

SWA Reviews Its Service Charter

Student Welfare Authority (SWA) reviewed its Service Delivery Charter due to the fact that there was need to align it to its Strategic Plan 2013-2018 and the Constitution of Kenya, 2010. It is against this background that the Director appointed a seven member committee led by Mr. Peter Ngari, Deputy Finance Officer, SWA, to oversee the review process. The continued effort by SWA to improve quality of service delivery to its clients and stakeholders being the hospitality wing of the University of Nairobi necessitated the review of the charter.

Prof. Isaac Mbeche, Deputy Vice Chancellor, Student Affairs, who graced the occasion, pointed out that, being the hospitality wing of the University of Nairobi the department is responsible for provision of hospitality services to the university community which has a student population base of 80,000 and over 7,000 members of staff. In addition, the department plays a major role in providing conference and event management services. With this in mind therefore in its operations, the department has to engage prudent management of resources and hence the commitment to improve the quality of service delivery efforts prompting the need to review the charter.

According to the Director, Mr. Robert Lugwe FIH, this Charter represents the covenant by the department to deliver quality hospitality services to the University community, Kenyan people and the global community. The director says “we encourage feedback from you for our continual improvement“. The department therefore commits itself in the charter to provide quality hospitality services as defined in the vision, mission and core values.

The Review Committee had a three day retreat at Tigoni from 26th to the 28th of February 2015 where they reviewed the SWA Service Charter. According to the committee the Service charter sets the scope and the standard of service rendered to students, staff and stakeholders. The charter sets out a new vision for the department to be the preferred hospitality centre that provides efficient and excellent quality products and services and a mission to provide quality hospitality facilities and services to the University, Kenyan people and the global community through catering, accommodation, event management and conference services.

The service charter set out a raft of core values as follows:

To provide quality services for all round satisfaction to the customers and to embrace and practice good

corporate governance by ensuring that all processes and procedures are characterized by efficiency and effectiveness.

That in all the department's actions and interactions, it shall maintain ethical behavior, professional etiquette and honesty and that it will foster innovativeness and creativity as the hallmark of its activities as it initiate and adapt to change. The department shall foster a work environment characterized by team spirit, team work, embrace corporate social responsibility; respect and protect the environment and it also believe in national unity and respect for diversity.

In its commitment to service delivery the department pledges that it shall offer quality, responsive, accessible and accountable services to the customers proving timely response to enquiries and encourage feedback and expression of opinion on its service delivery.