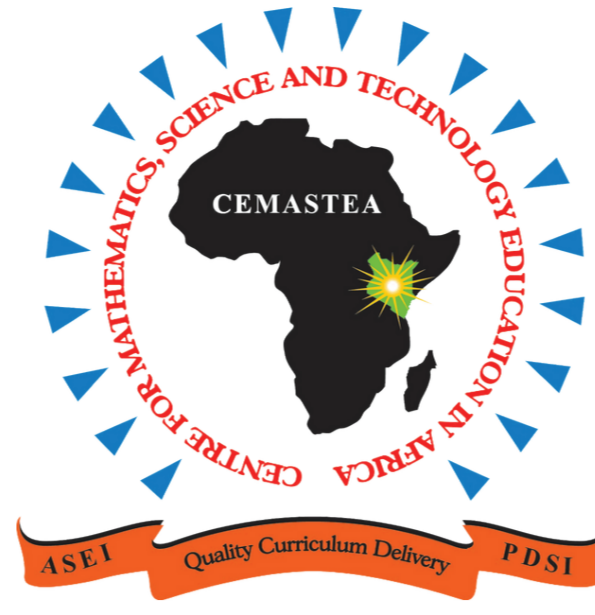




MINISTRY OF EDUCATION

REPUBLIC OF KENYA



# CEMASTE CITIZEN SERVICE DELIVERY CHARTER

## VISION

An empowered Science, Technology, Engineering and Mathematics (STEM) literate society

## MISSION

To continuously develop competencies for sustainable development through training, research and innovation in STEM education

## CORE VALUES

Professionalism; Excellence; Inclusivity; Innovation; Integrity; Quality Customer Service

SERVICE	SERVICE COMMITMENT	REQUIREMENT TO OBTAIN SERVICE	COST OF SERVICE /GOOD	TIMELINE	RESPONSIBLE OFFICE(R)
PROVISION OF INFORMATION	RESPONDING TO ENQUIRIES	- IDENTIFY SELF - CLEAR ENQUIRY OR COMMUNICATION	NIL	IMMEDIATE	CUSTOMER CARE OFFICERS
	ACKNOWLEDGE ALL CORRESPONDENCES	CLEAR COMMUNICATION AND CONTACT	NIL	IMMEDIATE	CEO
	RESPOND TO CORRESPONDENCES (LETTERS/EMAILS)	CLEAR COMMUNICATION AND CONTACT	NIL	2 WORKING DAYS	CEO
	RECEIVE AND RESOLVE COMPLAINTS	GIVE PRECISE INFORMATION ON THE COMPLAINT AND CONTACT	NIL	30 DAYS	CEO/ CHAIR SERVICE DELIVERY
TRAINING	COMMUNICATE TO RELEVANT OFFICE(S) TO INVITE PARTICIPANTS TO ATTEND TRAINING	NIL	NIL	3 WEEKS BEFORE COMMENCEMENT OF TRAINING	CEO/ HEAD OF TRAINING
	ISSUE CERTIFICATES FOR FACE-TO-FACE TRAINING BY CEMASTE	ADHERENCE TO CERTIFICATION GUIDELINES	NIL	14 DAYS AFTER TRAINING	HEAD OF TRAINING
	ISSUE CERTIFICATES FOR ONLINE TRAINING BY CEMASTE	ADHERENCE TO CERTIFICATION GUIDELINES	NIL	60 DAYS AFTER TRAINING	HEAD OF TRAINING
	CONSULTANCY IN TRAINING	WRITTEN REQUEST	APPLICABLE CHARGES	AS PER AGREEMENT	CEO/ HEAD OF TRAINING
RESEARCH	CONSULTANCY IN RESEARCH	WRITTEN REQUEST	APPLICABLE CHARGES	AS PER AGREED RESEARCH WORK PLAN	CEO/ HEAD OF RESEARCH
	CONSULTANCY IN MONITORING AND EVALUATION SERVICES	WRITTEN REQUEST	APPLICABLE CHARGES	AS PER AGREEMENT	CEO/ HEAD OF RESEARCH
	DISSEMINATE RESEARCH REPORTS	NIL	NIL	2 MONTHS AFTER DATA COLLECTION	CEO/ HEAD OF RESEARCH
PAYMENT	PAYMENT FOR SUPPLY OF GOODS, WORKS AND SERVICES	SUBMIT ALL RELEVANT PAYMENT DOCUMENTS	NIL	30 DAYS	CEO/ FINANCE OFFICER
HOSPITALITY	PROVISION OF CONFERENCE, CATERING AND ACCOMMODATION SERVICES	CLEAR REQUEST	APPLICABLE CHARGES	1 WEEK RESERVATION	CEO/ HEAD OF HOSPITALITY
PARTNERSHIPS AND LINKAGES	ESTABLISHMENT OF PARTNERSHIPS	PROVISION OF RELEVANT DOCUMENTS	NIL	3 months	CEO/ HEAD PARTNERSHIPS AND LINKAGES
	IMPLEMENTATION OF AGREED PROJECTS/ ACTIVITIES	PROVISION OF AGREED RESOURCES	NIL	AS STIPULATED IN THE CONTRACT	
LIBRARY	ACCESS TO LIBRARY SERVICES (PRINT AND E-RESOURCES)	REGISTRATION	NIL	REAL TIME	LIBRARIAN

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

ANY SERVICE/GOOD RENDERED THAT DOES NOT CONFORM TO THE ABOVE STANDARDS OR ANY OFFICER WHO DOES NOT LIVE UP TO THE COMMITMENT TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY SHOULD BE REPORTED TO:

APPROVED BY:

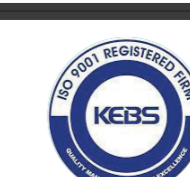
**JACINTA L. AKATSA, HSC**  
CHIEF EXECUTIVE OFFICER, CEMASTE

10<sup>th</sup> JANUARY 2023

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HUDUMA BORA NI HAKI YAKO



ISO 9001:2015 CERTIFIED