



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

CEMASTE 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 face-to-face training implemented at CEMASTE.	To meet at least 90% attendance	None
		Dispatch certificates within 30 days upon receipt of relevant documents from staff for training implemented outside CEMASTE.	To meet at least 90% attendance	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'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 using: Email; director@cemastea.ac.ke, complaint@cemastea.ac.ke, +254-20-2044406, +254706722697 OR Ombudsman: complain@ombudsman.go.ke


JACINTA L. AKATSA, HSC
DIRECTOR, CEMASTE

30th September 2019



ISO 9001:2015 CERTIFIED