



**DIRECTORATE OF CAPACITY BUILDING AND CONSULTANCY SERVICES**  
**OFFICE OF THE DIRECTOR**

Email: [director-cdcs@ku.ac.ke](mailto:director-cdcs@ku.ac.ke) Tel. +254 20 8703845

**SERVICE DELIVERY CHARTER**

S/N	SERVICE	REQUIREMENTS	TIMELINE	RESPONSIBILITY	COST
1.	Identify and communicate grant funding opportunities and calls for proposals with relevant persons in Departments and schools	Call for proposal	Continuous	Director	Free
2.	Request appointment of committees to develop & review proposals and scholarship shortlisting on need basis	Names and designation of Committees member	2 Days on receipt	Director	Free
3.	Provision of logistical support to committees & individuals	Request from Clients	2 Days on receipt	Director	Free
4.	Coordination of Internal Review of Draft Proposals	Draft Proposals	On request	Director	Free
5.	Processing Letters of Institutional Support for proposals and grants contracts for DVC (RIO)/VC Approval. (Online)	<ul style="list-style-type: none"><li>• Draft support letter on template provided by research support office</li><li>• Provide soft copy of the call for proposal</li></ul>	2 Days on receipt	Director	Free
6.	Planning and facilitating capacity building workshops for Post graduate students and staff (Virtually/Face to face)	Training schedule	Quarterly	Director	Free
7.	Working with departments and Schools in planning for workshops and conference on request	Conference Request	1 Year after receiving the request	Director	Free
8.	Application for a scheduled or advertised course	Completion of Online Application Form 3 weeks	Within 1 Day	Senior Administrative Assistant	Free

		before the commencement of the training			
9.	Providing Feedback to Applicant(s)	As per course requirement	Within 1 Day	Senior Administrative Assistant	Free
10.	Processing of Course Application Forms	Processed application form	Within 1 Day	Director	Free
11.	Issuance of Quotation and Price Lists for Training	Letter/Email/ Telephone call/walk-in request	As per Course Schedule or as agreed with the client.	Director	As per the Quotations and Price Lists Provided
12.	Conducting a Short Course Training	Minimum of ten (10) applicants who have paid	As per Course Schedule or as agreed with the client.	Administrative Assistant	As per the Quotations and Price Lists Provided
		Bank slip / Cheque/Local Service Order of the required amount.	Upon completion of Training	Director	As per the Quotations and Price Lists Provided
13.	Issuance of Training Certificates	Course registration and attendance list	Within 1 day	Business Development Manager	Free
14.	Enquiry on Consultancy	Letter/Email/ Telephone call/walk-in request	As per TORs/RFP	Business Development Manager	Free
15.	Proposal writing for Consultancy	As per Terms of Reference (TORs) or Request for Proposal (RFP)	As per timelines agreed with the client	Director	Free
16.	Contract signing for Consultancy Services by clients	As set by client	Within 2 Days	Director	Free
17.	Processing Payment to Trainer(s) and Consultant(s)	<ul style="list-style-type: none"> <li>• Client must have paid for the services.</li> <li>• As Per Contract Provisions</li> </ul>	Free	Within 2 Days	Director

## WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

### HUDUMA BORA NI HAKI YAKO

The Director, Capacity Building and Consultancy Services (KU-CBCS), P. O. Box 43844-00100 Nairobi, Kenya. Tel. +254 20 8703845, Mobile: +254 713 537878 <a href="mailto:director-cdcs@ku.ac.ke">director-cdcs@ku.ac.ke</a>	Email:	The Vice-Chancellor Kenyatta University P.O Box 43844-00100 Nairobi, Kenya. Tel. +254 20 8703858 Mobile +254 710890005 Email <a href="mailto:complaints@ku.ac.ke">complaints@ku.ac.ke</a> <a href="mailto:director-complaints@ku.ac.ke">director-complaints@ku.ac.ke</a>
----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	--------	-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------

Signed

Dr. Jacob Omolo  
**Director, Capacity Building and Consultancy Services**