



JKUAT CITIZENS' SERVICE DELIVERY CHARTER

| NO. | SERVICES | REQUIREMENTS TO OBTAIN SERVICES | COST | TIMELINE | RESPONSIBLE OFFICER |
|-----|--|--|---|--|-------------------------|
| 1. | Admission of students a) GoK (Regular) students | KUCCPS admission list | Nil | Within 2 months of receipt of admission list | Registrar (AA) |
| | b) Self-sponsored students | <ul style="list-style-type: none"> ▪ Minimum course entry requirements ▪ Payment of application fee | Application fee: Certificate Kshs. 500/= Diploma: Kshs. 500/= Others: Kshs. 1500/= | Within 1 month of application | |
| 2. | Teaching | <ul style="list-style-type: none"> ▪ Registration of units ▪ Class attendance ▪ Learning materials | As per fee structure | The first 14 weeks of the semester | Chairmen of Departments |
| 3. | Examinations | <ul style="list-style-type: none"> ▪ Two-thirds class attendance ▪ Student ID card ▪ Examination card | As per fee structure | In the last 2 weeks of the semester | Chairmen of Departments |
| 4. | Issuance of academic certificate upon graduation and final year transcript | <ul style="list-style-type: none"> ▪ Successful completion of the course ▪ National ID card/passport ▪ Clearance from the University ▪ Evidence of payment of graduation fee | Nil | Within 10 days upon graduation | Registrar (AA) |
| 5. | Recruitment a) Interviews | Invitation for the interview | Nil | Within two months from the | Human Resource Manager |



JKUAT is ISO 9001:2008 Certified and ISO 14001:2004 Certified



| NO. | SERVICES | REQUIREMENTS TO OBTAIN SERVICES | COST | TIMELINE | RESPONSIBLE OFFICER |
|-----|---|---|--|---|---|
| | | | | closing date of applications | |
| | b) Response to successful and unsuccessful candidates after interview | Contact details: <ul style="list-style-type: none"> ▪ Email address ▪ Telephone no. | Nil | Within one month after the date of interview | |
| 6. | Health care services | <ul style="list-style-type: none"> ▪ Staff/Student identification card ▪ Receipt | As per charges displayed at the hospital | Immediate | Chief Medical Officer |
| 7. | Processing and awarding of tenders | <ul style="list-style-type: none"> ▪ Requests from the user department ▪ Submission of bid document | Nil | Within 30 days of opening of tenders | Chief Procurement Officer |
| 8. | Payment of creditors and other contracted services | <ul style="list-style-type: none"> ▪ Duly signed invoices ▪ Approved claim | Nil | <ul style="list-style-type: none"> ▪ Within 90 days of receipt of documents ▪ As per the contract | Finance Officer |
| 9. | Preparation of collaboration documents i.e MoU, MoA and FMs | None | Nil | Within 30 days upon approval | Director, Linkages |
| 10. | Training for technology transfer in: <ol style="list-style-type: none"> a) Farming b) Sustainable building materials c) Environmental audit and impact assessment d) Food value addition e) Chemistry products | <ul style="list-style-type: none"> ▪ Request ▪ Identified need ▪ Receipt | As per quotation | As per the request | Director, <ul style="list-style-type: none"> • Extension, • SMARTEC • IEET Manager, <ul style="list-style-type: none"> • FOTEC • CPC |
| 11. | Initiation of collaborative activities with neighbouring community e.g. cottage industry, environment etc | <ul style="list-style-type: none"> ▪ Identified needs ▪ Requests | As per approved budget | Within 30 days upon request | Director, UCCD |

