



UNIVERSITY OF NAIROBI ENTERPRISES AND SERVICES (UNES) LIMITED



CITIZENS' SERVICE DELIVERY CHARTER PROCESS DOCUMENTATION

APPROVED FOR IMPLEMENTATION



A handwritten signature in blue ink, appearing to read 'Seith Abeka', is positioned above a horizontal dashed line.


SEITH ABEKA
MANAGING DIRECTOR



MARCH 7, 2022



 REPUBLIC OF KENYA			
Institution/Organization Name:		University of Nairobi Enterprises and Services (UNES) Limited	
Affiliations; Ministry/Department/County/Parent Company:		Ministry of Education/University of Nairobi	
Economic Sector Alignment:		SDGs	
Big 4 Alignment:		UHC, Manufacturing & Food Security	
Accounting Officer:		Seith Abeka	
Period: FY		2021/2022	
Process Documentation			
Service Name:		Procurement of goods, works & services.	
Brief Description: Document Purpose/Service		The Purpose of this procedure is to ensure that the Public Procurement and Asset Disposal Act, 2015 is complied with and at the same time ensuring that value for money is realized in all procurement and disposal related matters.	
Document Control: Change Record/ Version Number		UNES/OP/P/001	
Process Owner: Name and Position		Fredrick Kanyangi Procurement Officer	
Process Writer (s): Name and Position		Brian Aholi Fredrick Kanyangi	
		PC Coordinator Procurement Officer	
Process Reviewer (s): Name and Position		Seith Abeka	
		Managing Director	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/No. of Days	Actor
1.	The User Department, when need arises or as per Procurement Plan shall requisition for purchase of goods/services/works indicating appropriate specifications through the ERP/eprocurement	Need-based	User Department

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	system or approved letter/memo.		
2.	The Procurement Officer (PO) upon receipt of the approved purchase requisitions/memo, shall immediately examine it for completeness and accuracy of specifications, which upon fulfillment of requirements shall then accept and facilitate procurement through an appropriate method.	RFQ: One (1) working day; Restricted Tender/Open National Tendering: Two (2) working days; Direct Procurement: immediate	Procurement Officer
3.	The PO shall immediately determine the appropriate method of procurement for each of the Purchase Requisitions based on threshold matrix in the second schedule of the PPADR, 2020.	RFQ: One (1) working day; Restricted Tender/Open National Tendering/RFP: Two (2) working days; Direct Procurement: immediate	Procurement Officer
4.	The PO on need basis shall carry out selection of vendors for various goods/services/works in accordance with the provisions	Thirty (30) working days (Continuous update done accordingly as per	Procurement Officer

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	of the Act. The PO shall maintain the approved list of vendors who shall be invited from time to time for purposes of restricted tenders, request for quotations, proposals and low value procurement.	<i>Section 57 of the PPADA, 2015)</i>	
5.	The PO shall invite bids within 48 hours of receipt of approved purchase requisition depending on the approved procurement method as provided for in the regulations. The PO shall use list of registered vendors or source from open market where this provision is not applicable for alternative methods.	Two (2) working days	Procurement Officer
6.	The opening committee immediately after the bid closing date shall open the bids received.	Immediate	Tender Opening Committee
7.	An evaluation Committee/PA shall immediately evaluate the bids in accordance with Criteria	Tenders: Thirty (30) working days; RFP: Twenty-one (21) working days-	Tender Evaluation Committee

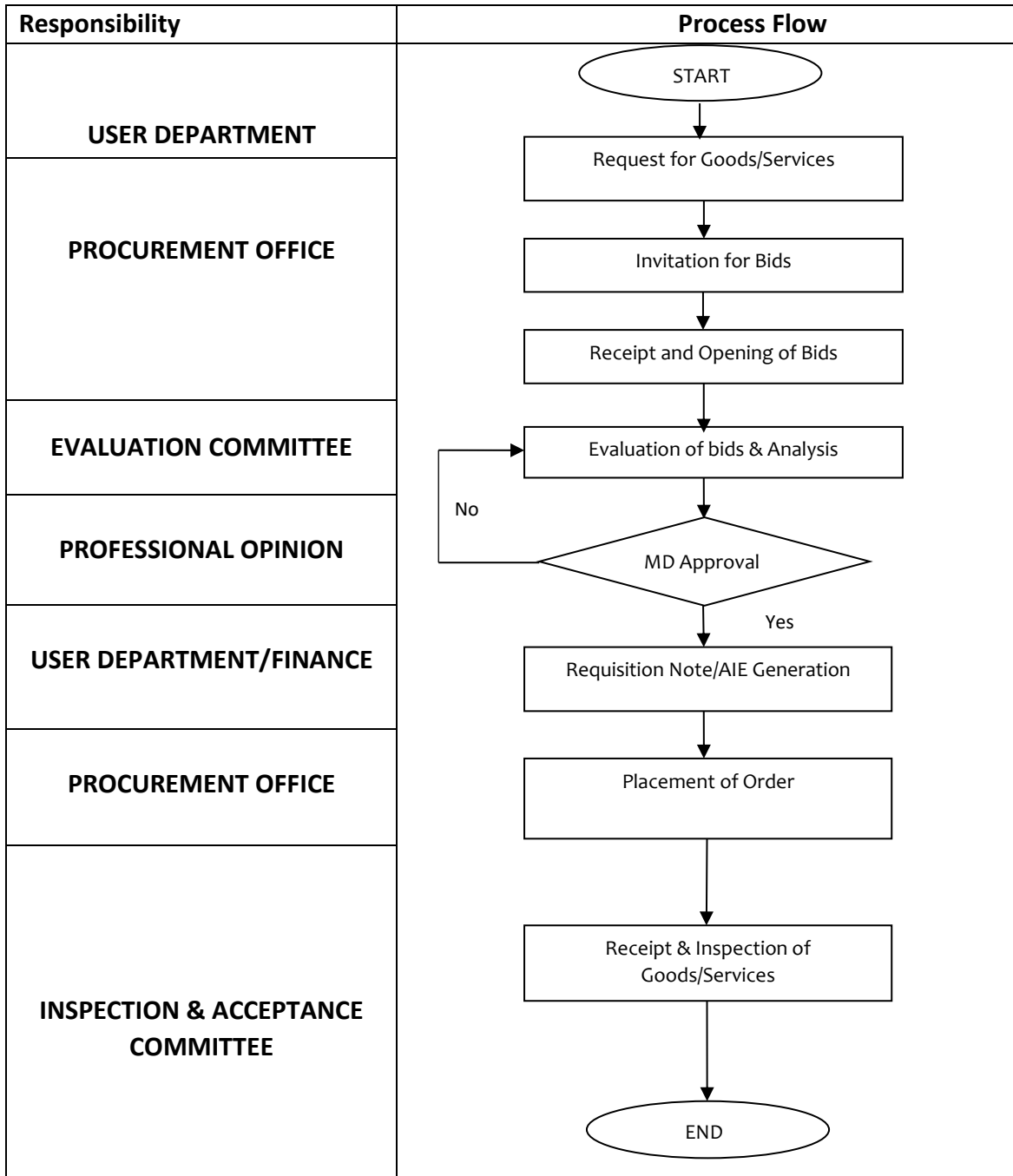
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Service Name:		Procurement of goods, works & services.	
	provided and/or Regulations 74-77 of the PPADR, 2020.	Technical Proposals, and seven (7) working days-Financial Proposal.	
8.	The PA shall prepare Professional opinion for items more than KES. 50,000 and above per a particular purchase for Goods and Services; and KES 100,000 for Works, which PO shall check and advice the MD. But for technical items an Evaluation Committee shall carry out an evaluation and make appropriate recommendations and send an Evaluation report to PO who shall then give his/her opinion separately to the MD for consideration within one day of receipt of an Evaluation Report.	One (1) working day	Procurement Assistant; Procurement Officer
9.	The user shall where applicable complete the Requisition Note for approval by the Managing Director. Upon approval, the	One (1) working day	User Department



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Service Name:		Procurement of goods, works & services.	
	User shall subsequently complete the AIE (Authority to Incur Expenditure) form confirming availability of funds and approval by the CM-F&A and the Managing Director, forward to procurement for LPO processing.		
10.	The PO shall raise and dispatch an LPO/LSO to the Vendor immediately after the MD approvals, while the Procurement Assistant (PA) shall make follow ups to ensure deliveries are done promptly to the stated destinations.	One (1) working day; Delivery as per the terms of the LPO/LSO	Procurement Officer; Procurement Assistant
11.	The Inspection and Acceptance Committee shall immediately after delivery, verify and issue a certificate based on the suitability/conformity of goods/services. Goods shall be received by the User as per	One (1) working day	Inspection & Acceptance Committee



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Service Name:		Procurement of goods, works & services.		
	UNES/OP/P002 by completing all sections of the GRN/SRN.			
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
User provides inappropriate/ Incomplete technical specifications/ ToRs	1.	Potential Vendors raise queries during the process resulting into either termination of the process or issuance of addenda.	Immediate	Procurement Officer



Process Maps/Visuals

Business process flowcharts/swim lanes/screen shots



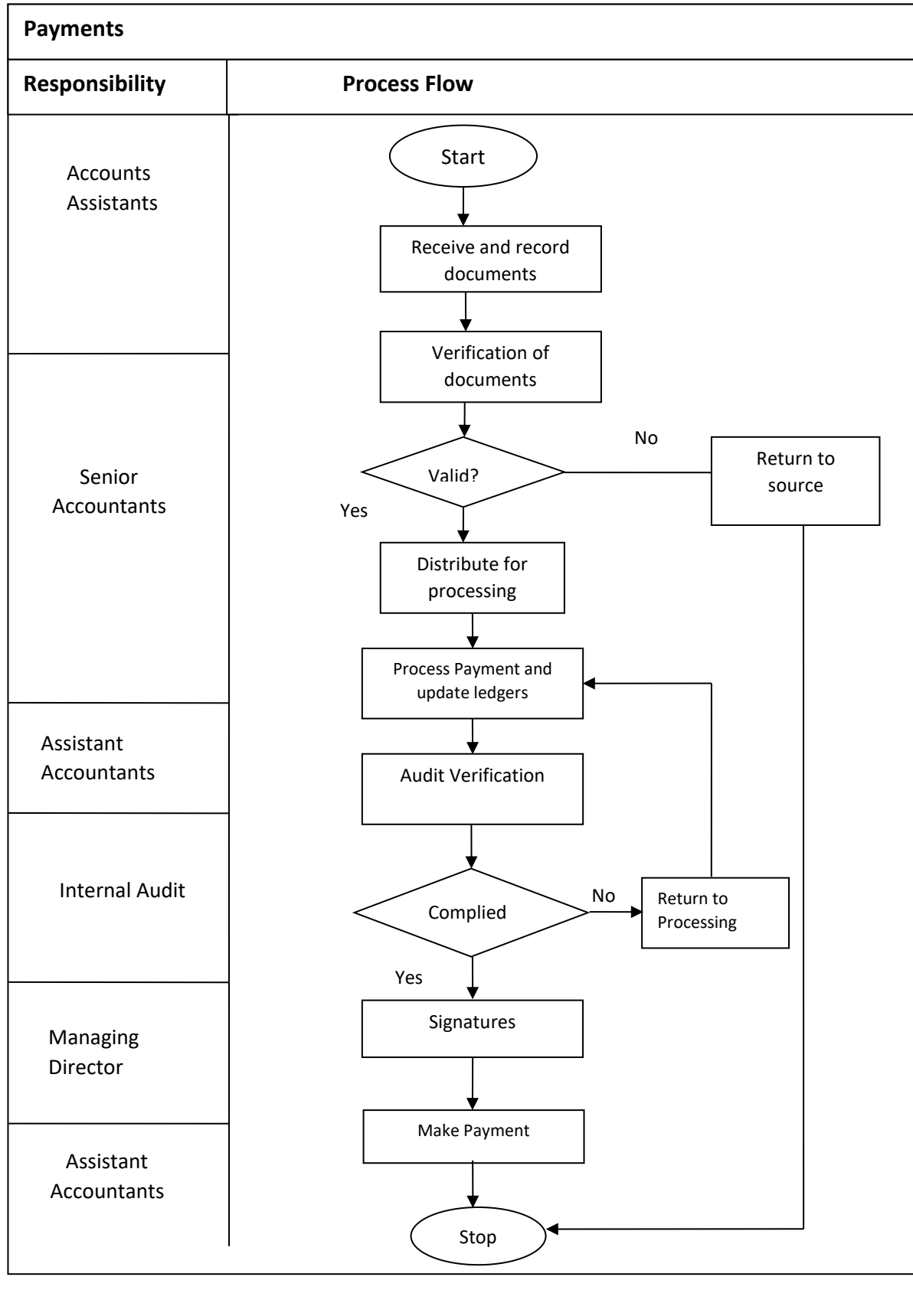
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Accounting Officer:		Seith Abeka	
Period: FY		2021/2022	
Process Documentation			
Service Name:		Payment to Suppliers	
Brief Description: Document Purpose/Service		To ensure timely payment of Suppliers in the most effective and efficient manner and in accordance with the International Standards and Practices within the Regulatory Framework.	
Document Control: Change Record/ Version Number		UNES/WI/F/001 (6.7)	
Process Owner: Name and Position		Absalom Agai Senior Accountant	
Process Writer (s): Name and Position		Brian Aholi Absalom Agai	
		PC Coordinator Senior Accountant	
Process Reviewer (s): Name and Position		Seith Abeka	
		Managing Director	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/No. of Days	Actor
1.	Upon delivery of goods/services and receipt of GRN/Job Completion Certificate, Assistant Accountant shall receive the Invoices and record in the Invoice Tracking Register	Immediate	Assistant Accountant
2.	The Assistant Accountant Shall send the Invoices to the Procuring Unit for verification	Two (2) working days	Assistant Accountant; Procuring Unit


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Accounting Officer:		Seith Abeka	
Period: FY		2021/2022	
Process Documentation			
Service Name:		Payment to Suppliers	
	and approval for payment within two days.		
3.	The Assistant Accountant shall receive all documents for payment and attach the LPOs for the various invoices and process the payment.	Two (2) working day	Assistant Accountant
4.	The Senior Accountant shall check and authorize and forward to the Examination Section for further verification.	One (1) working day	Senior Accountant
5.	On receipt of verified payments from the Examination Section, Senior Accountant shall forward the cheques/ADVs/transfer letter to the Managing Director's office for signing.	One (1) working day	Senior Accountant
6.	Once signed, Senior Accountant shall forward the cheques/ADVs/transfer letter to the Supplier and RTGS/transfer letters to the bank.	Two (2) working day	Senior Accountant



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Process Documentation				
Service Name:		Payment to Suppliers		
7.	Payments shall be made within 30 days of receipt of the fully supported Invoice	Thirty (30) working days	Senior Accountant	
8.	The Assistant Accountant Shall prepare the Withholding VAT Returns and remit payment as required by KRA.		Assistant Accountant	
9.	The Assistant Accountant shall prepare monthly Output VAT returns and remit tax to Commissioner of Domestic Taxes by the 20 th of the following month.	Twenty (20) calendar days	Assistant Accountant	
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Procuring Unit provides invoice with Incomplete supporting documents	1.	Assistant Accountant queries the invoice and returns it to the Procuring Unit for attachment of the relevant appropriate documents.	Immediate	Assistant Accountant



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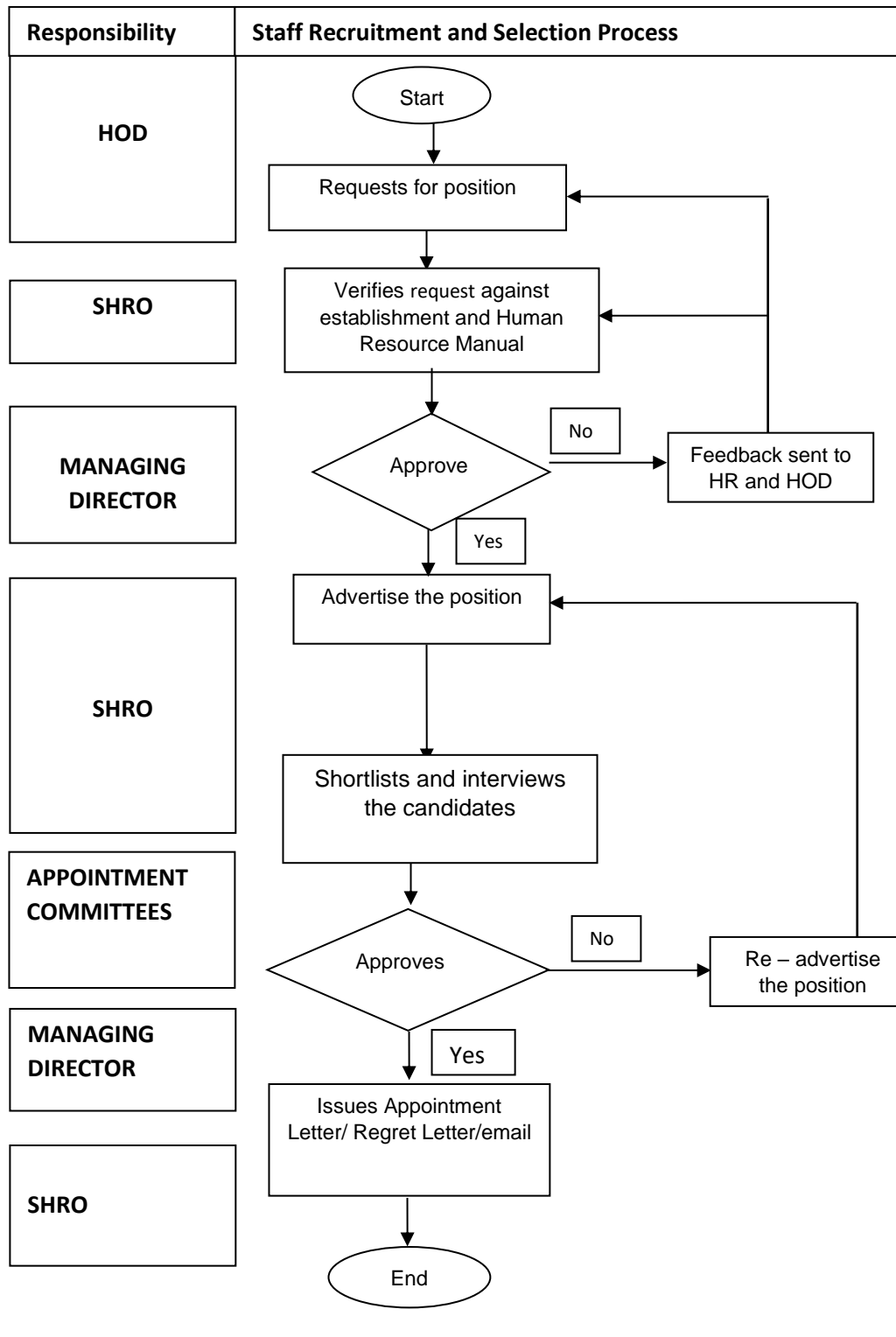
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Accounting Officer:		Seith Abeka	
Period: FY		2021/2022	
Process Documentation			
Service Name:		Staff Recruitment	
Brief Description: Document Purpose/Service		To Maximize Productivity of Human Resources in UNES.	
Document Control: Change Record/ Version Number		UNES/WI/A/001 (6.2)	
Process Owner: Name and Position		Edah Maiywa Human Resource Officer	
Process Writer (s): Name and Position		Brian Aholi Edah Maiywa	
		PC Coordinator Human Resource Officer	
Process Reviewer (s): Name and Position		Seith Abeka	
		Managing Director	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/No. of Days	Actor
1.	Recruitment of staff shall be carried out on need basis. For positions at senior levels (grade 1 to 4), the MD shall seek the approval to hire from the BoD.	Need-based	Managing Director
2.	On approval by the BoD, the MD shall inform the SHRO of the approved positions and advise on the recruitment methodology to be used for hiring the required staff. If not approved the MD shall inform the Management.	Immediate	Managing Director

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Process Documentation			
Service Name:		Staff Recruitment	
3.	For the approved positions the Head of Units shall fill the recruitment form and forward to the SHRO.	Immediate	HoDs
4.	The MD shall consider the request and approve; if the request is not approved MD shall advise accordingly.	1 day	Managing Director
5.	Upon approval by the MD, SHRO shall prepare an advert (external/internal) and advertise the vacant positions for a period of two weeks.	5 days; Fourteen (14) calendar days	SHRO
6.	The SHRO shall contact the short-listing committee to carry out short listing.	Immediate	SHRO; Short-listing committee
7.	The SHRO shall schedule interview dates and invite the shortlisted applicants for the interview through appropriate medium.	1 day	SHRO
8.	The interviewing committee shall be invited to interview the shortlisted applicants and make	14 days	Interviewing Committee



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Process Documentation				
Service Name:		Staff Recruitment		
	recommendations for the MD's approval.			
9.	After the MD's approval the Head HRAS shall draft appointment letters for MDs signature.	7 days		Managing Director; SHRO
10.	The SHRO shall issue the signed appointment letters to the successful Candidates. Upon reporting of the absorbed officer, the SHRO shall send regret letters/email to the unsuccessful applicants.	7 days		SHRO
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Applicants do not meet the requirements.	1.	The vacant position shall be re- advertised.	Immediate	Human Resource Officer

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Period: FY		2021/2022	
Process Documentation			
Service Name:		Addressing Complaints	
Brief Description: Document Purpose/Service		To provide guidance on the effective resolution of complaints concerning service delivery by UNES.	
Document Control: Change Record/ Version Number		UNES/WI/M/002 (6.2)	
Process Owner: Name and Position		HODs Unit Managers	
Process Writer (s): Name and Position		Brian Aholi HODs	
		PC Coordinator Unit Managers	
Process Reviewer (s): Name and Position		Seith Abeka	
		Managing Director	
STEPS/FLOW/SEQUENCE			
Step	Event/Activity/Action	Time/No. of Days	Actor
1.	HODs shall document the complaint issue(s) lodged in the Unit's Complaint Handling Register as per the issued framework on resolution of public complaints by the CAJ.	Immediate	HODs
2.	HODs shall resolve the complaints lodged amicably within a reasonably appropriate time as per the UNES Customer Complaint Handling Procedure	Within seven (7) working days	HODs

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Process Documentation				
Service Name:		Addressing Complaints		
	and submit a report on the same to the MD by the 5th day of every month.			
EXCEPTIONS TO THE NORMAL FLOWS				
Title	No.	Description	Time	Actor
Customer dissatisfied with the initial decision arrived at.	1.	Investigate where the customer is still dissatisfied after feedback in Option I.	Two (2) working days	HODs/Complaints Handling Committee
	2.	Investigate where it is clear that the complaint is particularly complex that will require a detailed investigation.	Seven (7) working days	Complaints Handling Committee

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