



KISII UNIVERSITY

CITIZENS' SERVICE DELIVERY CHARTER

S/No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to enquiries by walk-in clients	Walk-in and make the enquiry	Free	1 Minute
2.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 Seconds
3.	Response to correspondence	Written correspondence (Letters)	Free	5 Working days
		Email and Social Media (Twitter, Facebook and YouTube)	Free	1 Working day
4.	Response to 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.	Processing of request for information	Make a request for information	Free	21 days
7.	Admission and registration of new students	Submission of duly filled application forms Submission of duly filled registration forms Submission of relevant academic certificates for verification Payment of applicable fees	Free	5 working days (Admission letter) 1 day (Registration)
8.	Teaching and Learning	Payment of tuition and other applicable fees Registration to relevant programme Access teaching and examinations timetables Attend classes and sit for CATs and examinations	As per applicable fees structure	As per the teaching and examination timetables
9.	Issuance of provisional transcripts	Sit for all examinations in an Academic Year	Free	1 month after approval by School Board
10.	Issuance of academic certificates and final	Submission of duly filled clearance form and certificate release form	Free	Within 2 weeks after graduation
11.	Graduation	Completion of the programme	Applicable graduation fee	As per graduation almanac
12.	Library services	Register as a library user	Free	8:00am - 10:00pm (Weekdays) 8:00am- 5:00pm (Saturdays) Closed on Sundays and public holidays
13.	Registration of suppliers	Duly filled application form. Company profile Certificate of Incorporation/ Registration PIN Certificate Valid Tax Compliance Certificate/ Exemptions Original Bank Statement Copy of certificate of registration with relevant regulatory bodies For AGPO categories, have a valid AGPO certificate Copies of annual return forms filed by company registry National ID/Passport	Free	14 Working days
14.	Processing of tenders	Submit bids for good and services	Free	90 days
15.	Notification of successful and unsuccessful bidders	Access e- procurement portal for notification	Free	1 Working day
16.	Payment for goods and services received	LPO / Invoice Certificate of Completion/Goods/Services Received	Free	60 days from the date of receipt of the invoice
17.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
18.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 working day
19.	Recruitment of staff	Make a formal application based on the advertisement	Free	90 days
20.	ICT support services	Make an official request for service required	Free	8:00am –5:00pm (Weekdays)
21.	Clearance of exiting students and staff	Submit clearance form to relevant offices	Free	1 Working day
22.	Hostel room allocation to students	Submit request and pay accommodation fee	Kshs. 3,500 per Semester	1 Working day
23.	Provision of medical services	Visit the health center Pay specified fees where applicable	Specified fees	30 minutes
24.	Counseling services for staff and students	Visit counseling office	Free	30 minutes

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

Kisii University

The Vice-Chancellor,
Kisii University,
P. O. Box 408-40200 Kisii.
Telephone No: 020 2610479
Website: www.kisiiuniversity.ac.ke
Emails: vc@kisiiuniversity.ac.ke / complaints@kisiiuniversity.ac.ke / integrity@kisiiuniversity.ac.ke

Ombudsman

The Commission Secretary/ CEO,
Commission on Administrative Justice (CAJ),
West End Towers, 2nd Floor, Waiyaki Way Nairobi
P.O. Box 20414-00200 Nairobi.
Telephone: +254 (0)20240337/0722970604
Email: info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

KISII UNIVERSITY IS A CORRUPTION FREE ZONE!!