



UNIVERSITY OF NAIROBI

Student Welfare Authority

Service Charter

FOREWARD

Students Welfare Authority (SWA) exists to support the academic objectives of the University of Nairobi by providing a comprehensive, competent and responsible catering and accommodation system, which enables students to pursue their academic goals in the most enjoyable manner. This is the Unit of the University responsible for the proper management of catering and accommodation services.

This Charter represents the covenant by the Unit to deliver quality service to our students, all other stakeholders and the general public at large.

Your feedback will assist us make further improvements on our service delivery.

Prof. P. M Mbeche

Deputy Vice Chancellor (Student Affairs)

PREFACE

We commit ourselves to provide the required support to the University of Nairobi in pursuit of its vision and mission. We therefore endeavor to manage resources at our disposal in a transparent and accountable manner in furtherance of our mandate, to provide accommodation and catering services that are acceptable for a University of Choice.

We have set out our commitment to you and welcome constructive feedback on the services we provide.

Dr. Jackson K. Maalu

Director, SWA

1. Introduction:

This service charter sets out the scope, responsibilities and service commitments to our students and stakeholders. We welcome feedback on how we can better our services.

2. Vision:

To be the first choice residential and catering facility that provides cost effective and excellent quality products for the well-being and to the delight of all our customers.

3. Mission:

To support the academic goals of the students of the UoN by providing comprehensive, competent and responsible catering and accommodation services, which enable our students and non-student customers, pursue their objectives in the most enjoyable manner possible.

4. Core Values:

- Our students are our number customers.
- We value and recognize the contribution of our personnel.
- We facilitate a good learning environment.
- We deliver excellent and quality services.
- We use technology to add value to the services we offer.
- We are responsive to the needs of the physically challenged persons.
- We respect meritocracy and uphold integrity.
- We demonstrate professionalism in resource management.
- We ascribe to the highest level of transparency and accountability.
- We promote peace, harmony and co-existence and public goodwill.
- We respect and shall continue to protect the environment.

5. Our main Clients:

- Students.
- Staff.
- Parents.
- Sponsors /Donors.
- Suppliers.
- Business partners.
- General public.

6. Partners / Stakeholders:

- All academic departments of the University
- Finance Department.
- Estates Department.
- Security Department.
- Information, Communication and Technology.

- Legal Office.
- Suppliers.
- Parents.
- Sponsors / Donors.
- City Council of Nairobi.

7. **Services that we provide:**

SWA is the authority responsible for offering **Accommodation** and **Catering** Services to the University of Nairobi Community and therefore provides the following services to the student community and other stakeholders.

- Excellent and comprehensive accommodation facilities.
- Secure and convenient living environment.
- Quality, efficient, pleasant and affordable catering services in a clean and neat environment.

8. **Our responsibilities:**

- Ensure safe, secure and convenient environment to our clients.
- Assist our clients to make better-informed decisions affecting their lives and the community at large.
- Provide an environment conducive to integrated growth in line with the UoN Service Charter.
- Mould our students into responsible, all round citizens and future leaders.

9. **Commitment to service delivery:**

In our service delivery, we pledge that we shall offer quality services, be responsive, accessible and accountable to our customers as follows:

- Treat students and other stakeholders with respect and courtesy.
- Identify ourselves when we speak to you.
- Be clear and helpful in our dealings with you, giving reasons for our decisions.
- Act with care, diligence and integrity in accordance with the University Code of Conduct.
- Refer enquiries we cannot answer to an appropriate authority.
- Ensure that records of our services are kept up-to-date with the latest information and products.
- Give clear, accurate, timely and relevant information.
- Ensure that all our services have a sound humanistic basis.
- Maintain strict confidentiality in all personal and sensitive matters.
- Deal with your enquiries and complaints quickly and effectively within one week.
- All telephone calls shall be attended to within twenty seconds.
- Reply to your letters, faxes and e-mails within one week.
- Ensure suggestion boxes are in strategic places for feedback on our services.

10. Our commitment to staff:

- Specialist training of our staff to internationally recognized standards.
- Up-to-date, adequate and efficient computing facilities for data processing.
- In-service seminars and workshops to enhance the skills of our staff.
- Constant staff appraisals with a clear structure of feedback mechanism.
- Provide best practices in human resource management.
- Undertake efficient and effective performance appraisal system.
- Uphold fair and just disciplinary procedures.

11. Client obligation:

- Treat staff with respect and courtesy.
- Offer constructive criticism and feedback.
- Provide sufficient and accurate information to enable us respond promptly.
- Prompt payment of all dues.
- Ensure that all payments are receipted.
- Support of SWA programmes and activities.
- Observance of University rules and regulations.
- Provide us with all requested information and details of changes in your circumstances in a timely manner.

12. Accessibility:

- For emergency concerns about our services, there shall be a 24 hours a day duty-rotation at our major offices.
- For other enquiries, from 8:00 am to 5:00 pm (minimum) Monday to Friday at our major offices, and as often as possible at our smaller offices, where members of staff have a range of duties.
- Ensure all our phones and e-mails are accessible at all times.

You can access us through:

- The University of Nairobi website at: <http://www.uonbi.ac.ke>.

Physical Location:

- The Head Quarters is sandwiched between State House Road and Mamlaka Road next to Ufungamano House.
- Each campus has a Halls Office and a Catering Unit.

The following are the e-mail addresses of key offices at SW Headquarters and Strategic Management Units (SMUs):

No.	Officer	E-Mail Address
1	Director -----	dswa@uonbi.ac.ke
2	Deputy Director -----	ddswa@uonbi.ac.ke
3	Deputy Finance Officer -----	dfoswa@uonbi.ac.ke
4	Chief Personnel Officer -----	cpo-swa@uonbi.ac.ke
5	Principal Catering Officer -----	pco-swa@uonbi.ac.ke
6	Chief Halls Officer -----	Cho-swa@uonbi.ac.ke
7	Customer Relations Officer -----	croswa@uonbi.ac.ke
8	Deputy Procurement Manager -----	procurement-swa@uonbi.ac.ke
9	Deputy Chief Security Officer -----	dcso-swa@uonbi.ac.ke
10	Maintenance Superintendent -----	mo-swa@uonbi.ac.ke
11	Internal Audit -----	acia-swa@uonbi.ac.ke

Strategic Management Unit (SMU) Managers Offices:

No.	Officer	e-mail Addresses
1	Lower Kabete SMU -----	lksmu-swa@uonbi.ac.ke
2	Upper Kabete SMU -----	uksmu-@uonbi.ac.ke
3	Mamlaka SMU -----	mamlakasmu-swa@uonbi.ac.ke
4	Women's Hall SMU -----	womenshall-swa@uonbi.ac.ke
5	Upper State House Road SMU -----	ushrsmu-swa@uonbi.ac.ke
6	Lower State House Road SMU -----	lshrsmu-swa@uonbi.ac.ke
7	Kikuyu SMU -----	kikuyusmu-swa@uonbi.ac.ke
8	Chiromo SMU -----	chiromosmu-swa@uonbi.ac.ke
9	Kenyatta Medical School SMU -----	kmsmsmu-swa@uonbi.ac.ke
10	Parklands SMU -----	parklandsmu-swa@uonbi.ac.ke
11	Kenya Science SMU -----	kscsmu-swa@uonbi.ac.ke

Comments and feedback on this Service Charter should be addressed to:

The Director

Student Welfare Authority

University of Nairobi

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GPO Nairobi – Kenya.

Tel: 2728116; Fax 2717665

E-mail: dswa@uonbi.ac.ke or director-swa@uonbi.ac.ke