

NATIONAL COUNCIL FOR HIGHER EDUCATION



CLIENTS SERVICE DERVERY CHARTER

2020/2021-2024/2025

^

Foreword

One of the major goals of the National Council for Higher Education (NCHE) is to ensure efficient and effective service delivery to the citizens of Uganda. The development of Clients' Service Delivery Charter is one such strategy which is meant to inform the general public about the services of NCHE and increasing Public accountability. The purpose of this Clients' Charter is to inform the public of all services offered by NCHE and the time it takes to have the services rendered.

The development and publication of this Charter is a clear indication of NCHE's overall commitment to providing reliable and quality services in a transparent manner; aimed at restoring public confidence and trust amongst the citizens. This Charter is therefore a step towards ensuring a better understanding and promoting a positive relationship between the NCHE, its clients and all stakeholders. We shall indeed count on the invaluable support of the public as we seek to enhance performance and improve service delivery arrangements aimed at ensuring prosperity for all.

We are committed to offer quality services to our clients and stakeholders. In turn we expect our clients to continuously provide feedback on the standards of service we offer and avail us opportunity for self-check which will be the basis for timely intervention where minimum standards and norms are not met in order to improve our performance.



Prof. Eli Katunguka-Rwakishaya
CHAIRPERSON, NCHE

Preamble

This Clients' Service Delivery Charter is a social agreement between the National Council for Higher Education (NCHE) and its stakeholders. It has been developed in line with the Public Service Reforms in conformity with the requirements of the Circular Standing Instrument No. 2 of 2006.

The Charter identifies NCHE's areas of operation; the Services and Standards for service delivery, which NCHE clients expect and it sets out avenues for feedback and complaint handling. It also defines the responsibilities of management and staff; describes the rights and obligations of clients and identifies key actions that will enable the delivery of high quality services to all the NCHE stakeholders/clients and the general public at large.

NCHE is happy to publish and launch this Clients' Service Delivery Charter and I wish to acknowledge the contribution by all NCHE staff in making this Charter a reality and we promise to develop a monitoring and evaluation system that will be a supporting instrument for the reporting process.

It is my hope that this Charter will increase the capacity and knowledge of our clients to demand for services and to ensure that the NCHE provides services that are relevant to the needs of the people, in a timely and efficient approach. We encourage you to provide feedback regarding our services in order for the charter to remain relevant and help us drive the change towards a customer-focused approach to service delivery.



Prof. Mary J. N. Okwakol
EXECUTIVE DIRECTOR

Table of contents

1.0 INTRODUCTION.....3
1.1 NCHE Vision.....3
1.2 NCHE Mission.....3
1.3 Core Values.....3
1.4 Quality Policy Statement.....3
1.5 Functions of NCHE.....4
2.0 Purpose of the Charter.....5
2.1 NCHE Responsibility.....5
2.2 NCHE RESPONSIBILITY.....6
2.3 CLIENTS' RIGHTS AND EXPECTATIONS.....6
2.4 CLIENTS' COMMITMENT TO NCHE.....7
3.0 SERVICE STANDARDS.....7
4.0 CLIENT SERVICE DERIVERY CHARTER.....7
5.0 CHANNEL OF COMMUNICATION.....10

^

EV

1.0 Introduction

The National Council for Higher Education (NCHE) is a semi-autonomous agency of the Ministry of Education and Sports established by an Act of Parliament, the Universities and Other Tertiary Institutions Act of 2001 as amended in 2003 and 2006 to inter alia;

- Regulate and guide the establishment and management of Institutions of higher learning; and
- Regulate the quality of higher education, equate qualifications and advise government on higher education issues.

1.1 NCHE Vision

A Uganda with Accessible, Quality and Transformative Higher Education

1.2 NCHE Mission

To regulate higher education through setting standards to ensure the provision of relevant quality Higher education in Uganda

1.3 Core Values

The Core values that NCHE stands for are;

- Independence:** At NCHE we believe in knowledge and judgment. Freedom and independence. For our service consumers as well as Council and staff.
- Professionalism:** We personally commit to continuous improvement and professional growth through appearance, language and behavior. We respect others, express sincere appreciation, and positively influence those around us
- Integrity:** We strive to behave honorably, following the moral and ethical principles in all aspects of life in order to gain public trust.
- Accountability:** We are answerable to stakeholders for their actions, promote efficient and effective use of resources, pursue value for money in all our undertakings, free from conflict of interest, and uphold the organization's credibility.

1.4 Quality Policy Statement

The Council is committed to ensuring that Ugandan Institutions of Higher Learning create, sustain and provide relevant, quality and accessible higher education, in order to transform the society.

This role is underpinned by the mandate and functions of the National Council outlined in the *Universities and Other Tertiary Institutions Act, 2001 as Amended*.

In pursuit of this commitment, the council shall endeavor to:

- Understand customer issues not limited to requirements and challenges;
- Strive to exceed customer expectations;
- Be reliable and consistent in applying our rules and procedures and communicating with our clients;
- Provide accurate information;
- Be fair, impartial, responsible and trustworthy;
- Admit it when we get it wrong and resolve to get it right;
- Honor our commitments;
- Build effective, positive and productive relationships with our clients based on mutual respect and understanding.

1.5 Functions of NCHE

Section 5 of the Universities and Other Tertiary Institutions Act 2001 as amended stipulates the functions of the NCHE as follows:

- a) To implement the objects of this Act;
- b) To promote and develop the processing and dissemination of information on Higher Education for the benefit of the people;
- c) To advise the Minister on the establishment and accreditation of public and private institutions of Higher Education;
- d) To receive, consider and process applications for –
 - i) the establishment and accreditation of public and private Tertiary Institutions, private Other Degree Awarding Institutions and private Universities; and
 - ii) the accreditation of the academic and professional programmes of those institutions in consultation with Professional Associations and Regulatory Bodies;
- e) To register all institutions of Higher Education established under this Act;
- f) To receive and investigate complaints relating to institutions of Higher Education and take appropriate action;
- g) To monitor, evaluate and regulate institutions of Higher Learning;

EX
A

- h) In co-operation with the relevant government departments, private sector, or the different institutions of Higher Education, to evaluate the overall national manpower requirement and recommend solutions to the requirements;
- i) To ensure minimum standards for courses of study and equating of degrees, diplomas and certificates awarded by the different public and private institutions of Higher Education;
- j) To set and co-ordinate national standards for admission of students to the different institutions of Higher Education;
 - (ja) to require and ensure that all universities, whether private or public, adhere to minimum criteria set by the National Council for admission to under-graduate and higher degree programmes;
- k) To determine the equivalence of all types of academic and professional qualifications of degrees, diplomas and certificates obtained elsewhere with those awarded by Uganda institutions of Higher Education for recognition in Uganda;
- l) To certify that an institution of Higher Education has adequate and accessible physical structures and staff for the courses to be offered by it;
- m) To promote national interests in courses of study and professional qualifications among the different types of institutions of Higher Education;
- n) To ensure that institutions of Higher Education provide adequate facilities and opportunities for carrier guidance and counselling;
- o) To collect, examine and publish information relating to the different institutions of Higher Education.
- p) To generally advise the government on policy and other matters relating to institutions of Higher Education;
- q) To perform any other function incidental to the objects of this Act or relating to Higher Education in Uganda or that may be conferred upon it by the Minister or any other law.

2.0 Purpose of the Charter

This charter sets out NCHE's commitment to deliver services in line with its mandate in an effort to meet the expectations of the Clients. The NCHE is committed to deliver the best services aimed at fulfilling its Mandate and realization of its mission. We intend to elicit participation of all.

The objectives of this Charter are to:

- a) Inform our Clients of the services offered by the Council
- b) Create awareness to our Clients on their rights, obligations, expectations and service commitment
- c) Provide an accountability framework and feedback mechanism for the Council to its Clients
- d) Act as a tool for continuous performance assessment and improvement

It therefore spells out;

- The time taken by NCHE for service provision and requirements
- NCHE's obligations to its clients
- The responsibility and rights of NCHE Clients
- Feedback and complaints from the Clients
- The channels of communication

2.1 NCHE SERVICES

As NCHE, we strive to provide our clients with the following services:

- Information services
- Recognition and Equating of Qualifications
- Programme Accreditation
- Institutional Accreditation
- Quality Audit, Monitoring and Compliance
- Research and Innovations
- Planning and Resource Mobilisation
- Higher Education Exhibition
- Higher Education Conference
- Career Guidance and public advisory
- Higher Education Journal
- Approval of Affiliations

2.2 NCHE RESPONSIBILITY

While serving the Clients, our staff will;

- Be polite, respectful and helpful
- Give an explanation for their actions and inactions
- Provide information or direction to the next destination
- In case of an appointment, we will give you an explanation in regard to any delay in attending to you within ten minutes

2.3. CLIENTS' RIGHTS AND EXPECTATIONS

- ❖ Access Public Information in accordance with the law
- ❖ Quality service delivery
- ❖ Customer care

- ❖ Privacy and confidentiality
- ❖ Transparency in accessing NCHE services
- ❖ Appeal in accordance with the established procedures

2.4 CLIENTS' COMMITMENT TO NCHE

In order to serve you better, NCHE ask you to:

- Appreciate the efforts of our employees and treat them with mutual respect.
- Ensure that all the information you give us is correct and notify us of any changes that may affect our service provision.
- Let us know as soon as possible when we do not meet your expectations. We will investigate your complaint and tell you what we have done about it.
- To help us give you the best possible service, we welcome suggestions for improvement to address any difficulties you are experiencing.

3.0 SERVICE STANDARDS

NCHE offices are open Monday to Friday 8:00am t- 5:00pm except public holidays.

4.0 CLIENT SERVICE DERIVERY CHARTER

Department/Unit	Service	Timeline	Requirements/charges
Departments	Respond to routine correspondences	2weeks from time of receipt	Correspondence received
PR & Corporate Affairs	Respond to customer inquiries	Continual	Submission of inquiries by clients
	Publish NCHE Newsletter	Quarterly	Information from departments
	Publish List of Accredited Institutions	Quarterly	Timely submission of information to the media
	Corporate Social Responsibility	As need arises	Management identification of the activities to take part in
	Communication of Council resolutions to the concerned stakeholders	Two weeks after the Council Meeting	Management decision on what to communicate
Finance and Administration	Submitting annual financial statements to the Accountant General	By 31 st August	Timely submission of departmental reports
	Payment of creditors	Two weeks after submitting invoice	Invoice, LPO, delivery Note

↓ EK

	Request for Quotations	Two days after receipt of Form 5	Completed form 5 from user departments
	Invitation of bids	Two days after approval of bidding document	Completed form 5 with specifications
	Purchase of tender documents	Immediately after invitation of bidders and closing at deadline of submission	Payment of specified fee
	Receipt of bids	Within the specified days	Submission by deadline
	Opening of bids	Immediately after closing	Opening committee attendance by bidders is optional
	Bid evaluation	Two days after opening bids	Report of bid opening
	Contract process and award	Two weeks after the contracts committee meeting	Receipt of evaluation report
	Undertaking staff performance appraisal to evaluate individual staff performance	By end of each Financial year	Submission of duly signed and filled forms by HoDs
Planning and Development	Development of Strategic Plan	Every five years	NCHE Departments to submit input for the Strategic Plan
Institutional Accreditation	Evaluation of the application for accreditation Inspection of the Institution/campus Approval of affiliations	3months	Submitted Complete application form Payment for inspection Submission of complete filled application for affiliation
Programs accreditation	Receive Program application Processing program for accreditation	15 th day of the last month of the financial quarter Within 3 months	Submission of application Payment of inspection fee

h EK

Quality Monitoring and Compliance	Audit, and	Handling compliance of complaint	One month after receipt of the complaint	Receipt of a complaint
		Request Institutional self-assessment report (SAR)	One Month after the request	Submit SAR as per the specified guidelines
		Career guidance and advise to clients	Agreed date with the applicant	Receipt of a request for advise
Standards, Recognition and equating qualification	and of	Equation and Certification of qualifications	Within 3months	Receipt of application of equation of qualifications
Research, ICT and Innovations		Periodicals, e-journals and books on Higher Education	Access from 8:30-4:30pm on working days	Open to staff and general public Any member of the public requiring for information on HE
		Collection of information from Institutions for tracer study reports	Annually collect, analyse and disseminate data	Stakeholders to provide annual information
		Collection of information from Institutions for State for Higher Education and Training	Annually collect, analyse and disseminate data	Stakeholders to provide annual information
		Higher Education Exhibitions	Annual	Approval by Management to organize the event
		Higher Education Conference	Annual	Approval by management to organize the event
		Higher Education Journal	Annual	Receipt of research papers

EX

5.0 CHANNEL OF COMMUNICATION

You can provide feedback or communicate to us by calling our office or writing to:

The Executive Director

National Council for Higher Education

Plot M834, Kigobe Road-Kyambogo

P O Box 76, Kyambogo, Kampala.

Telephone: 0393-262140/1

E-Mail: ed@unche.or.ug or info@unche.or.ug

Website: www.unche.or.ug

er