REMARKS BY PROF. PETER M.F. MBITHI, VICE CHANCELLOR, UNIVERSITY OF NAIROBI DURING THE FORUM FOR CREATION OF AWARENESS ON THE UNIVERSITY OF NAIROBI COMPLAINTS HANDLING SYSTEM AND CITIZEN’S SERVICE DELIVERY CHARTERS AMONG EXAMINATION OFFICERS HELD ON FRIDAY MAY 3, 2019 AT THE UON TOWER 11TH FLOOR FROM 7.30 A.M.
It gives me great pleasure to join you today on this occasion of creation of awareness on the university’s complaints handling system and citizen service delivery charter among examination officers.

I am happy to be part of you today in executing a requirement in the quarter four of the performance contracting indicators for excellent service delivery as per the Commission on Administrative Justice (CAJ) guidelines for implementation of the resolution of public complaints for financial year 2018/2019.
The University has adopted and has been implementing the targets of the Commission on Administrative Justice to address all forms of reported maladministration, with a view to promoting good governance and efficient service delivery. These targets seek to positively transform the university’s public service delivery to students, staff and stakeholders.

Ladies and gentlemen, the Constitution of Kenya 2010 radically transformed the governance, structure and management of the public service. It has not only represented a turning point in our history, but also crystallized good governance through societal transformation.
Notably, the constitution institutionalizes good public administration as an entitlement for the people we serve. Specifically, the students, parents and university stakeholders are entitled to quality, expeditious and accessible public services as well as adherence to the rule of law and servant leadership.

This is evident from chapter one of the constitution which recognizes the sovereignty of the people. Article 10 on national values and principles of governance, the bill of rights under chapter four and chapter six on leadership and integrity. Among other provisions, university staff are expected to adhere to these provisions in their operations.
To that extent, the University in the contract year 2018/2019 has undertaken to:

- Develop mechanisms to capture and resolve internal and external complaints;
- Establish a complaints handling and management infrastructure and submitting information on the same to the Commission on Administrative Justice in the prescribed format on quarterly basis;
- Review and implement complaints handling procedures and service delivery charters;
• Conduct capacity building and awareness raising for complaints handling officers and staff on the existence of complaints handling mechanisms;

• Maintain an up-to-date record of all resolved and pending complaints;

• Promptly address and resolve all complaints to ensure service delivery is at its best;

The University Management is committed to improving working conditions of staff and providing them with the requisite facilities so that their commitment to services can be met with adequacy of resources and amenities so as to increase efficiency in service delivery.
The University is also committed to laying emphasis on creating an enabling environment and facilitating necessary innovations that can be used to quicken and improve service delivery.

Ladies and gentlemen, as you are aware, the University is expected to be playing its part in the transformative nature of the constitution in the context of setting up the right institutional framework for the provision of university education in Kenya. The University is also expected to be a pillar of good governance that safeguards the interests of students, staff and stakeholders by ensuring efficient delivery of education services.
The University achieves this objective by striking at the root of maladministration such as injustice, delay, negligence, unpreparedness, impropriety, unjust action and oppressive behaviour. Through this, the University ensures that it operates within the law and respects the rights of all Kenyans. The University acts as a custodian of public interest and citizens in the provision of university education and providing redress where expectations are not met.

At the University of Nairobi, we have taken cognizant of this role in service delivery in education dispensation. Indeed, we are conscious of the fact that we deliver education services to the public in the context of discharging our mandate to the expectation of Kenyans.
Accordingly, our manner of delivery of education services to the public determines their relationship with us and how they perceive us. To this end, we have endeavored to provide efficient services through deliberate and targeted measures. Notably, we have developed and operationalized the university’s complaints handling and management framework which is the blue-print for complaints resolutions. Through the framework, we expect to efficiently deliver services to our staff, students and stakeholders.

We have always partnered with the Commission on Administrative Justice in improving service delivery through addressing maladministration in our operations and creating
the much needed critical mass for efficient service delivery and good public administration.

The University shall also remain faithful to the law in the dispensation of educational services. In this regard, I urge each one of you to individually and collectively hold your offices in high esteem, since the authority given to you is one of public trust which should be exercised as provided for by the constitution to bring honour to the university and promote public confidence.
I would also like to take this opportunity to extend a word of encouragement to you all, and officially welcome you to this important session of awareness creation, and wish you a participative and educative session.

Thank you.

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