



CITIZEN SERVICE DELIVERY CHARTER 2021/2022

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Division / Department	Service/Goods	Timeline	Requirement(s) / cost (gazetted charges fees for services rendered)	
Respective departments	Respond to routine correspondence	Within two (2) weeks from the date of receipt	Correspondence received	
Corporate Affairs	Respond to customer enquiries (e-mail, postal or telephone, personal)	Within one (1) week	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 CUE News	Two (2) publications Produced bi-annually.	a) Information from departments. b) Adherence to procedure details for publications; c) in accordance with departmental work plan and Procurement Plan	
	Review and Publish list of universities authorized to operate in the country	Published on CUE website; As need arises on local mainstream newspapers	Timely submission of information to media having followed due process pertaining to advertisement procedures	
	Extension Services: a) Shows and Exhibitions i) Nairobi International Trade Fair ii) Mombasa International Show b) Open days: Universities/ higher education agencies c) Corporate Social Responsibility (CSR)	Annually By invitation Facilitated by CUE annually As need arises	Approval to participate in university-related open days Approval by management to organize event. Cost to be determined per event. Management identification and approval of nature of support.	
	Administration and Human Resource	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
	Finance	Policy and circular dissemination	Two (2) days upon receipt	Approval by relevant Ministry and/or CUE Management
	Receipting 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 days 7 days. (appropriate time)	Submission of the specified deadline	
	Invitation of tenders	Within two weeks 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 specified timelines	Submission by deadline	
	Opening of tenders/RFQs	Immediately after closing	Opening committee Optional witnessing by tenderers/ bidders	
	Tender evaluation	Within 30 days of closing date	An Evaluation Committee	
	Tender award	After 14 upon debriefing	Duration to be specified in a 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 receipt of user requisition	Requisition from user and department approval by DCS	
Library & Information Resources	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	
Accreditation	Quality Assurance	At admission	Payment of Kshs. 1,000 Quality Assurance charges per student enrolled payable once at admission in a university Academic Programme (Bachelors, Post-graduate Diploma, Masters, and PhD.)	
Institutional Accreditation	Evaluation of a proposal to establish a university (grant of Letter of Interim Authority [LIA] or new constituent college)	Within 16 weeks	Complete application form for establishment of a university Submit proposal Payment of 405,000/= Respond to recommendations given by the Commission in prompt and timely manner.	
	Evaluation of a proposal to establish a university a specialized degree awarding institution	Within 16 weeks	Complete application form for establishment of a university Submit proposal Payment of 480,000/= Respond to recommendations given by the Commission in a prompt and timely manner	
	Evaluation of a proposal to establish a campus/ODEL centre	12 weeks	Make formal application for establishment of a campus Submit a campus profile Payment of 150,000/= Respond to recommendations given by the Commission in a prompt and timely manner. Make a formal application for charter	
	Evaluation of a request for award of charter	12 weeks	Submit a draft charter, self-assessment report and report compliance to last recommendations by the Commission Payment of 480,000/= Respond to recommendations given by the Commission in a prompt and timely manner	
Routine/annual Inspection of University	Within 12 weeks	Submit self - evaluation report as per CUE guidelines and recommendations.		

Division / Department	Service/Goods	Timeline	Requirement(s) / cost (gazetted charges fees for services rendered)
Programme Accreditation	Accreditation of academic programme	14 weeks	Submit curriculum as per CUE guidelines. Payment of 320,000/= per academic programme
Quality Audit and Standards	1. Quality Audit of academic programme:	2 months	University to submit SAR in line with guidelines by specified date
	a) Request university to prepare a Self-Assessment Report (SAR);	1 month	At an identified facility and at the university
	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	Payment of academic programme quality audit charges - 320,000/=
	c) Finalized Quality Audit Report and table to the Commission for adoption; and forward Report to university for action on recommendations	TOTAL: 4 MONTHS	University to submit SAR in line with guidelines by the specified date. Payment of institutional quality audit charges: 900,000/=.
	2. Institutional Quality Audit	Within 3 months	University to submit SAR in line with guidelines by the specified date. Payment of institutional quality audit charges: 150,000/=.
	a) Request university to prepare Institutional Self-Assessment Report (SAR);	Within 2 months	University to submit application in line with stipulated guidelines and in the specified timelines
	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;	1 month	All the requisite documentation and requirements have been met through interactions between the agency and Commission. US 3857 (between foreign universities and local institutions); a) Kshs. 405,000 (between local universities and local tertiary institutions).
	c) Finalized Quality Audit Report and table to the Commission for adoption; and forward report to university for action on recommendations.	1 month	
	d) Campus Accreditation/ Audit	2 months	
	3. Collaboration	1 month	
a) Authority to collaborate between foreign universities and local institutions;	2 months		
b) Authority to collaborate per degree programme, between local universities and local tertiary institutions	1 month		
i) Processing application ii) Conduct site verification; iii) Submit to Commission for approval	1 month		
4. Annual Licensing of Student Recruitment Agencies	1 month		
a) Processing application;	1 month		
b) Conducting site verification;	1 month		
c) Submitting recommendations to the Commission for approval	1 month		
5. Short term Licensing of Student Recruitment Agencies to hold student recruitment fairs and exhibitions	Within one week		
			Agency to submit application in accordance with the stipulated guidelines and timelines All the requisite documentation and requirements have been met through interactions between the agency and Commission Payment of KES. 100,000/= annual licensing fee.
			Application for approval to hold student recruitment fairs and exhibitions and payment. Payment of KES. 8,800/= for one week or KES. 35,200/= for up to one month.
Standards, Recognition and Equation of Qualifications	Recognition and Equation of Qualifications (REQ)	Normal service (48 hours from date of lodging relevant documents at registry)	<ul style="list-style-type: none"> Complete form CUE/AQA/OP/004/7.1 Attach notarized copies of identification papers, academic, certificates and transcripts. Payment of KES. 6,000/= application fee per academic award. The fee is the same for multiple academic awards to the applicant by the same institution; Payment of KES. 3,600/= subsequent fee for REQ of the same academic award by the holder; Payment of KES. 12,000/= by a prospective employer or any other organization within Kenya; Payment of US\$ 300 application fee by a prospective employer or any other organization outside Kenya;
		Express (same day service)	<ul style="list-style-type: none"> Payment of KES. 10,000/= application fees by holder of academic award.
Planning, Research and Development	Development of Strategic Plan	Every five (5) years	1. CUE departments to consolidate the requisite information for inclusion in the Strategic Plan 2. CUE stakeholders to provide input into the Strategic Plan
	Collection of data and information from universities and constituent colleges to facilitate planning and government advisory services	Annually collect, analyze and disseminate data Quarterly report on data analysis	Universities and university constituent colleges to provide data and information to the Commission on a quarterly basis.
Office of Commission Secretary/ Chief Executive Officer	Award of Charter	Four years from date of issuance of Letter of Interim Authority	Upon compliance with the minimum Standards as outlined in the Universities Regulations, 20149 (Revised 2019) Submit draft Charter and Statutes Payment of 480,000/= being application charges for award of Charter

Avenues of Communication

The Commission is committed to maintaining quality in service delivery. There are customer complaints procedures which the Commission adheres to in handling and resolution of customer complaints. Any service that does not conform to the above or any officer who does not live up to the stipulated goals of this service delivery charter should be reported to: The Commission Secretary/ Chief Executive Officer or Commission for University Education (CUE)

P.O. Box 54999-00200 Nairobi
Telephone: + 254 (020) 7205000
Mobile: 0780 656 575, 0717 445 566, 0791 445 566
Email: complaints@cue.or.ke (for complaints) / info@cue.or.ke (for general enquiries)
Website: www.cue.or.ke
Facebook: Commission for University Education Kenya
Twitter: @CUE_Kenya

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



COMMISSION FOR UNIVERSITY EDUCATION (CUE)

Quality: Our Agenda



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