



CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE (IF ANY)	TIMELINE
1.	Enquiries • Phone enquiries • Verbal/Walk-In Enquiries • Enquiry by written Correspondences	<ul style="list-style-type: none"> ✓ Phone Call ✓ Walk-in and make verbal enquiries ✓ Written Letter/Correspondence ✓ Email/Social Media Correspondences 	Free	15 Seconds 1 Minute 5 Working days 1 Working day
2.	Processing of request for Information	<ul style="list-style-type: none"> ✓ Make a formal request to the relevant office 	Free	21 days
3.	Response to Public Complaints & Grievances	<ul style="list-style-type: none"> ✓ Walk-in and lodge a complaint 	Free	1 Day
	Resolution of Complaints	<ul style="list-style-type: none"> ✓ Verbal/Written Complaint 	Free	14 Working days
4.	Public Participation in Policy-Making Process	<ul style="list-style-type: none"> ✓ Self-familiarization with the issue/policy document ✓ Active Participation. 	Free Free	7 days 1 day
5.	Student Admission	<ul style="list-style-type: none"> ✓ Government Sponsored Students (GSS): ✓ Minimum Admission Requirements: <ul style="list-style-type: none"> • KUCCPS placement list ✓ Privately Sponsored Students (PSS): ✓ Minimum Course Requirements: <ul style="list-style-type: none"> • Duly filed Application Forms • Certified copies of Certificates/Result Slips • Certified Copies of National ID or Passport • Two (2) Passport Size Photographs • Certificate Course: D+ (Plus) • Diploma Course: C- (Minus) • Bachelor's Course: C+ (Plus) or Diploma from a Recognized Institution or Equivalent Qualification • Postgraduate Diploma Course: Relevant Bachelor's Degree • Master's Degree Course: Relevant Bachelor's Degree • PhD Course: Relevant Master's Degree 	Free	1 day 10 working days
			Privately Sponsored Students: <ul style="list-style-type: none"> • Certificate Kes. 500/= • Diploma Kes. 1,000/= • Bachelor's Kes. 2,000/= • Postgraduate Diploma Kes. 2,000/= • Master's Kes. 2,000/= • PhD Kes. 2,000/= • Non EAC Applicant USD 50 	
6.	Student Registration	<ul style="list-style-type: none"> ✓ Registration of First Year Students: <ul style="list-style-type: none"> • Login to students portal to obtain Admission Letter • Duly Completed Admission Form(s) • National ID Card or Copy of Birth Certificate • Original Certificates • Certified Copies of KCSE/ KCPE/Related Certificate/Diploma/Bachelor's Degree/Master's Degree • Original Bank Slip/Money Order for Fee Payment ✓ Continuing Students: <ul style="list-style-type: none"> • Login to students portal for registration 	Free Free	10 Minutes 1 Minute
7.	Inter-Programme transfer	<ul style="list-style-type: none"> ✓ Threshold of the Course preferred 	Transfer fee Kes. 1,000/=	1 Day
8.	Teaching	<ul style="list-style-type: none"> ✓ Access Card ✓ Report and register for units 	Free	13 Weeks in a semester
9.	Examination/Supplementary/Retake Exam	<ul style="list-style-type: none"> ✓ Examination Card ✓ Approval for remarking, supplementary, and retake of the exam. ✓ Official Payment Receipt for Re-marking or Supplementary or Re-take exam 	<ul style="list-style-type: none"> • Free for all First Attempt Examinations • Each Exam paper Remarked Kes. 1,000/= • Each Supplementary Exam Kes. 1,500/= • Each Retaken Exam Kes. 3,500/= • Subject enhancement Kes. 3,500/= per unit 	2 Weeks
10.	Graduation	<ul style="list-style-type: none"> ✓ Confirmation of students details in the Graduation List ✓ Official Receipt for Graduation Fee Payment 	Free Payment of Graduation Fee Per Program: <ul style="list-style-type: none"> • PhD Program Kes. 7,000/= • Master's Degree Program Kes. 6,000/= • Bachelor's Degree program Kes. 5,500/= • Postgraduate Diploma (PGDE) Kes. 5,500/= • Diploma Program Kes. 5,500/= • Certificate Program Kes. 5,500/= Gown Hiring <ul style="list-style-type: none"> • PhD Kes. 2,000/= • Other programs Kes. 1,000/= 	30 days to graduation 10 days to graduation
11.	Issuance of Academic Certificates and Official Transcripts	<ul style="list-style-type: none"> ✓ Duly Filled Clearance Form ✓ Student and National ID Cards ✓ Official Payment Receipt for Transcript 	<ul style="list-style-type: none"> • Issuance of Certificates Free • Issuance of Official Transcript Kes. 500/= • Re-Printing of Official Transcripts Kes. 1,000/= • Annual Certificate Storage Charges Kes. 1,000/= 	Two (2) weeks after graduation 5 Minutes. 5 Minutes. Annually from 90 after graduation.
12.	Ethics Review	<ul style="list-style-type: none"> ✓ Institutional Introductory Letter ✓ Duly filled Ethics Review Application Form ✓ Copy of Proposal to be Reviewed 	Laikipia University Research Proposal/Protocols By: <ul style="list-style-type: none"> • Staff Kes. 5,000/= • PhD Student Kes. 3,000/= • Master's Degree Student Kes. 2,000/= • Undergraduate Student Kes. 1,000/= Research Proposal/Protocols by other Institutions: <ul style="list-style-type: none"> • Researcher Kes. 10,000/= • PhD Student Kes. 5,000/= • Master's Degree Student Kes. 3,000/= • Undergraduate Student Kes. 2,000/= • International Researcher USD. 250 Consultancies: <ul style="list-style-type: none"> • Projects by Kenyans Kes. 20,000/= • Projects by Citizens other than Kenyans USD 500 	Scheduled within Two (2) weeks upon confirming payment
13.	Library Services Physical Access Online Access	<ul style="list-style-type: none"> ✓ Student/Staff National ID ✓ Login Credentials 	Free	5 Minutes
14.	Games, Chaplaincy, Counselling, HELB Assistance Services	<ul style="list-style-type: none"> ✓ Student Identity Card/ Access Card ✓ Self-presentation 	Free	As scheduled
15.	Farm, Catering and Accommodation Services	<ul style="list-style-type: none"> ✓ Placement of an order/booking for the service sought ✓ Payment of Services as per the order 	Farm Produce and Catering Services: <ul style="list-style-type: none"> • Charges as per menu/order Accommodation Services: <ul style="list-style-type: none"> • Low Cost Room - Kes. 3,500 per Semester • High Cost Room - Kes. 4,000 per Semester 	5 Minutes 5 Minutes
16.	Registration of Suppliers	<ul style="list-style-type: none"> ✓ Duly filled application form ✓ Company profile ✓ Certificate of incorporation ✓ Registration PIN Certificate ✓ VAT Tax Compliance/Exemption Certificate ✓ Original Bank Statements ✓ Copy of certificate of registration with relevant regulatory bodies where applicable ✓ Copy of prescribed non-refundable fee payment receipt ✓ Copy of annual returns filed by company registry ✓ National ID/Passport 	Free	14 working days
17.	Processing of Tenders	<ul style="list-style-type: none"> ✓ Submit Bids for Goods/Services/Works 	Free	90 days from the date of advertisement
18.	Notification of Successful/Unsuccessful Bidders	<ul style="list-style-type: none"> ✓ Access to e-procurement portal/University website 	Free	1 working day
19.	Payment for Goods/Service/Works Delivered	<ul style="list-style-type: none"> ✓ LPO/Invoice/Certificate of Completion ✓ Goods/Service Received Note ✓ Duly Completed Inspection Form where applicable ✓ Project Progress Certificate where applicable ✓ Site Meeting Minutes where applicable 	Free	60 days from the date the requirements are fulfilled.
20.	Disposal of Obsolete Stores	<ul style="list-style-type: none"> ✓ Submit Bids ✓ Certificate of Incorporation ✓ Certificate of registration with relevant professional bodies 	Free	60 days from the date of advertisement
21.	Recruitment of Staff	<ul style="list-style-type: none"> ✓ Meeting the prescribed Job Specifications 	Free	90 days
22.	Health Services	<ul style="list-style-type: none"> ✓ Checking in to Medical Centre ✓ Payment of consultation/Lab Test/dispensing fee where applicable 	Consultation <ul style="list-style-type: none"> Staff and Student Free Other Clients Kes 300/= Lab Test/dispensing As per the invoice 	10 Minutes

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

The Vice-Chancellor
Laikipia University,
P.O. Box 1100-20300, Nyahururu-KENYA
Tel: +254(0)20 2331509 Cell: +254 713 552761
E-mail: vc@laikipia.ac.ke
Website: www.laikipia.ac.ke

OR

Commission on Administrative Justice (CAJ)
'Office of the Ombudsman'
2nd Floor, West End Towers, Waiyaki Way
P.O. Box 20414-00200, Nairobi - KENYA
Tel: +254-20-2270000/2303000
E-mail: complain@ombudsman.go.ke