

OUR VISION

A World Class University in the advancement of academic excellence, research and social welfare



OUR MISSION

To train human resource that meets the development needs of the country and international labour market, sustain production of quality and relevant research, disseminate knowledge, skills, values and competencies for the advancement of humanity

KISII UNIVERSITY

CITIZENS' SERVICE DELIVERY CHARTER

| NO | SERVICE PROVIDED | CLIENTS' REQUIREMENTS TO OBTAIN SERVICE / GOOD | COST OF SERVICE/ GOOD (KSH) (IF ANY) | TIMELINE |
|-----|---|--|--|--|
| 1. | Office and administrative support services | Visit relevant office during official working hours | Free | From 8:00am-5:00pm on all working days |
| 2. | Response to enquiries | Voluntary visit/ call | Free | Within 5 minutes |
| 3. | Attending to telephone calls | Making calls through official lines | Free | Within 3 rings |
| 4. | Service at the front offices | Request for services at the designated points | Free | Within 10 minutes of request |
| 5. | Handling correspondences | Correctly address and deliver correspondences | Free | . Within 7 days of receipt for mails . Within 24 hours for emails |
| 6. | Response to complaints, compliments and suggestions | Give suggestions, complaints and complements through official channels | Free | Within 5 working days upon receipt |
| 7. | Admission and registration of new students | . Submission of duly filled application forms . Submission of duly filled registration forms . Submission of relevant academic certificates for verification . Payment of applicable fees | Application fee: . Kshs. 2000 = Undergraduate and Postgraduate . Kshs. 1000 = Diploma . Kshs.500 = Certificate | . Admission letter within 5 working days . Registration as per the specified date of reporting |
| 8. | Delivery of academic programmes (Teaching, supervision and examinations) | . Payment of tuition and other applicable fees. . Registration to relevant programme . Access teaching and examinations timetables from university notice boards and website . Attend not less than 75% of all classes and sit for CATs and examinations. | Tuition and other applicable fees as per prevailing fees structure | As per the teaching and examination timetables |
| 9. | Examination results | Sit for examinations | Free | Within 8 weeks after the last day of examination |
| 10. | Issuance of provisional transcripts | Request for transcripts | Free | One month after approval by senate |
| 11. | Issuance of academic certificates and final transcripts | Submission of duly filled clearance form and certificate release form | Free | Within 2 weeks after graduation |
| 12. | Library services | Duly registered library user and abide by library rules and regulations | Specified fees where applicable | . Week days from 8:00am-10:00pm . Saturdays from 8:00am-5:00pm . Closed on Sundays and public holidays |
| 13. | Procurement of goods and services for user departments | . Submission of annual procurement plans . Submission of goods/ service requisition form . Adherence to Public Procurement and Asset Disposal Act and Regulations | Free | Within 30 days after requisition is made. |
| 14. | Payment for goods and services to suppliers | . Submission of duly signed and stamped order, invoice, credit note and delivery note . Submission of contract agreement (if any) . Submission of certificate of completion and inspection/ implementation report (if any) | Free | Within 60 days after receipt of relevant documentation |
| 15. | Payment of imprests and claims | . Online request for payment via ERP system . Submission of duly filled imprest warrant / claim form . Submission of evidence documents | Free | Within 4 working days after application |
| 16. | Acknowledgement of payments (Issuance of receipts) | . Correct payee details on bank pay-in slip . Submit evidence of payment . Authorization letter where necessary | Free | Within 5 minutes after confirmation of payment |
| 17. | Clearance of exiting students and staff | Submission of clearance form to relevant offices for clearance | Free | Within 15 minutes per section upon receipt and verification of the clearance form |
| 18. | Hostel room allocation to students (Note: Accommodation is on first come first served basis) | . Online room application via the ERP system. . Submission of duly filled room application form. . Payment of accommodation fee | Ksh. 3,500 per Semester | Within 30 Minutes |
| 19. | Provision of medical services | . Voluntary visit to the health center by students, staff and the public. . Payment of specified fees where applicable | Specified fees where applicable | Within 30 minutes after reporting |
| 20. | Counseling services for staff and students | Voluntary visit to the counseling office during official working hours | Free | Within 30 minutes |

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or any officer who does not live up to our commitment to courtesy and excellence in Service Delivery should be reported to:

Kisii University

The Vice-Chancellor
Kisii University
P.O. Box 408-40200 Kisii
Telephone No: 020 2610479
Website: www.kisiiuniversity.ac.ke
Emails: vc@kisiiuniversity.ac.ke / complaints@kisiiuniversity.ac.ke / integrity@kisiiuniversity.ac.ke

Ombudsman

The Commission Secretary/ CEO
Commission on Administrative Justice (CAJ)
West End Towers, 2nd Floor, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Telephone: +254 (0)20 240337 / 0722970604
Email: info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

KISII UNIVERSITY IS A CORRUPTION FREE ZONE !!