



Helbnewsletter

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Welcome to this edition of the *helbnewsletter*. This is the Board monthly bulletin that is meant to bring you the Board's events as they take place in our various departments. We invite your contributions on topics and subjects that you believe will benefit other readers by the 20th of every month. Enjoy the read!

Re- Appointment

The Higher Education Loans Board of Directors has re-appointed Mr. Benjamin Cheboi EBS, as the Board Secretary and Chief Executive Officer of the Higher Education Loans Board for a period of three years effective 1st April 2010.

On behalf of Management and staff we take this opportunity to congratulate him for the re-appointment and wish him success in this challenging role, and assure him of our support and commitment in ensuring the realization of the mandate of the Board.

HELB strives for excellence in Service Delivery

The Board appreciates that a big majority of students are aware of what they are expected of while applying for the loan. However, there have been cases of deserving applicants failing to access this vital resource for reasons that would otherwise be easily avoided; this was said by Mr. Benjamin Cheboi, the Chief Executive Officer HELB during a student's conference at Pwani University. He said, "It is of paramount importance that applicants, among other requirements open a bank account in the banks listed on the forms. The bank account will be used to facilitate payments of the loan."

While addressing the students the Board Secretary promised to take into account the burdensome costs associated with traveling on students and parents when awarding loans and bursaries especially for those who travel long distances.

Mr. Cheboi was accompanied by a Senior Loans Officer, Michael Lalampaa who attended to cases of individual students.

Launch of ISO, Service Charter, Strategic Plan

The Higher Education Loans Board is now ISO 9001: 2008 certified. The Board has also launched its five year Strategic plan 2009-2014 and the service charter 2010 at the Laico regency.

In her speech Hon Dr Sally Kosgei said, "I am pleased to join you today in launching the Strategic Plan 2009-2014, Service Charter 2010 and ISO certification. I am delighted that the Board has since inception supported **250,000** Kenyans with loans amounting to **Kshs.25 billion** to access higher education and that during the **2008/09 financial year**, the Board disbursed Loans amounting to **Kshs.2.86 Billion** to **63,400** students. Further, the Board is progressing towards consolidating its revolving fund and narrowing dependence on the exchequer for funds in line with its mandate."



Hon Dr Sally Kosgey, the Minister, Ministry of Higher Education Science and Technology present the ISO 9001:2008 certificate to the Board Secretary Mr. B. Cheboi. Looking on from left Acting Managing Director Mr. Joel Kioko, Hon Asman Kamama Asst Minister MOHESST Second left and the Chairman Board of Directors Prof J.W Kimura at the Laico Regency on 5th March 2010.

HELB Board Secretary Mr Benjamin Cheboi commented "In order to enhance customer service delivery we have: computerised loan awards based on information submitted by applicants, student records, Electronic fund transfer payments into students accounts as well short message services access to loan results. On recoveries the Board recovers **Kshs.160 Million** per Month [Compared to **Kshs.5**

Million IN 1995] and in June we shall hit the KShs. 180 million which should translate into Kshs 2 billion for this financial year." He thanked all those who had participated in the process of acquiring the certificate.

Speaking during the launch Mr. Joel Kioko, the Acting Managing Director, KEBS congratulated HELB for the attainment of the coveted certificate and urged the organization to continually improve the services as spelled out in the ISO procedures. Present during the launch included the senior government officials from the parent ministry, Board of Directors, among other distinguished guests.

NYERI: Exhibition by Kenyan Universities

A three day exhibition by the Kenya Universities was held at Nyeri. The exhibition that attracted exhibitors from various higher education agencies, private and public universities show cased their products as from 24th -27th March at the Green hills Hotel.

The theme of this year's exhibition, *focusing on quality and relevance* is a wake up call to institutions of higher learning to uphold high academic standards in their programmes. In his statement the Commissioner, Prof Everett Standa MBS, said that high standards were imperative to ensure that the programmes offered in universities are relevant and met new emerging trends of globalization and its effect in the higher education sector.

In his statement, Mr. Benjamin Cheboi the Chief Executive Officer HELB emphasized on the role of the Board in financing Higher Education. He said, in order to give world class service the Board has acquired ISO 9001:2008 that emphasis quality service delivery."

NEWS ROUND UP

Loans Recovery widen its loan recovery strategy

One of the HELB function is to recover the loaned out money. Hence the Recovery department has in the pas few weeks been visiting provinces as one way of netting the loan defaulters. The staff from Recovery have so far visited Nyanza province, Rift Valley, Coast, Central and Eastern Provincial Commissioners.

The aim of the visitations is to help the Board track down the loan defaulters. Speaking to Mrs. Beatrice Kibiti, this strategy would help the Board

increase its Loans recovery portfolio. She said, "The Nyanza provincial commissioner, Mr. Francis Mutie, who was a loan beneficiary was very helpful and very supportive." He assured the team who had paid a courtesy call to his office that the provincial commissioners' office was going to work hand in hand with the Board to ensure that all the matured loans are recovered for other needy Kenyans.

The team leader of the trip to Nyanza province was Mrs. Benadette Masinde, Legal Manager. Others who had visited other provinces are as follows; Western Province, Mrs. Esther Michieka the Lending manager and Mrs. Alice Ayonga, Coats province, Mr. Shem Gichimu, Head of Finance and Mr. Claude Mwaikwasi, Rift Valley province, Mrs. Anne Gitau, Human Resources and Andministration Manager, Mr. Victor Lomaria, Audit Manager, and Central and Eastern Province Mrs. Mary Wachira, Finance Manager and Mr. Naftali Michira.

Photo Speak



Dr Richard Kipsang Head of Operations (left) emphasizes a point to Mr. Atem Kuir Jok (centre) Permanent Secretary Ministry of Higher education Science and technology Government of Southern Sudan who had paid a courtesy call to the Board. Looking on is Mr. Otieno Agiro Asst Manager Corporate Communications on 18th February 2010.

Quotes of the Month

Have patience with all things, but chiefly have patience with yourself. Do not lose courage in considering your own imperfections but instantly set about remedying them - every day begin the task anew. - Saint Francis de Sales, 1567-1622

Pessimism never won any battle. - Dwight D. Eisenhower, 1890-1969, 34th President of the United States

Have an optimistic Month