REMARKS BY THE VICE-CHANCELLOR, PROF. PETER M.F. MBITHI DURING THE TRAINING ON THE UNIVERSITY OF NAIROBI COMPLAINTS HANDLING SYSTEM AND CITIZEN SERVICE DELIVERY CHARTERS AMONG ADMINISTRATIVE ASSISTANTS HELD IN CONFUCIOUS BOARDROOM ON TUESDAY, JUNE 28, 2016 AT 8.30 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 administrators”
I am honoured to be part of you today in executing quarter four of the performance contracting indicator for excellent service delivery as per the Commission on Administrative Justice guidelines for implementation of the Resolution of Public Complaints: Financial year (2015/2016).

The university lives and practices the targets of the Commission on Administrative Justice to address all forms of reported maladministration, 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 relations in 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 service as well as 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, bill of rights under chapter four and chapter six on leadership and integrity.

Among other provisions, university staff are expected to adhere to these constituted targets in their operations.

To that extent, the university in the financial year 2015/2016 has undertaken to:
1) develop mechanisms to capture and resolve internal and external complaints;

2) establish a complaints handling and management infrastructure and submit information on the same to the commission on administrative justice quarterly in the prescribed format;

3) review and implement complaints handling procedures and service delivery charters;

4) conduct capacity building and awareness raising for complaints handling officers and staff on the existence of complaints handling mechanism;
5) maintain an up-to-date record of all resolved and pending complaints;

6) promptly address and resolve all complaints to ensure service delivery is at its best;

The university is committed to improving working conditions of staff and providing them with the requisite facilities so as to enhance their commitment
and loyalty in providing efficient services. The University is also committed to laying emphasis on creating an enabling environment and innovation that can be used to quicken and improve service delivery.

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 place of service delivery education dispensation. Indeed, we are conscious of the fact that we deliver education services to the public in the context of education that is brought before us. Accordingly, our manner of delivery of education services to the public determines their relationship with us and how they perceive us.

As a champion of good governance, we view criticism and complements positively. They provide us with an
opportunity to re-calculate ourselves and explore ways of improving our services.

Indeed we have on many occasions partnered with the Commission on Administrative Justice to identify areas of administrative mal-functions with a view to reviewing and strengthening them. The university will always remain faithful to the law in the dispensation of its 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 in a manner that brings honour to the university and promotes public confidence.

Finally, I would like to take this opportunity to extend a word of encouragement to you to also use the feedback mechanism provided by the University to take suggestions and comments on how to improve our services.
With those few remarks, I wish to officially launch the training and wish you fruitful participation.

Thank you.

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AND

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