

**UNIVERSITY OF NAIROBI**  
**SPORTS & GAMES DEPARTMENT**  
**CUSTOMER SERVICE DELIVERY CHARTER**



**2021**

## **FOREWORD**

The University of Nairobi is the most prestigious University in Kenya. The Department of Sports and Games is under the DVC students affairs divisions of the University of Nairobi. The department is mandated to plan, implement and manage innovative competitive sports and recreation programs, develop and maintain sports and recreation facilities, provide sports equipment and kit, identify and nurture talents.

The Department sets the scope and the standards of recreation and sports services rendered to the students with a view to attain a holistic graduate and to contribute towards the accomplishment of the University's mission and vision.

The main office is situated behind Hall 3 off State House Road. There are other Sports & Games offices in various colleges / campuses namely; College of Education and External Studies, College of Agriculture and Veterinary Sciences, College of Biological and Physical Sciences, College of Architecture and Engineering, College of Humanities and Social Sciences, School of law, School of Business and the Kenya Science Campus

**Mbaabu Murithi, Bed(Hons), M.Ed, H.Dip.N&F.**

**Director: Sports and Games Department**

## **PREFACE**

The Department of Sports and Games is committed to give the required services to the University students in pursuit its vision and mission. To this end, the department commits to manage resources, equipment and physical facilities at its disposal in a prudent, transparent and accountable manner.

Subsequently, Department of Sports and Games is committed to its obligation to its customers as well as its expectations from customers. In addition, the department agrees to be judged by the commitments in this Service Charter. A key expectation of the Department of Sports and Games is separation of need from demand on the basis of resource constraint. Availability of resources therefore will be paramount in delivering services indicated.

This Customer Service Delivery Charter is a commitment by the Department to deliver quality service to students and stakeholders. We invite your feedback that would enable us improve our service delivery.

**Mbaabu Murithi, Bed(Hons), M.Ed, H.Dip.N&F.**  
**Director: Sports and Games Department**

## INTRODUCTION

The Sports & Games department Service Delivery Charter sets out the scope and the standards of service rendered to our students and stakeholders. We are committed to the provision of quality service to our clients and stakeholders, and welcome feedback on how to improve our service. The service charter shall be reviewed both as need arises and in line with the Departments' Strategic Plan.

### Our Vision

A Department committed to excellent recreation & Sports services

### Our Mission

To provide state-of -the-art sport facilities, equipment, innovative and competitive Sports programs, teach, coach and offer consultancy services in sports to support the production of holistic graduates

### Our Core Values

In its quest for a timely provision of quality service, the Department shall be guided by the core values, contained in our Department Strategic Plan (2016 – 2018)

- a) **Innovativeness and Creativity:** Innovativeness and creativity shall be the hallmark of its activities as the Department initiates and adapts to change.
  
- b) **Good Governance and Integrity:** The University embraces and practices good corporate governance. In this regard, the department shall ensure that its processes and procedures are marked by efficiency and effectiveness, that all the decisions and actions are morally sound, that the department is accountable for its decisions and actions, that the department's decision-making processes are participative and consultative, open and transparent.

- c) **Team Spirit and Teamwork:** The department shall foster a work environment characterized by team spirit and teamwork.
- d) **Professionalism:** In its actions and interactions, the department shall maintain ethical conduct and professional etiquette.
- e) **Quality Customer Service:** The department shall provide quality services for all-round satisfaction.
- f) **Responsible Citizenship:** The department embraces corporate social responsibility and shall ensure that all decisions and actions are marked by human dignity, equity, social justice, inclusiveness, equality, human rights, non-discrimination, and the protection of the marginalized. In its activities, the department shall strive to respect and protect the environment.
- g) **National Cohesion and Inclusiveness:** The department believes in national unity and cherishes respect for diversity.
- h) **Values and discipline:** Sports helps to instill values and discipline to students whose morals may be influenced by globalization and changes in environment.

### Our Core Functions

The Department is mandated to;

- Design and implement student's competitive sports programs at college/campus, University, national, regional and International levels.
- Develop, expand and renovate sports facilities
- Maintain and repair facilities and equipment.
- Provide recreational and sports equipment to students.
- Identify talents, nurture, and train and coach Sports techniques.
- Provide information on the importance of exercises to staff and students.
- Procure sports equipment and kits.

### Structure and Governance

- The Director Sports and Games is the head of Sports & Games Department

- Games Tutors in charge of college/campus sections
- Assistant Games Tutors in charge of College/campus sections
- Administrative Assistant in charge of administrative Issues
- Sports Coaches in charge of specific teams’

### Values and Principles of Service Delivery

In our service delivery we pledge to:

- maintain high standards of professional ethics;
- use resources efficiently, effectively and economically;
- provide services which are responsive, prompt, effective, impartial and equitable;
- involve stakeholders in the process of policy and decision making;
- be accountable for administrative actions and decisions;
- be transparent in the provision of timely and accurate information to the public;
- ensure fair competition and merit as the basis of appointments and promotions;
- observe representation of Kenya’s diverse communities;
- provide adequate and equal opportunities for appointment, training and advancement of men and women, members of all ethnic groups, and persons with disabilities, and
- Maintain an effective internal conflict resolution mechanism.

### Departments clients

Division clients consist of:

- Students,
- Staff
- Suppliers,
- Alumni,
- Community
- Public.

## Partners and Stakeholders

The Department partners and stakeholders comprise:

- Ministry of Youth and Sports
- International Sport Federations
- National Sport Federations
- National Sport Associations
- Learning Institutions
- Universities
- Sponsors
- Donors
- Sports Federations
- Sports professional bodies
- Sponsors
- Other universities
- Students' organisations
- And others

## Client Expectations

Our clients can expect:

- Quality and timely services;
- Access to relevant information and feedback;
- Courteous and timely responses to requests, complaints and inquiries;
- Utmost confidentiality in the treatment of personal information provided to the university;
- Application of modern and adaptive information and communication technology;
- Safety and security;
- Healthy and pleasant environment;
- Fairness and equity;

- No soliciting of gifts, money or other favours;
- Integrity and reliability; and
- Customer satisfaction.

### **Client Obligations**

The department expects its clients and stakeholders to:

- Treat staff with respect and courtesy
- Provide sufficient and accurate information to enable us to respond to requests appropriately;
- Pay all fees and levies promptly where applicable;
- Adhere to principles of ethics and integrity;
- Observe university rules and regulations;
- Familiarise themselves with relevant university requirements in relation to their enquiries;
- Provide details of changes in your circumstances as soon as they occur;
- Indicate need for special requirements, such as sports activities for people with special needs.
- Not offer us gifts, money or favours for service;
- Report corruption, misconduct and unethical behaviour; and
- Provide feedback and comments.

### **Support Services**

For an efficient management of its functions, the Department has support services provided by

- The Administration Department



- The Construction and Maintenance Department,
- The Finance Department
- The Information and Communication Technology Centre,
- The Students Health services,
- The Legal office,
- The Procurement Department,
- The Transport and Garage Department,

### **Commitment to Service Delivery**

In our service delivery, we pledge that

- All telephone calls shall be attended to within twenty seconds.
- An acknowledgement of official correspondence shall be immediate and necessary action taken within seven days from the date of receipt.
- Upon registration, a student shall be informed on the sports provided in the University
- Swimming pools in colleges and campuses shall open from 11.00 a.m. to 5.00 p.m. daily.
- The clearance of students shall be finalised within two days.
- The procurement of equipments and kits shall comply with the university and government procurement regulations
- Sports facilities shall be well maintained in line with the maintenance and repair schedules to ensure students welfare.

## Feedback

- Complaints, compliments and suggestions should be forwarded to the Office of the Department of Sports & Games
- Feedback may be channelled via telephone, letters, e-mail or suggestion boxes.
- Confidentiality and privacy shall be maintained.
- All feedback shall be addressed within seven days.

All complaints should be addressed to

## Contacts:

**For any inquiries, please contact:**

Director

Sports & Sports

University of Nairobi

Main Campus

Ground Floor Hall 3

P.O. Box 30197 – 00100, Nairobi

Tel: 2710895/2725308/2725997/2727414 ext. 216

E-mail: [dept-sports@uonbi.ac.ke](mailto:dept-sports@uonbi.ac.ke)

Website: [www. Sports &games @uonbi.ac.ke](http://www.Sports&games@uonbi.ac.ke)

1. S.O. Okech  
GamesTutor, KSC/ CHS
2. Rose G. Marete  
Asst. Games Tutor, CAVS

3. Judith Kinoti

Asst. Games Tutor, SOB ,SOL, SOE, FA

3. George Njoroge

Asst. Games Tutor, CEES

**Complaints may also be lodged with the Office of the Ombudsman**

The Commission Secretary/Chief Executive Officer

Commission for Administrative Justice

West End Towers, 2nd Floor

Waiyaki Way, Westlands

P. O. Box 20414-00200, Nairobi

Tel +254 020 2270000/020 2603765/020

2303000/020 2270017

Mobile: +254 772 125 818

Toll free line: 0800 221349

SMS 15700

E-mail: info @ombudsman.go.ke

complain@ombudsman.go.ke


Website: www.ombudsman.go.ke


### **Resolution of Complaints**

- Complaints shall be acknowledged immediately they are received.
- Complaints shall be addressed on the spot by apologizing, explaining, or taking necessary action to address the complaint within seven days.
- Investigations on serious cases shall commence immediately and a complainant shall be informed of the action being taken within three days. The outcome of investigations and action taken shall be communicated to the complainant within 20 days.


### **Review of the Customer Service Delivery Charter**

To ensure efficiency and effectiveness in service delivery, the Department in consultation with its stakeholders shall review this service charter after five years or whenever need arises.

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ISO 9001:2008 Certified