



CITIZENS' SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE	RESPONSIBLE OFFICER
1.	Response to enquiries from clients	Enquiries through:- <ul style="list-style-type: none"> ▪ Direct contact ▪ Telephone call/sms ▪ Email, social media (Facebook & Twitter etc.) 	Nil	<ul style="list-style-type: none"> ▪ Immediate ▪ Immediate ▪ Within two (2) days 	Respective HoDs
	Processing of correspondences	<ul style="list-style-type: none"> ▪ Written requests 	Nil	<ul style="list-style-type: none"> ▪ Within five (5) days 	
2.	Admission of Government sponsored students	<ul style="list-style-type: none"> ▪ Minimum course entry requirement as per KUCCPS 	Nil	Within four (4) weeks of the receipt of KUCCPS admission list	Registrar, AA/Deputy Registrar, Admissions
3.	Admission of self-sponsored students	<ul style="list-style-type: none"> ▪ Minimum course entry requirements ▪ Duly filled application form 	Applicable fees	Within four (4) weeks of the close of the applications	
4.	Teaching	<ul style="list-style-type: none"> ▪ Registered student ▪ Registration for units ▪ Course outline ▪ Class attendance register 	Tuition fee	<ul style="list-style-type: none"> ▪ 1st to 14th week of semester ▪ University calendar 	Chairmen of Department



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5.	Administration and processing of examinations	<ul style="list-style-type: none"> ▪ Timetable ▪ Examination card ▪ Student ID ▪ Biometric identification ▪ Two third (2/3) class attendance 	Tuition fee	As per the examination schedule	Chairmen of Department
6.	Issuance of Certificates	<ul style="list-style-type: none"> ▪ Student/National ID ▪ Clearance form 	Nil	Within three (3) months of graduation	Deputy Registrar, Examinations
7.	Facilitating the recruitment process	<ul style="list-style-type: none"> ▪ University contact details ▪ Application ▪ Meeting the minimum requirements as advertised ▪ Invitation letter for the interview ▪ Feedback after the interview ▪ Letter of appointment and Terms of Service for the successful candidate 	Nil	<ul style="list-style-type: none"> ▪ Invitation for interview to be done within two months after close of application ▪ Feedback to be given within one (1) month after date of the interview 	Human Resource Manager



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8.	Health Care Services Offering inpatient and outpatient services which include: i. Preventive/promotive ii. Curative iii. Rehabilitative	i. Identification Card (ID) for: a. Students b. Staff and their dependants c. External customers ii. Proof of payment	As per JKUAT Health Services Price list	Within one (1) day	Chief Medical Officer
9.	Invitation to tender	Nil	Nil	Within the stipulated period	Chief Procurement Officer
10.	Receiving tender documents	<ul style="list-style-type: none"> ▪ Payment of applicable tender fee ▪ Duly filled tender documents 	Prevailing rates	Within the stipulated deadline	
11.	Invitation to tender opening	<ul style="list-style-type: none"> ▪ Submitted tenders ▪ Contact details 	Nil	Within the stipulated deadline	
12.	Notification of award	<ul style="list-style-type: none"> ▪ Submitted tenders ▪ Contact details 	Nil	Within the stipulated deadline	
13.	Payment of claims to External Suppliers of goods and services	<ul style="list-style-type: none"> ▪ Invoices ▪ Delivery notes ▪ LPOs ▪ Contracts ▪ Approvals 	Nil	Within 90 days upon receipt of approved claim (External)	Finance Officer
14.	Processing of collaboration	<ul style="list-style-type: none"> ▪ Request 	Nil	Within three (3) months	



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	requests	<ul style="list-style-type: none"> ▪ Compliance with collaboration guidelines 			Director, Linkages
15.	Facilitating participation of university collaborative community projects such as Cottage Industries	<ul style="list-style-type: none"> ▪ Identified need ▪ Availability of expertise 	As per the determined cost	Continuous	Director, University Community Collaboration Directorate
16.	Consultancy services	<ul style="list-style-type: none"> ▪ Request 	As per the contract	As per the contract	Respective Directors/Deans/Managers/HoDs
17.	Short course training	<ul style="list-style-type: none"> ▪ Requests by members ▪ Needs identified by the department 	As per the contract	As per the contract	Respective Directors/Deans/Managers/HoDs
18.	Training for technology transfer in: <ul style="list-style-type: none"> i. Sustainable building materials ii. Environmental audit and impact assessment iii. Food value addition iv. Chemistry products v. Biotechnology and organic farming 	<ul style="list-style-type: none"> ▪ Request ▪ Identified need ▪ Receipt 	As per quotation	As per the request	Respective Directors/Managers (SMARTEC, IEET/FOTEC, CPC, IBR)
19.	Sale of University products	<ul style="list-style-type: none"> ▪ Request ▪ Availability of goods 	As applicable	<ul style="list-style-type: none"> ▪ Continuous 	Respective HODs

