

COEP SERVICE DELIVERY CHARTER

S.No	PROGRAMME	SERVICE RENDERED	RESPONSIBILITY	SERVICE TIMELINE
1.	Community Need-Based Programmes	<ul style="list-style-type: none"> Receipt and review of letters of invitation/ acceptance to participate in CO&E projects from KU comminute members. 	<ul style="list-style-type: none"> Sec COEP Director COEP 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Seeking approval for the CO&E from the VC 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Await approval from the VCs Office 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 3 days
		<ul style="list-style-type: none"> Receipt and review of request forms from student clubs and members of staff 	<ul style="list-style-type: none"> Sec COEP Director COEP 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Request for facilitation from relevant offices (DVC Admin/DVC Finance) 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Undertake the community need based project 	<ul style="list-style-type: none"> Director, COEP Registered participants 	<ul style="list-style-type: none"> 1day
		<ul style="list-style-type: none"> Compile CO&E reports 	<ul style="list-style-type: none"> Director COEP Admin Asst. 	<ul style="list-style-type: none"> 2 weeks after implementation of the CO&E activity
		<ul style="list-style-type: none"> Receipt and review of the CO&E reports from students and members of staff 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 2weeks after the implementation of the CO&E activity
		<ul style="list-style-type: none"> Receipt and signing of certificates of participation from club patrons 	<ul style="list-style-type: none"> Sec COEP Director COEP 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Issuance of letters of appreciation to students and members of staff 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 2 weeks after completion of the CO&E project
		<ul style="list-style-type: none"> Forwarding of CO&E reports to VCs office 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 1 day
<ul style="list-style-type: none"> Evaluating impact of CO&E at the community level 	<ul style="list-style-type: none"> Director COEP Admin Asst. Community leaders 	<ul style="list-style-type: none"> 3 months after implementation of CO&E project. 		
2.	Response to National Crises	<ul style="list-style-type: none"> Identify the community under distress 	<ul style="list-style-type: none"> Director, COEP COEP Board members Admin Asst. 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Update University Management on the disaster for support and approval to respond to the disaster 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 1 day
		<ul style="list-style-type: none"> Request for appointment of disaster response committee by the Vice- Chancellor 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 5 days
		<ul style="list-style-type: none"> Strategize for disaster response 	<ul style="list-style-type: none"> Directorate of COEP Committee members 	<ul style="list-style-type: none"> To be determined by nature of response

	<ul style="list-style-type: none"> Request for allocation of funds collection account by DFO 	<ul style="list-style-type: none"> Director COEP 	<ul style="list-style-type: none"> 1day
	<ul style="list-style-type: none"> Appeal for support and Collection of funds and donations from KU community members, alumni and partners 	<ul style="list-style-type: none"> Vice-Chancellor 	<ul style="list-style-type: none"> 4 weeks
	<ul style="list-style-type: none"> Allocation of collected funds to the required disaster response budget items 	<ul style="list-style-type: none"> Director COEP Committee members 	<ul style="list-style-type: none"> 1 day
	<ul style="list-style-type: none"> Implement the response 	<ul style="list-style-type: none"> Registrar CA Director COEP Committee COEP Board Community leaders 	<ul style="list-style-type: none"> To be determined by the location of the disaster
	<ul style="list-style-type: none"> Evaluate the impact of the disaster response at the community level 	<ul style="list-style-type: none"> Director COEP Admin Asst. 	<ul style="list-style-type: none"> 3 months after the response

REVIEWED BY: _____

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DIRECTOR COEP