



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

CEMASTE A CUSTOMER SERVICE CHARTER

SERVICE PROVIDED	SERVICE COMMITMENT	CUSTOMER OBLIGATIONS	CHARGES
1 TRAINING	Release the Annual Calendar of Activities by 31 st August each financial year subject to receipt of printed budget estimates	Nil	None
	Send letters requesting relevant office(s) to invite participants to attend training at least three (3) weeks before the training commences	Nil	None
	Issue certificates on the last day of training for all training offered within CEMASTE A.	To meet at least 90% attendance	None
	Dispatch certificates within 21 days upon receipt of relevant documents from staff for all face-to-face training offered outside CEMASTE A.	To meet at least 90% attendance	None
	Dispatch certificates within 90 days upon receipt of relevant documents from staff for all online training by CEMASTE A.	To meet qualification criteria for the training	None
	Disseminate research report within one (1) month of the report being ready.	Nil	None
	Disseminate M & E report within two (2) weeks of the report being ready.	Nil	None
2 HOSPITALITY	Allocate rooms immediately upon arrival at the service point.	Make reservation 30 days prior to the activity	Applicable charges
	Provide meals to customers immediately upon arrival at the service point.	Nil	Applicable charges
	Provide for special needs to customers	Notify on arrival	Applicable charges
3 PROVISION OF INFORMATION	Respond to enquiries within two (2) days	Nil	None
	Acknowledge complaints within two (2) days	Nil	None
	Resolve and communicate feedback on customer complaints 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 A's website within two (2) days upon receiving from the process owner	Nil	None
4 PAYMENT	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
5 LIBRARY SERVICES	Avail relevant information materials and resources	Observe library rules and regulations	None
6 TRANSPORT	Provide transport as per the terms of agreement	Make booking 5 days before the activity	Applicable charges

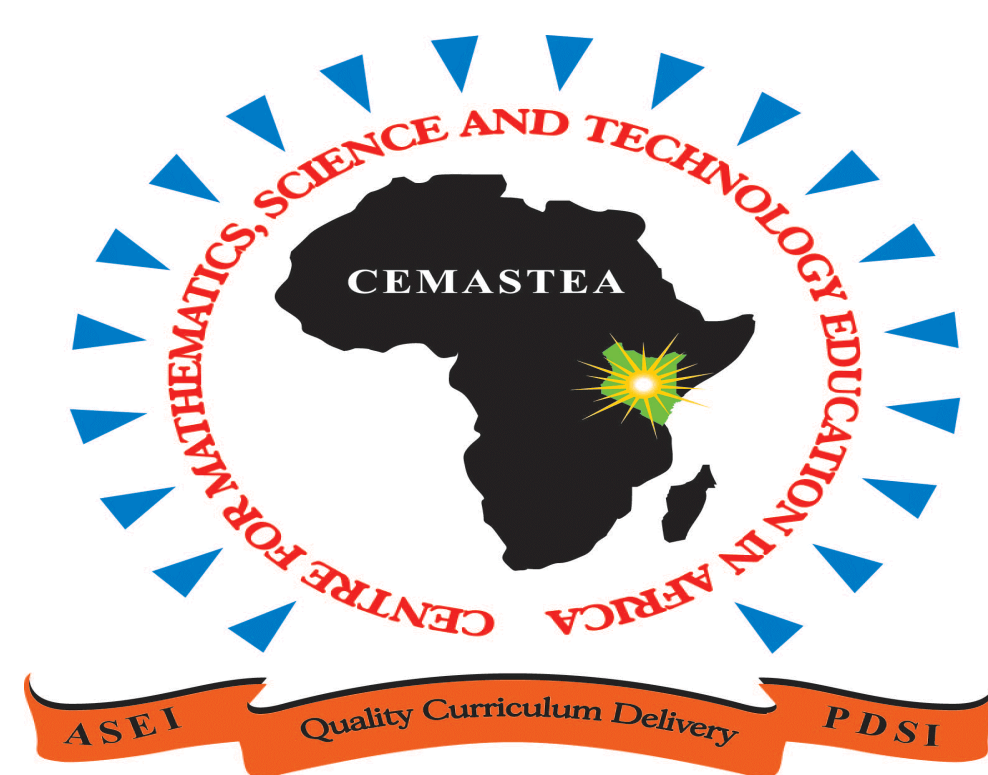
We are committed to providing quality services to our customers in a safe and sustainable environment. Any complaint or access to information should be addressed to Director, CEMASTE A using: Email; director@cemastea.ac.ke, complaint@cemastea.ac.ke, Call: +254-20-2044406, +254706722697 OR Ombudsman: complain@ombudsman.go.ke

**JACINTA L. AKATSA, HSC
DIRECTOR, CEMASTE A**

16th July 2021



ISO 9001: 2015 CERTIFIED



**Kituo Cha Hisabati, Sayansi na Elimu ya Teknolojia Barani Afrika
(CEMASTEIA)**

MKATABA WA HUDUMA KWA WATEJA CEMASTEIA

NAMBARI	HUDUMA	HUDUMA TAJIKA	WAJIBU WA MTEJA	GHARAMA/MALIPO
1	MAFUNZO	Kutolewa kwa utaratibu wa shughuli za mwaka kufikia tarehe 31 Agosti kila mwaka wa matumizi ya fedha kwa kupokea makadirio ya bajeti yaliyochapishwa	Hakuna	Hakuna malipo
		Kutumba barua kwa ofisi husika kuhudhuria mafunzo wiki tatu (3) kabla ya mafunzo kuanza	Hakuna	Hakuna malipo
		Kutoa vyeti siku ya mwisho kwa mafunzo yote yanayotolewa katika CEMASTEIA.	Kutimiza angalau asilimia tisini (90%) ya mahudhurio	Hakuna malipo
		Kwa mafunzo yanayotolewa ana kwa ana nje ya CEMASTEIA, vyeti vitatolewa ndani ya siku ishirini na moja (21) baada ya kupokea stikabadhi hitajika kutoka kwa wakufunzi	Kutimiza angalau asilimia tisini (90%) ya mahudhurio	Hakuna malipo
		Kwa mafunzo yanayotolewa kupitia mtandao, vyeti vitatolewa ndani ya siku tisaini (90) baada ya kupokea stikabadhi hitajika kutoka kwa wakufunzi	Kutumiza vigezo vya kuhitimu kwa mafunzo hayo	Hakuna malipo
		Kusambaza ripoti ya utafiti kufikia mwezi mmoja (1) baada ya kuwa tayari	Hakuna	Hakuna malipo
		Kusambaza ripoti ya ufuatiliaji na utathmini kwa muda wa wiki mbili (2) baada ya kuwa tayari	Hakuna	Hakuna malipo
2	MLAHAKA / MAPOKEZO	Kutengea wateja vyumba mara tu wanapowasili sehemu ya huduma	Kufanya uhifadhi siku thelathini (30) kabla ya shughuli	Gharama stahiki
		Kutoa maakuli kwa wateja mara tu wanapowasili katika sehemu ya huduma	Hakuna	Gharama stahiki
		Kutoa huduma zinazokidhi mahitaji maalum/spesheli ya wateja	Kutujulisha baada ya kuwasili	Gharama stahiki
3	UPASHAJI WA HABARI	Kutoa majibu ya maswali kufikia muda wa siku mbili (2)	Hakuna	Hakuna malipo
		Kukubali kupokea malalamishi ya mteja chini ya siku mbili (2) Kutatua na kuwasilisha maoni kuhusu malalamishi ya mteja muda wa siku thelathini (30)	Hakuna	Hakuna malipo
		Kutuma barua kufikia masaa 24 baada ya kuzipokea, katika sehemu mahususi ya kutuma	Hakuna	Hakuna malipo
		Kutoa habari za kisasa na za hivi karibuni kupitia tovuti ya CEMASTEIA kwa muda wa siku mbili baada ya kupokea habari kutoka kwa wamiliki wa mchakato	Hakuna	Hakuna malipo
4	MALIPO	Kuandaa malipo kufikia siku thelathini (30) baada ya kazi kukamilishwa, kufikisha bidhaa na huduma.	Kuwasilisha stakabadhi zote husika	Hakuna malipo
		Kutoa mwelekezo wa malipo kwa muda wa siku moja (1) baada ya kupokea mapendekezo ya ulipaji	Hakuna	Hakuna malipo
		Kutoa ankara kufikia siku mbili (2) baada ya kukamilika kwa shughuli	Hakuna	Hakuna malipo
5	HUDUMA ZA MAKTABA	Kutoa taarifa husika, vifaa vya matumizi na rasilimali za kufanikisha kazi.	Kufuata sheria na kanuni za maktaba	Hakuna malipo
6	USAFIRI	Usafiri kutolewa kwa mujibu wa masharti ya makubaliano na mteja	Kufanya uhifadhi siku tano (5) kabla ya shughuli	Gharama stahiki

Tumejitolea kutoa huduma bora kwa wateja wetu katika mazingira salama na endelevu. Malalamishi yoyote na ufikivu wa habari yanaweza kuwasilishwa/kuelekezwa kwa Mkurugenzi, CEMASTEIA kupitia: Barua -pepe; director@cemasteia.ac.ke, complaint@cemasteia.ac.ke, Simu; + 254-20- 2044406, 254- 706-722 697 au Mkgaguzi; complain@ombudsman.go.ke

Jacinta L. Akatsa, HSC

MKURUGENZI, CEMASTEIA

Julai 16, 2021



ISO 9001:2015 CERTIFIED