



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 closing date of applications	Human Resource Manager
	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: 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, ■ 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

