REPUBLIC OF KENYA

Centre for Mathematics, Science and Technology Education in Africa (CEMASTEA)

General Operating Procedures

PROCEDURE FOR SERVICE DELIVERY (CUSTOMER FEEDBACK; HANDLING COMPLAINTS AND IMPLEMENTATION OF SERVICE CHARTER)

	Signature	Date
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GENERAL

1. Purpose

The purpose of this procedure is to provide guidelines on determination of customer requirements and to monitor the perception of customers on the services provided as required in the CEMASTEA service charter and ISO 9001:2015.

2. Scope

This procedure applies to the customers' feedback on services, complaints, compliments and customer satisfaction survey, access to information and implementation of service charter

3. References

i. ISO 9001:2015 Standard
ii. CEMASTEA Quality Policy
iii. CEMASTEA Service Charter
iv. Performance Contracting Guidelines for FY 2026-2027
v. CAJ: Reporting framework on resolution of Public complaints indicator (FY 2026/2027)

4. Terms and Definitions

In addition to terms in ISO 9000, the following terms and definitions shall apply.

a. **Customer**: A customer is a person/ institution who seeks services from CEMASTEA
b. **Satisfaction:** It occurs when a customer's needs are met by a staff or CEMASTEA
c. **Compliment**: It's a positive appreciation by a person after getting services from a staff or CEMASTEA.
d. **Complaints**: These are customer's expressions of dissatisfaction after a service is given or not.
e. **External customer:** Any person who requires service or provides goods and service to CEMASTEA.
f. **Internal customer:** These are employees of CEMASTEA who would seek service from the same department or from another department within CEMASTEA.
g. **Access to information:** Disclosure of information held by a public entity (CEMASTEA) either proactively or upon a public request.

5. Principal responsibility

The Chair, Service Delivery committee has the responsibility for ensuring that this procedure remains adequate for the intended purposes. The chair ensures that this procedure is implemented effectively in all departments and sections in CEMASTEA.

6. Method

6.1 Customer Complaints management

Process map annexed Pg.8

6.1.1 The chair prescribes channels through which a customer can lodge a complaint. Such channels include customer feedback forms, CEO's email, dedicated complaints email, social media, SMS or telephone or in Person.

6.1.2 The chair ensures that both internal and external customers are sensitized about the channels above including complaints handling and management process.

6.1.3 The chair ensures that any complaint received is acknowledged within 2 days and a reference number assigned to it.

6.1.4 The chair communicates to the process owners for them to submit complaints from their sections to service delivery within 15 days after the end of each quarter

6.1.5 The chair ensures that all complaints received are documented in the CEMASTEA complaint register (GOP/SD/R1) for analysis and compiles and share quarterly report to management and staff.

6.1.6 An initial assessment of the complaint is undertaken for immediate response or for transfer to the relevant department /section for investigation.

6.1.7 Investigation to the complaint is done where facts are established including options for resolution. Objective evidence is reviewed to inform the decision which is then communicated to the complainant within 30 days.

6.1.8 In case of dissatisfaction with the decision, the complainant can appeal the decision to CAJ

6.1.9 The chair the compiles and submits a quarterly report on complaints resolution to the Commission of Administrative Justice (CAJ) within 15 calendar days after the end of each quarter.

6.2 Customer Satisfaction Index

6.2.1 The chair ensures that feedback is collected from both internal and external customers by conducting a customer satisfaction survey. This survey will be used to determine the CSI baseline for improvement within the reporting period. Customer satisfaction index will be calculated separately for external customers and internal customers.

6.3 Customer Feedback Management

6.3.1: Regular feedback will be collected from Training participants, Hospitality customers and walk ins. Training participants will have a weight of 70%, Hospitality customers 30% and walk ins 10%. Data will be analyzed quarterly and will be used to monitor progress from the baseline index.

6.3.2: The chair prescribes a customer feedback form for walk ins and ensures that it is issued to a customer upon entry. An online version of the form is also made available through the CEMASTEA website.

6.3.3: The chair provides lockable customer feedback boxes at the main reception and main gate areas to allow customers to deposit the forms after rating the service given.

6.3.4: The chair ensures that the forms are collected from the boxes on a weekly basis for serialization and data entry. The data is analyzed and compiled on a quarterly basis.

6.3.5: The chair compiles a quarterly report and shares it with staff and management for action and improvement.

6.4 Access to Information Management

6.4.1 The chair prescribes an access to information form through which a request can be made **(Reactive)** and provides assistance to capture a request in the event the requester has special needs. The chair ensures that a request is processed within 21 days and documented in the access to information register.

6.4.2 The chair then compiles and submits a quarterly report on access to information to the Commission of Administrative Justice (CAJ) within 15 calendar days after the end of each quarter.

6.5 Customer Satisfaction Survey

Process map annexed at pg. 9

6.5.1: The chair submits for approval a proposal to conduct the survey after a period not exceeding 3 years.

6.5.2: Upon approval the chair shares with Director STEM Research and Innovations approved survey details who then develops appropriate data collection tools.

6.5.3: The chair ensures that the survey is conducted. Data analysis is done and a report compiled indicating findings, areas of improvement and recommendations.

6.5.4: The chair presents customer satisfaction survey report to CEMASTEA management and staff.

6.5.5: The chair communicates to process owners to develop action plans based on recommendations derived from the survey report.

6.5.6: The chair monitors the implementation of the departmental action plans through submission of their quarterly reports.

6.6 CEMASTEA Citizen Service Delivery Charter

Process map annexed at pg. 10

6.6.1 The chair ensures that a customer service charter is developed in both English, Kiswahili and Braille versions, Sign Language. The charter should outline Service commitments by departments, requirement to obtain service, timelines, cost and charges if any.

6.6.2 The chair ensures that the service charter is communicated to both internal and external customers by displaying it prominently at points of service, uploading on

the CEMASTEA website, social media platforms, and sensitizations during engagements with external customers.

6.6.3 The chair sensitizes staff on service charter commitments and customer service.

6.6.4 The chair monitors the implementation of the CEMASTEA service charter and compiles a quarterly report for submission to CAJ.

7. Key Performance Indicators (KPIs)

Key performance indicators	Target	Frequency of monitoring and evaluation	Responsibility
1.Percentage of complaints resolved within 30 days	100%	Monthly	Chair, SD
2.Increase of customer satisfaction index annually	0.05%	Quarterly	Chair, SD
3. Percentage of CEMASTEA Customer Service Charter commitments implemented	100%	Quarterly	Chair, SD

8. Retained Documented Information

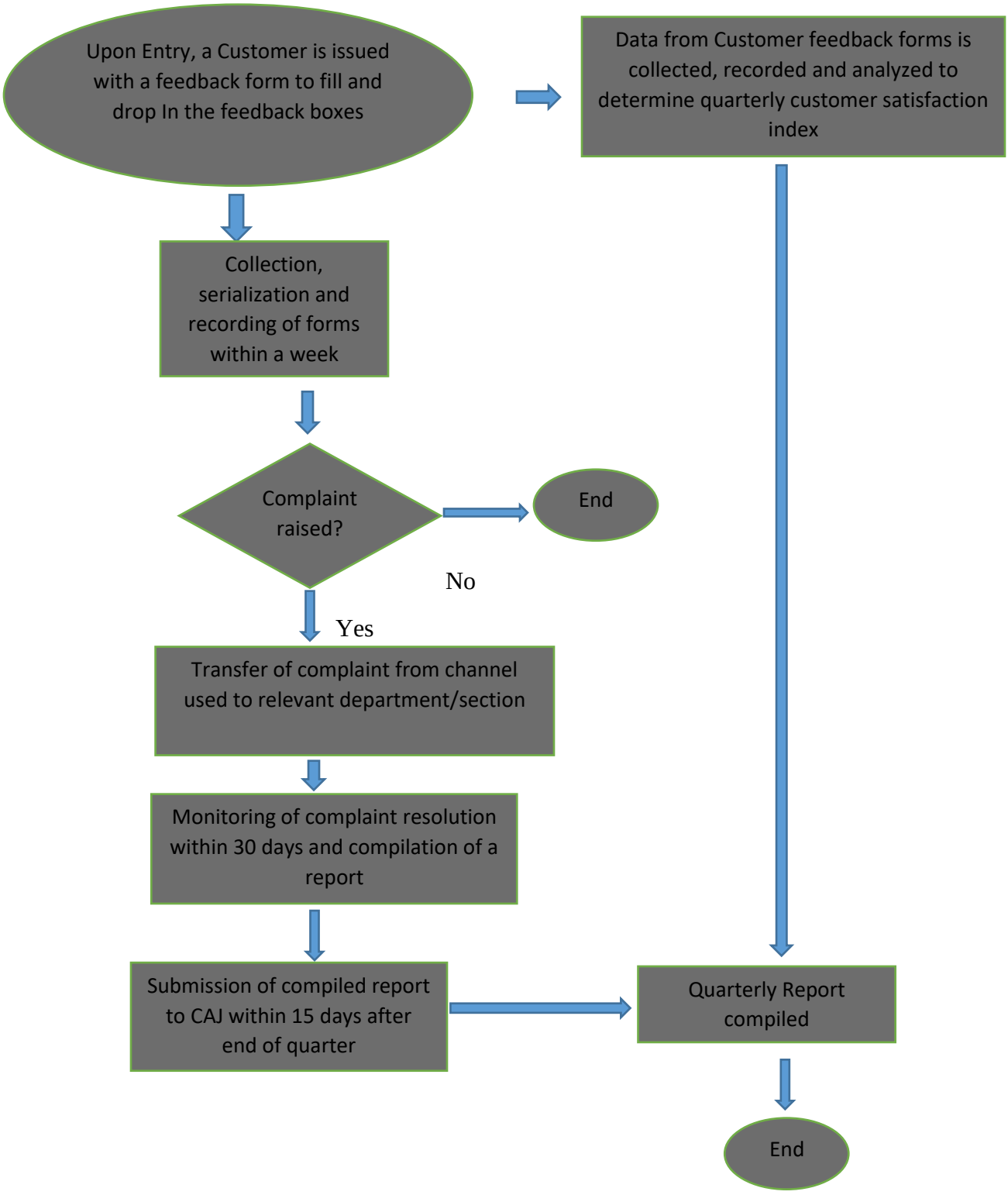
a. CEMASTEA customer service charter
b. Template for monitoring implementation of CEMASTEA customer service charter commitments GOP/SD/T1
c. Customer satisfaction survey (CSS) report
d. CEMASTEA Complaints and compliments register: GOP/SD/R1
e. Customer feedback form: GOP/SD/F1
f. Access to information request form: GOP/SD/F2
g. Records of meetings (minutes, attendance registers, screenshots)
h. Reports on Service Delivery (customer feedback report, complaints handling, implementation of Customer Service charter, Customer satisfaction survey report implementation)
i. Performance Contracting and QMS Reports for Service Delivery

9. Annex: Process Interaction Matrix

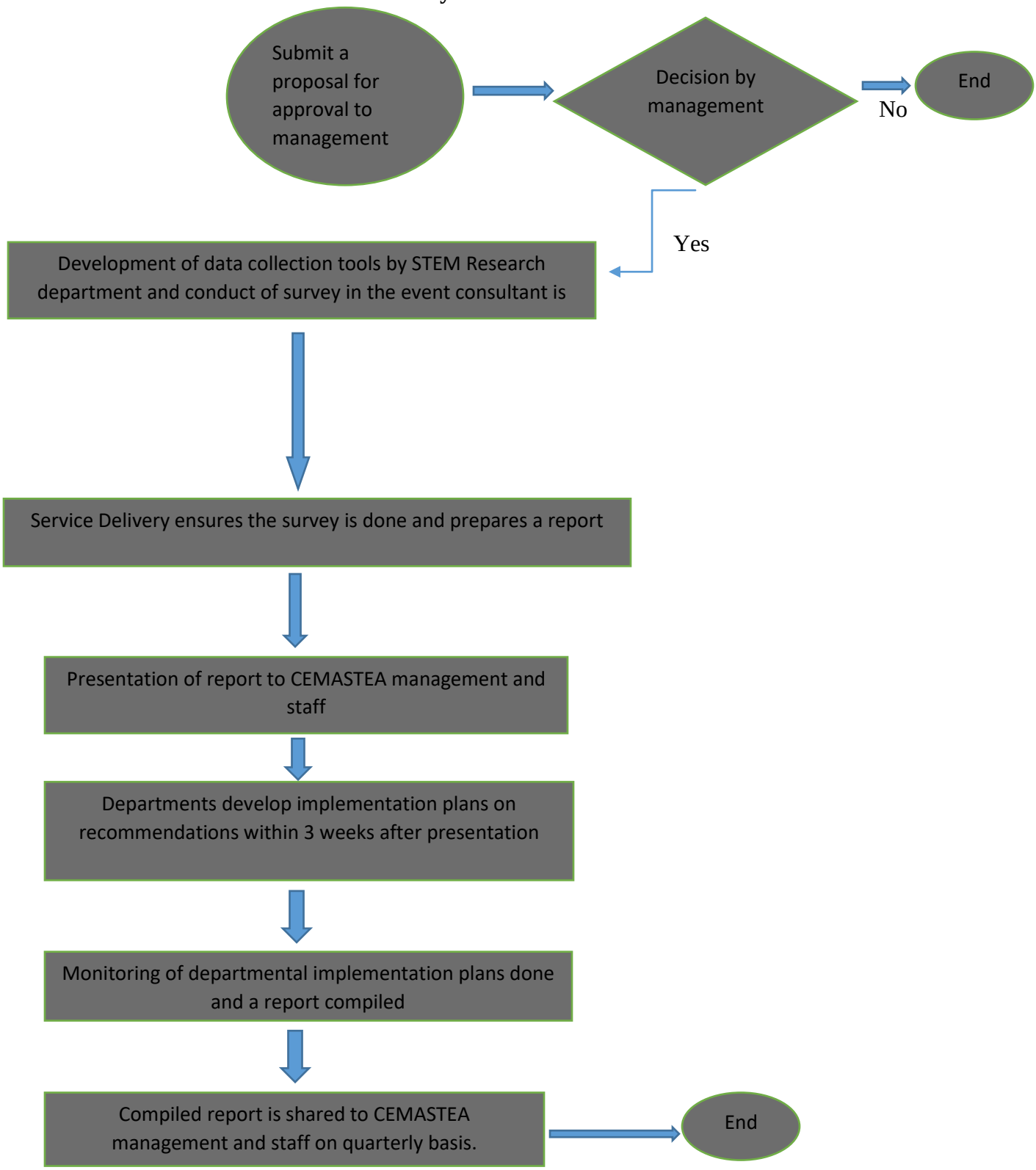
Process Interaction	Inputs	Activities	Outputs
STEM Research and Innovation Directorate	-Development of data collection tool for customer satisfaction survey -conduct customer satisfaction survey	Collecting and analyzing data and compiling CSS report	-Data collection tools -CSS report
Customers	Customer feedback data	Filling the customer feedback form	-Customer satisfaction index -complaints and compliments
Coordinator PC,	Performance contract guidelines and reporting,	Facilitating alignment of service delivery activities to the PC requirements, facilitating uploading of service delivery PC reports	Performance Indicator index
Supply chain,	Approval of procurement plans	Procuring goods[1] and services	Procurement plans, goods and services
Process owners	-Provide data on implementation of service charter and CSS report -resolution of complaints	Submitting implementation reports on service charter, CSS report, complaint resolution and access to information	Improved customer satisfaction levels

10. Annex: Process Maps for Service Delivery Procedures (methods)

Method 1: Customer Feedback (Complaints and Compliments)



Method 2: Customer Satisfaction Survey



Method 3: Implementation of CEMASTEA Customer Sservice charter commitments

