



Kirinyaga University

**SERVICE DELIVERY CHARTER
(EXTRACT)**

Revised, 2023

OUR SERVICES

KyU is committed to providing effective and efficient high quality services. Services will be delivered in Kiswahili and English. KyU shall ensure the following standards apply in service delivery:

CUSTOMER QUERIES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Handling customer queries	Telephone call	Free	15 seconds
	Voluntary visit	Free	1 minute
	Written correspondence	Free	Five (5) working days
	Email and social media(Twitter, Facebook & YouTube	Free	1 working day

PROCUREMENT

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Registration of Suppliers	<ul style="list-style-type: none">• 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	Free	14 working days

	<ul style="list-style-type: none"> • Non-refundable fee payment receipt • Copies of annual return forms filled by company registry • National ID/Passport 		
Open tendering	Application to an open tender and submission of requisite tender documents	Hard Copy- Ksh.1000/- Soft Copy- Free	30 days
Restricted tendering	Application to a restricted tender and submission of requisite tender documents	Hard Copy- Ksh.1000/- Soft Copy- Free	30 days
Request for proposal	Application to request for a proposal and submission of requisite documents	Hard Copy- Ksh.1000/- Soft Copy- Free	30 days
Request for quotations	Application to request for quotation and submission of requisite documents	Free	14 days
Procurement of goods/services	Approved requisition	Free	28 days
Processing of tenders	Submit bids for goods and services	Free	90 days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement

FINANCE

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Payment for services rendered, goods supplied and works	<ul style="list-style-type: none"> LPO/LSO Delivery note GRN Claim/invoice 	Free	Payment within 60 days of receipt of invoice and/or as per contract of payment due date.
Fee Payment	Uploading of fees statements on the students' portal a week before close of current semester	As applicable per programme	Within two (2) weeks of reporting
Payment of Salaries	Payment of salaries	Free	By 27 th of every month.
	Payment of part-timers	Free	Thirty (30) days after claim.

ACADEMICS

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Processing of application forms and issuance of admission letters	<ul style="list-style-type: none"> Payment of application fees Submission of requisite documents 	Certificate/ Diploma Course - Kshs.1,000	Within 21 days
		Degree Course - Kshs.1,500	
		Post Graduate Course - Kshs. 2,000	
		Short Courses - As applicable	
Issuing of Teaching Timetables	Consolidated timetable	Free	Two (2) weeks prior to commencement of semester
Commencement of lectures	<ul style="list-style-type: none"> 60% fee payment Student 	As applicable per programme	Week two (2) upon reporting

	Registration		On day 1 of the semester for continuing students.
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EXAMINATIONS AND CERTIFICATION

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Examinations and results	Release of examination time table	Free	Two (2) weeks before the examinations.
	Issue of examination cards	Free	Two (2) weeks before examinations.
	Processing and release of results	Free	Six (6) weeks after end of examinations.
	Release of transcripts	Free	Two (2) weeks after release of academic year results.
Issuance of academic Certificates	Submission of duly signed clearance form	Free	Within 30 days after graduation.

LIBRARY SERVICES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Library services	<ul style="list-style-type: none"> Staff/ Student I.D Card 	Free	<ul style="list-style-type: none"> Week days: 8:00a.m. to 9:00p.m. Saturdays : 8:00a.m. to 6:00p.m.
Registration Students & Staff Other Users	<ul style="list-style-type: none"> Staff /Student I.D Card Authorization from University Librarian 	Free	Within 5 minutes

Book issues/return	Staff /Student I.D Card	Free	Within 3 minutes
Provision of information literacy skills	Registered Users	Free	Continuous
Online Public Access Catalogue	Registered Users	Free	Within 5 minutes
Provide electronic access to the Library database			
Reference service Short loan/Reservation service	Registered Users		
Current Awareness Service (CAS)	Registered Users	Free	Within 5 minutes
Selective Dissemination of Information (SDI)	Registered Users		
Provision of E-resources			
Clearance	Clearance form Staff I.D Card	Free	Within 5 minutes

TRANSPORT

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Provision of transport	Transport booking requests	Free	One (1) day

MEDICAL SERVICES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE

Provision of medical treatment	Request for medical treatment by <ul style="list-style-type: none"> Registered student Member of KyU staff/ dependants. 	Ksh. 100/- per visit for staff and dependants	Within 30 minutes of reporting case
Issuance of University commitment letters or referrals	On presentation of requisite supporting documents.	Free	Within five (5) minutes

HUMAN RESOURCES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Processing of job applications	Submission of job application and requisite documents	Free	90 days
Annual Leave Processing	Leave form	Free	Within 7 days
Orientation of staff	Reporting of new staff members	Free	On day one of reporting to work
Induction of staff	Reporting of new staff members	Free	Within one (1) month of reporting
Clearance of staff	Clearance form	Free	Within five (5) minutes

CATERING SERVICES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE

Sale of meals to students	Meal ticket	As per menu	<ul style="list-style-type: none"> • Breakfast: 6.00 a.m. – 7.45 a.m. • Lunch: 11.30 a.m. – 1.45 p.m. • Dinner: 5.30 p.m. – 8.00 p.m.
Provision of meals during meetings.	Duly completed and authorized requisition form	As per applicable University rates	Two days(2) prior to meeting date

ACCOMMODATION SERVICES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE
Hostel Room Allocation	Upon return of duly completed and processed application form	Ksh. 5,000/- per semester	On day one (1) of semester
Clearance from hostels	Clearance of all personal property and return of key	Free	Within Five (5) Minutes

ICT SERVICES

SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE	
ICT user support	E-ticket	Free	Minor issues	Within 15 minutes
			Major Issues	Within 24 hours
Handling of complaints	Written complaints	Free	Within 48 hours	
Data recovery	User request	Free	Within five(5) minutes	
Repair of ICT	User Request	Free	Within 48 hours	

equipment			
KyU websites updates	Approved User requests	Free	Within 24 hours

GENERAL SERVICES

SERVICE	REQUIREMENTS	COST	TIMELINE
Response to public complaints and grievances	Verbal or written complaint	Free	1 working day
Resolution of complaints	Verbal or written complaint	Free	14 working days
Provision of Services to customers within office hours	All offices to remain open with staff available to attend to customers	Free	Monday to Friday from 8.00 a.m. to 5.00 p.m. Closed on public holidays except for essential services
Public participation policy making process	Familiarization with issues and active participation	Free	1 day
Processing of request for information	Written request	Free	21 days

COMMUNICATION MANAGEMENT SYSTEM

KyU has developed an efficient communication and feedback system, feedback will be acknowledged and appropriate action taken in accordance with this service charter.

KIRINYAGA UNIVERSITY IS COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

1. The Vice Chancellor,
Kirinyaga University,
P.O. Box 143-10300,
KERUGOYA.
Cell: 0728499650; 0709742000
Email: vc@kyu.ac.ke

2. The Chairperson, Resolution of Public Complaints Committee
Kirinyaga University
P.O. Box 143-10300,
KERUGOYA
Complaints Desk Email: publiccomplaints@kyu.ac.ke

3. The Commission Secretary / Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.o Box 20414 - 00200
Nairobi.
Tel. +254 - 020 - 2270000/ 2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO