



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 Plan of Activities calendar by 31 <sup>st</sup> August each financial year subject to receipt of printed budget estimates	Nil	None
		Send letters to relevant office requesting for invitation of participants to attend training three (3) weeks before training commences	Nil	None
		Issue certificates on the last day of 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 training offered outside CEMASTE A.	To meet at least 90% attendance	None
		Disseminate the research report within 1 month of the report being ready.	Nil	None
		Disseminate the M& E report within 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 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 giving quality service to our customers in a safe and sustainable environment. Any complaint should be addressed to Director, CEMASTE A using: Email; [director@cemastea.ac.ke](mailto:director@cemastea.ac.ke), +254-20-2044406, +254706722697 OR Ombudsman: [certificationpc@ombudsman.go.ke](mailto:certificationpc@ombudsman.go.ke)

STEPHEN M. NJOROGI, HSC

DIRECTOR, CEMASTE A

9<sup>th</sup> January 2018



ISO 9001:2015 CERTIFIED