

KIRINYAGA UNIVERSITY SERVICE CHARTER

OUR SERVICES

Kirinyaga University (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	TIMELINE
Handling customer queries	Telephone call	Nil	Within three (3) rings
	Voluntary visit		Within three (3) minutes
	Written correspondence		Within fourteen (14) days

PROCUREMENT

SERVICE	REQUIREMENTS	COST	TIMELINE
Open tendering	Application to open tender	Hard Copy- Ksh.1000/- Soft Copy- Nil	30 days
Restricted tendering	Application to a restricted tender	Hard Copy- Ksh.1000/- Soft Copy- Nil	30 days
Request for proposal	Application to a request for proposal	Hard Copy- Ksh.1000/- Soft Copy- Nil	30 days
Request for quotations	Application to a request for quotation	Nil	15 days

Procurement of goods/services	Approved Requisition	Nil	30 days
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FINANCE

SERVICE	REQUIREMENTS	COST	TIMELINE
Payment for services rendered, goods supplied and works	<ul style="list-style-type: none"> LPO/LSO Delivery note GRN Claim/invoice 	Nil	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	Nil	By 27 th of every month.
	Payment of part-timers	Nil	Thirty (30) days after claim.

ACADEMICS

SERVICE	REQUIREMENTS	COST	TIMELINE
Processing of application forms	<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	Nil	Two (2) weeks prior to commencement of semester
Commencement of lectures	<ul style="list-style-type: none"> • 60% fee payment • Student Registration 	As applicable per programme	<p>Week two (2) upon reporting</p> <p>On day 1 of the semester for continuing students.</p>

EXAMINATIONS AND CERTIFICATION

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

LIBRARY SERVICES

SERVICE	REQUIREMENTS	COST	TIMELINE
Library services	<ul style="list-style-type: none"> Staff/ Student I.D Card 	Nil	<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 	Nil	Within 5 minutes
Book issues/return	Staff /Student I.D Card	Nil	Within 3 minutes
Provision of information literacy skills	Registered Users	Nil	Continuous
Online Public Access Catalogue Provide electronic access to the Library database	Registered Users	Nil	Within 5 minutes

Reference service Short loan/Reservation service	Registered Users		
Current Awareness Service (CAS)	Registered Users	Nil	Within 5 minutes
Selective Dissemination of Information (SDI)	Registered Users		
Provision of E- resources			
Clearance	Clearance form Staff I.D Card	Nil	Within 5 minutes

TRANSPORT

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

MEDICAL SERVICES

SERVICE	REQUIREMENTS	COST	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 dependents	Within 30 minutes of reporting case

Issuance of University commitment letters or referrals	On presentation of requisite supporting documents.	Nil	Within five (5) minutes
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HUMAN RESOURCES

SERVICE	REQUIREMENTS	COST	TIMELINE
Processing of job applications	Submission of application and requisite documents	Nil	Within three (3) months
Annual Leave Processing	Leave form	Nil	Within 7 days
Orientation of staff	Reporting of new staff members	Nil	On day one of reporting to work
Induction of staff	Reporting of new staff members	Nil	Within one (1) month of reporting
Clearance of staff	Clearance form	Nil	Within five (5) minutes

CATERING SERVICES

SERVICE	REQUIREMENTS	COST	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
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ACCOMMODATION SERVICES

SERVICE	REQUIREMENTS	COST	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	Nil	Within Five (5) Minutes

ICT SERVICES

SERVICE	REQUIREMENTS	COST	TIMELINE	
ICT user support	E-ticket	Nil	Minor issues	Within 15 minutes
			Major Issues	Within 24 hours
Handling of complaints	Written complaints	Nil	Within 48 hours	
Data recovery	User request	Nil	Within five(5) minutes	
Repair of ICT equipment	User Request	Nil	Within 48 hours	
KyU websites updates	Approved User requests	Nil	Within 24 hours	

GENERAL SERVICES

SERVICE	REQUIREMENTS	COST	TIMELINE	
Customer care through handling of complaints/ compliments raised through service points, suggestion boxes, email, telephone	Written or Oral Complaint/ compliment	Nil	Oral response	Within five (5) minutes
			Written response	Within 14 days
Provision of Services to customers within office hours	All offices to remain open with staff available to attend to customers	Nil	Monday to Friday from 8.00 a.m. to 5.00 p.m. Closed on public holidays except for essential services	