

Citizens' Service Delivery Charter

“Commitment to Excellence in Service Delivery to Our Customer”

SERVICE	REQUIREMENTS	USER CHARGES (KSH.)	TIMELINES	PERSON RESPONSIBLE
RESPONSE TO ENQUIRIES AND CORRESPONDENCES	Use of appropriate channels: - Customer Care Desk - Emails	No charge	Within three (3) working days	Vice-Chancellor
ANSWERING PHONE CALLS	Clarity and courtesy	No charge	Within three (3) rings	Heads of Respective Departments
STUDENT ADMISSION a) Government Sponsored Students b) Self Sponsored Students	KUCCPS admission list Minimum program entry requirements	No charge Application Fee Diploma: 500/- Undergraduate: 1,000/- Postgraduate: 2,000/-	Within one (1) month of receipt of admission list Within one (1) month of application	Deputy Vice-Chancellor (Academic & Students' Affairs)
TEACHING	- Registration of Units - Class Attendance - Learning Materials	As per fees structure	The first thirteen (13) weeks of the semester	Deputy Vice-Chancellor (Academic & Students' Affairs)
EXAMINATIONS	- 80% class attendance - Student ID card - Examination card	No charge	In the last three (3) weeks of the semester	Deputy Vice-Chancellor (Academic & Students' Affairs)
ISSUANCE OF ACADEMIC CERTIFICATE UPON GRADUATION AND FINAL YEAR TRANSCRIPT	- Successful completion of the course - National ID or Passport - Clearance certificate - Evidence of payment of graduation fee.	No charge	Within two (2) months after graduation	Deputy Vice-Chancellor (Academic & Students' Affairs)
UNIVERSITY LIBRARY SERVICES	- Student ID - Staff ID	No charge	Immediate	University Librarian
RECRUITMENT	Invitation to interview	No charge	As per the Advertisements	Deputy Vice-Chancellor (Administration & Finance)
FINANCIAL PAYMENT For Approved Costs	Duly signed invoices and approved claims	No charge	Within thirty (30) working days after receipt of goods / services	Finance Officer
PROCUREMENT OF GOODS, WORKS AND SERVICES	Receipt of duly approved documents	Depends on agreement	Within sixty (60) Days	Procurement Officer
TREATMENT AT UNIVERSITY CLINIC	Appropriate Identification	No charge	Immediate	Medical Officer
RESOLVING COMPLAINTS	Receipt of Complaints	No charge	Within twenty one (21) days	Vice-Chancellor
ACCESS TO INFORMATION	Requests	No charge	Within twenty one (21) days	Vice-Chancellor
IMPLEMENTATION OF MoU's & MoA's	Approved documents	No charge	As per agreement	Deputy Vice-Chancellor (Planning, Research & Extension)
COMMUNITY SERVICE	Identify needs and/or requests	As per approved budget	As per agreement	Deputy Vice-Chancellor (Planning, Research & Extension)

WE VALUE YOUR FEEDBACK AND ARE COMMITTED TO EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards should be reported to:

The Vice-Chancellor
University of Eldoret
P. O. Box 1125-30100 ELDORET
Tel: +254 788 232 004 / +254 740 354 966
Email: complaints@uoeld.ac.ke or vc@uoeld.ac.ke
Website: www.uoeld.ac.ke

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
P. O. Box 20414-00200 NAIROBI
Tel: +254 (0)20-2270000 / 2303000
Email: complain@ombudsman.go.ke

“It is your right to demand good service”

University of Eldoret is ISO 9001:2015 Certified



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