



OFFICE OF THE DIRECTOR - MOMBASA CAMPUS

P.O Box 81310 – 80100, Mombasa. Tel: +254 735 628 272, 041 2315434 E-mail: director-mombasa@jkuat.ac.ke

CAMPUS SERVICE DELIVERY CHARTER

NO.	SERVICES	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE	RESPONSIBLE OFFICER
1.	Student Admission services Self-sponsored students	i) Minimum course entry Requirements ii) Payment of application fee	Application fee: Certificate Kshs. 500/= Diploma: Kshs. 500/= Others: Kshs. 1500/=	Within 1 month of application	Assistant Registrar
	a) Issuance of admission letters	Request Contact details National ID/Passport	Nil	Within 5 minutes	Assistant Registrar
	c) Registration of new students	i) Admission letter ii) Academic certificates / results slip iii) Proof of payment of required fees iv) Registration checklist	Payment of requisite fees as per fees policy	Within 15 days of start of semester	Assistant Registrar
	c) Orientation of new students	Student registration	Nil	Within the second week of reporting	
	d) Provision of information on students	Request	Nil	Within 1 day of request	Assistant Registrar
	e) Endorsing of Helb/bursary forms	Submission of forms	Nil	Immediate	Administrator
	f) Processing of	Requests	Nil	Within 10 days of request	Respective Cods



JKUAT is ISO 19001:2015 and ISO 14001:2015 Certified



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	requests for <ul style="list-style-type: none"> • Resumption of studies • Deferment • Academic leave • Change of course • Remarking of exams 		Kshs 800		
2	Customer care services a) Enquiries b) Customer complaints c) Follow up on status of complaint	Contact details	Nil	Immediate	Administrator
	d) Provision of information on campus programs	Request	Nil	Immediate	Respective Cods
3	Teaching services a) Approval of teaching load b) Appointment of part time lecturers c) Approval of students' academic trips d) 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	Respective Cods

	e) Processing of part time lecturers' teaching /supervision claims	Duly filled claim forms Class attendance list Timetable Appointment letter Course outline Submission of examination results Approval to run Programme	Nil	Within 5 days of submission of claim form	Respective Cods
	f) Quality assurance in teaching	Student-lecturer evaluation feedback	Nil	Once per semester	Deputy Director
	g)Executive short courses	Request	Fees determined per course	Within 30 days upon request	Director
4.	Student attachment services a) Processing and approval of student attachment	<ul style="list-style-type: none"> Request Details of students List of staff to supervise 	Nil	Within 5 days of request	Respective Cods
	b) Assessment of students on attachment	<ul style="list-style-type: none"> Evidence of payment of fees Return forms confirming place of attachment. 	Nil	4 weeks to completion of attachment	Respective Cods
5.	Examinations services a) Issuance of results slips	Successful completion of coursework for a semester	Nil	Within 1 week after declaration of results	Assistant Registrar
	b) Issuance of academic transcript	Successful completion of coursework for an academic year.	Nil	Within 2 months of release of exams	Assistant Registrar
	c) Issuance of	<ul style="list-style-type: none"> Successful completion of 	Nil	Within 5 minutes	Administrator

	academic certificate upon graduation and final year transcript	<ul style="list-style-type: none"> the course National ID card/passport Clearance from the University Evidence of payment of graduation fee 		upon submission of relevant documents	
	c) Clearance of students	Clearance forms	Nil	Within 1 day of submission of forms	Respective Cods
	d) Certification of transcripts and certificates	<ul style="list-style-type: none"> Original transcript and copy Evidence of payment 	Kshs 100 per copy	Immediate	Administrator
	e) Approval of external examiners	Request	Nil	Within 2 days of request	Director
	f) Issuance of appointment letters to external examiners	Approval by	Nil	Within 3 days of approval	Director
	g) Facilitation of external examiners (hotel & air ticket booking and subsistence allowance)	Request	Nil	Within 5 days upon request	Director
	h) Processing of examination papers	Moderated draft exams	Nil	Within 2 months of submission of draft exam	Respective Cods
	i) Endorsing of examination cards	Printed examination card	Nil	Immediate	Assistant Registrar
	j) Examinations	<ul style="list-style-type: none"> Two-thirds class attendance Student ID card Examination card 	Nil		Exams officer
	k) Examination of postgraduate projects	<ul style="list-style-type: none"> Successful completion of course work and project Evidence of payment of fees. 	Nil	Within 1 month of project completion	Director

	l) Examination of thesis	<ul style="list-style-type: none"> • Successful completion of course work • Evidence of payment of fees. • Notice of intention to submit thesis • Six spiral bound copies of thesis 	As per the fees structure	Within two months of notice to submit	Director
6.	Procurement services	Departmental procurement plans	Nil	By 30 th June every year	Procurement officer
	a) Consolidation of procurement plans				
	b) Prequalification of suppliers	<ul style="list-style-type: none"> • Submission of bid documents 	Nil	By 30 th June every year	Procurement officer
	c) Floating of tenders	<ul style="list-style-type: none"> • Requests from user department • Submission of bid documents 	Nil	As per departmental procurement plan	Procurement officer
	d) Processing and awarding of tenders	<ul style="list-style-type: none"> • Requests from user department • Submission of bid documents 	Nil	Within 30 days of tender opening	Procurement officer
	e) Processing of quotations	<ul style="list-style-type: none"> • Requests from user department • Submission of quotation 	Nil	4 weeks upon opening of quotation	Procurement officer
	f) Issuance of requisitioned materials from stores	<ul style="list-style-type: none"> • Duly filled material requisition form 	Nil	Within 1 day upon receipt of requisition form	Procurement officer
	g) Repair and maintenance	<ul style="list-style-type: none"> • Request for repair and maintenance 	Nil	As per estimate	Procurement officer
7.	Linkage services	None	Nil	Within 30 days of approval	Director
	a) Preparation of collaborative documents eg: MOUs, MOAs FMs				
	b) Initiation of	<ul style="list-style-type: none"> • Identification of 	As per approved budget	Within 30 days upon	Director

	collaborative activities with the neighboring community	<ul style="list-style-type: none"> needs Requests 		request	
8.	ICT Services a) Hardware and software maintenance services	Request	Nil	Within 5 days of request	ICT Head
	b) Installation of software	<ul style="list-style-type: none"> Request 	Nil	Within 5 days of request	ICT Head
	c) Student email	<ul style="list-style-type: none"> Request 	Nil	Immediate	ICT Head
	d) Updating of campus website	News items/events	Nil	Immediate	ICT
	e) Activities and events coverage	Invitation	Nil	Within 1 day of invitation.	ICT
9	Finance a) Payment of part timers b) Payment of internal claims and requests c) Payment of creditors	<ul style="list-style-type: none"> Approved claims Approved claims Duly signed invoices 	Nil Nil	90 days of receipt of claim Within 2 days of request 90 days of receipt of claim	Accountant
	d) Other contracted services	Approved claim	Nil	As per the contract	Accountant
10	Security services b) Response to distress emergency	Alerts	Nil	Immediate	Security officer
	c) Investigations	Request	Nil	Within 3 days of request	Security officer
	d) Issuance of office keys	Request	Nil	Immediate	Security officer
11	Library Services a) Registration and clearance of users	Students/Staff ID Clearance form	Nil	Within 1 day of request	Campus Librarian
	b) Library user orientation	Registration of a user	Nil	Within a day of request	Campus Librarian

c)	Accessing Library facilities	Students/Staff ID	Nil	<ul style="list-style-type: none"> Monday to Friday: 8.00 a.m. – 7.45p.m. Saturdays: 10.00 a.m. – 4.00 p.m. Closed on Sundays and public holidays 	Campus Librarian
d)	Charging and discharging of library resources	Students/Staff ID	Nil	<ul style="list-style-type: none"> Charging – Immediate Discharging for undergraduate - 14 days Discharging for postgraduate and non-teaching - 28 days Discharging for teaching staff - 90 days 	Campus Librarian
e)	Quick and long reference services	Students/Staff ID	Nil	<ul style="list-style-type: none"> Quick – within 1 day Long – within 5 days 	Campus Librarian
f)	Access to E-resources	<ul style="list-style-type: none"> Jkuat Email & Internet connectivity 	Nil	Immediate	Campus Librarian
g)	User training on access to e-resources	<ul style="list-style-type: none"> Student/Staff ID Request 	Nil	Within 5 days upon request	Campus Librarian
h)	Anti-plagiarism software services	<ul style="list-style-type: none"> Student/Staff ID 	Nil	Within 10 Minutes upon request	Campus Librarian
i)	Registration and clearance of users	<ul style="list-style-type: none"> Students/Staff ID Clearance form 	Nil	Within 1 day of request	Campus Librarian
j)	Library user orientation	Registration of a user	Nil	Within a day of request	Campus Librarian
k)	Accessing Library facilities	Students/Staff ID	Nil	<ul style="list-style-type: none"> Monday to Friday: 8.00 a.m. – 7.45p.m. 	Campus Librarian

				<ul style="list-style-type: none"> • Saturdays: 10.00 a.m. – 4.00 p.m. • Closed on Sundays and public holidays 	
	l) Charging and discharging of library resources	Students/Staff ID	Nil	<ul style="list-style-type: none"> • Charging – Immediate • Discharging for undergraduate - 14 days • Discharging for postgraduate and non-teaching – 28 days • Discharging for teaching staff – 90 days 	Campus Librarian
	m) Inter-library loans	Students/Staff ID	Nil	Within 5 days	Campus Librarian