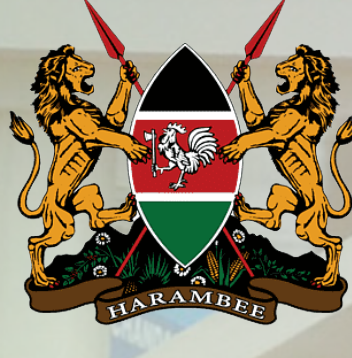


Kenyatta University

CITIZENS' SERVICE DELIVERY CHARTER

MAIN CAMPUS

 REPUBLIC OF KENYA			 KENYATTA UNIVERSITY	
S/No.	Service Provided	Requirements	Charges/cost of service	Timeline
1	Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook, WhatsApp & YouTube)	Free	1 working day
4	Response/acknowledgement to public complaints and grievances	Make a complaint	Free	1 working day
5	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6	Registration of Suppliers	Duly filled application form, Company profile, Certificate of Incorporation/Registration, PIN Certificate, Valid Tax, Compliance Certificate/Exemption, Original Bank Statement, Copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual return forms filed by company registry, National ID/Passport	Free	14 working days
7	Processing of tenders	Submit bids for good and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services received	L.P.O/Invoice Certificate of Completion/ Goods/ Services received	Free	60 days from the date of advertisement
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on the advert	Free	90 days

13	Processing of request for information	Make a request for information	Free	21 days
14	Admission of self-sponsored students	Completed Admission Form for September, and January intake every year	•KES. 2,000/= for undergraduate EA •KES. 3,000/= for post graduate EA •50USD for others	Within 10 working days
15	Curriculum Delivery	Unit registration	Free	As per teaching timetable
16	Library services	Registered library patrons	Free	As per library working hours
17	Issuance of transcripts	•Application Form •Student ID	• KES. 200/= per copy • One set free after graduation	Within 5 working days
18	Classification	•Course completion •Fees Clearance •Application	• Free	Every Semester
19	Clearance for Graduation	•Classification •Application •Fee clearance	•KES. 5,500/= for Diploma and Certificate •KES. 6,000/= for Bachelor Degrees •Postgraduate Diploma 6,200/= •KES. 6,500/= for Master Degree •KES. 7,000/= for PhD	July and December every year
20	Issuance of Certificates	•Completed University Clearance form •National ID	Free	Within a month after graduation
21	Disability shuttle service at the Main Campus	Registered students with disabilities	Free	Within 5 minutes upon request during the semester
22	Health Services at the University Health Unit	•Registered students •Bona fide staff •Valid NHIF Card Holder for others	Free	Within 2 hours
23	Hostel Room Allocation	•Registered students •Filled Hostel Allocation Form •Payment of Hostel Fee	As per policy/ guidelines	Within 1 Day
24	Provision of Meals in the Student Mess	Student Identification	As per Menu	Breakfast: 6.30am-8.30am Lunch: 11.30am-2.00pm Dinner: 5.30 pm-8.15pm

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Vice-Chancellor
 Kenyatta University
 P.O Box 43844-00100
 Nairobi
 Tel. +254 20 8703858
 Mobile: +254 710890005
 Email: complaints@ku.ac.ke

The Commission Secretary/CEO
 Commission on Administrative Justice,
 West End Towers, Waiyaki Way,
 P.O. Box 20414 – 00200
 Nairobi
 Tel. +254 (0)20 2270000/ 23030000
 Email: feedback@ombudsman.go.ke