



**Centre for Mathematics Science and Technology Education in Africa  
(CEMASTE)**

**CEMASTE CUSTOMER SERVICE CHARTER**

SERVICE PROVIDED	SERVICE COMMITMENT	CUSTOMER OBLIGATIONS	CHARGES
<b>1 TRAINING</b>	Release Plan of Activities calendar by 30 <sup>th</sup> June each financial year subject to receipt of printed budget estimates	Nil	None
	Send letters to relevant office requesting for invitation of participants to attend training Three weeks before training commences	Nil	None
	Issue certificates on the last day of training offered within CEMASTE.	To meet at least 90% attendance	None
	Dispatch certificates within 21 days upon receipt of relevant documents from staff for training offered outside CEMASTE.	To meet at least 90% attendance	None
	Disseminate the research report within 1 month after compilation.	Nil	None
	Disseminate the M& E report within 2 weeks after compilation.	Nil	None
<b>2 HOSPITALITY</b>	Allocate rooms immediately upon arrival at the service point.	Make reservation 5 days prior to the activity	Applicable charges
	Provide meals to customers immediately upon arrival at the service point.	Nil	Applicable charges
	Provide meals that meet customer's needs	Notify on arrival	Applicable charges
<b>3 PROVISION OF INFORMATION</b>	Respond to enquiries within one(1) day	Nil	None
	Acknowledge complaints within one(1) day	Nil	None
	Communicate feedback on customer complaint resolution within 30 days.	Nil	None
	Dispatch letters within 24 hours of receipt at a point of dispatch	Nil	None
	Give up-to date information through CEMASTE website daily	Nil	None
<b>4 PAYMENT</b>	Process Payment within 30 days upon completion of job, delivery of goods & services.	Submit all the relevant documents.	None
	Provide a quotation within one(1) day upon receipt of a requisition	Nil	None
	Provide an invoice within two(2) days upon completion of the activity	nil	None
<b>5 LIBRARY SERVICES</b>	Avail relevant information materials and resources	Observe copyright act and the library rules and regulations	None
<b>6 TRANSPORT</b>	Provide transport as per the terms of agreement	Make booking 5 days before the activity	None

We are committed to giving quality service to our customers in a safe and sustainable environment.

Any complaint should be addressed to Director, CEMASTE using: email, [dcemastea@gmail.com](mailto:dcemastea@gmail.com), or [info@cemastea.ac.ke](mailto:info@cemastea.ac.ke)

Tel. +254-20-2633591, +254-20-44406, +254706722697 OR Ombudsman: [certificationnpc@ombudsman.go.ke](mailto:certificationnpc@ombudsman.go.ke)

**STEPHEN M. NJOROGE**

**DIRECTOR - CEMASTE**