Matarajio

Wateja wetu wanatarajia utendaji bora na kuhudumiwa kwa:-

- ❖ Wakati ufaao
- ❖ Huduma bora
- ❖ Utaalamu
- ❖ Gharama iliyo bora na nafuu
- ❖ Uwazi
- ❖ Uaminifu
- ❖ Kwa haki na bila mapendeleo
- ❖ Kuaminika na msimamo thabiti
- ❖ Heshima na ustahifu.

Majukumu ya Wateja Wetu na Masharti

Tunatarajia wateja wetu wawe na:-

- ❖ Ushirikiano, heshima na ustahifu.
- ❖ Uwezo wa kutoa habari na kutafuta huduma kwa wakati ufaao.
- ❖ Uwezo wa kutoa habari kwa usahihi na kwa wakati ufaao ili tuweze kujibu kwa upesi.

- ❖ Nia ya kujihusisha na afisa husika katika idara au sehemu inayohusika.
- ❖ Maafikiano na uaminifu.
- ❖ Azma ya kudai huduma zetu.
- ❖ Uwezo wa kueleza kuhusu mabadiliko yanajitokeza katika maeneo husika yanayoweza kuathiri huduma zetu.

Kushughulikia, Kutoa Malalamiko na Maswali Kuhusu Huduma Zetu

Tunahimiza wateja wetu kutoa malalamiko yao na maswali ili yaweze kusikilizwa kupitia kwa njia zifuatazo:

- ❖ Barua zinazoandikwa kinaganaga kuhusu malalamiko yao.
- ❖ Kupiga simu kwa nambari 057 – 2501804.
- ❖ Kutembelea ofisi zetu kibinafsi.
- ❖ Kuweka malalamiko katika visanduku vya maoni.
- ❖ Barua meme kwa principal@bondo-uni.ac.ke

Kujibu Malalamiko

- ❖ Kwa kuomba msamaha inavyohitajika.
- ❖ Kwa muda wa siku 14 za kazi.
- ❖ Kwa muda wa siku 30 za kazi kwa malalamishi ya asili ya kiufundi.

Siku na Saa za Kazi

Jumatatu hadi Ijumaa kuanzia saa mbili asubuhi hadi saa saba aduhuri na saa nane mchana hadi saa kumi na moja jioni.

Kuwasiliana na Chuo Kikuu Kishiriki cha Bondo

Chuo Kikuu Kishiriki cha Bondo kinapatikana wilayani Bondo katika Jimbo la Siaya, barabara ya Kisumu-Bondo-Usenge. kilomita 70 kutoka Jiji la Kisumu.

Kwa maelezo zaidi, wasiliana na:

Mkuu wa Chuo,

Chuo Kikuu kishirik cha Bondo,

S.L.P 210-40601BONDO

Nambari ya Simu: 057-2501804 / 2058000

Kipepesi: 057-2523851

Barua pepe: principal@bondo-uni.ac.ke

Mtandao: www.bondo-uni.ac.ke