REPUBLIC OF KENYA

LAIKIPIA UNIVERSITY

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KENYA

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CITIZENS' SERVICE DELIVERY CHARTER

S/NO.:	CATEGORY/TYPE OF SERVICE	CUSTOMER REQUIREMENT/S	COST OF SERVICE [KES/USD]	TIMELINE
1.	**RESPONSE TO ENQUIRIES** **PHONE ENQUIRIES** **VERBAL WALK-IN CLIENT/S** **WRITTEN CORRESPONDENCES**	✓ *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.	**REQUEST FOR INFORMATION**	✓ *Make a formal request to the relevant office*	**Free**	21 days
3.	**PUBLIC COMPLAINTS AND GRIEVANCES**	✓ *Walk-in and lodge a complaint*	**Free**	1 Day
4.	**COMPLAINTS RESOLUTION**	✓ *Verbal/Written Complaint*	**Free**	14 Working days
5.	**PUBLIC PARTICIPATION IN POLICY-MAKING**	✓ Self-*familiarization* with the issue/policy document ✓ Active Participation.	**Free** **Free**	7 days 1 day
6.	**STUDENT ADMISSION**	**Government Sponsored Students (GSS):** **Minimum Admission Requirements:** ✓ *KUCCPS placement list* **Privately Sponsored Students (PSS):** **Generic Requirements:** ✓ *Duly filed Application Forms* ✓ *Certified copies of Certificates/Result Slips* ✓ *Certified Copies of National ID/ Passport* ✓ *Two (2) Passport Size Photographs* **Specific Course Requirements:** ✓ **Certificate:** *D+ (Plus)* ✓ **Diploma:** *C- (Minus)* ✓ **Bachelor's:** *C+ (Plus)/Relevant Diploma from a Recognized Institution/ Equivalent Qualification* ✓ **Postgraduate Diploma:** *Relevant Bachelor's Degree* ✓ **Master's Degree:** *Relevant Bachelor's Degree* ✓ **PhD:** *Relevant Master's Degree*	**Free** **Privately Sponsored Students:** • 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**	1 day 10 working days
7.	**STUDENT REGISTRATION**	**Registration of First Year Students:** ✓ *Login to student's portal to obtain Admission Letter* ✓ *Duly Completed Admission Form(s)* ✓ *National ID/Copy of Birth Certificate* ✓ *Original Certificates* ✓ *Certified Copies of KCSE/ KCPE/Related Certificate/Diploma/ Bachelor's /Master's Degree Certificate* ✓ *Original Bank Slip for Fee Payment* **Continuing Students:** ✓ *Login to student's portal for registration*	**Free** **Free**	10 Minutes 1 Minute
8.	**INTER-PROGRAMME TRANSFER**	✓ *Threshold* of the Course preferred	Transfer fee **Kes. 1,000**	1 Day

9.	**TEACHING**	✓ *Access Card; and* ✓ *Report and register for units and attend lectures*	**Free**	13 Weeks in a semester
10.	**EXAMINATION - FIRST ATTEMPT** **SUPPLEMENTARY/RETAKE EXAM** **EXAMINATION RE-MARKING**	✓ *Examination Card* ✓ *Approval for remarking, supplementary, and retake.* ✓ *Official Payment Receipt for Remarking or Supplementary or Re-take exam*	• 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
11.	**GRADUATION**	✓ *Confirmation of students details in the Graduation List* ✓ *Official Receipt for Graduation Fee Payment*	**Free** **Payment of Graduation Fee Per Program:** • 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** • PhD **Kes. 2,000** • Other programs **Kes. 1,000**	30 days to graduation 10 days to graduation
12.	**ISSUANCE OF ACADEMIC CERTIFICATES AND OFFICIAL TRANSCRIPTS**	✓ *Duly Filled Clearance Form* ✓ *Student and National ID Cards* ✓ *Official Payment Receipt for Transcript*	• 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.
13.	**ETHICS REVIEW**	✓ *Institutional Introductory Letter* ✓ *Duly filled Ethics Review Application Form* ✓ *Copy of Proposal to be Reviewed*	**Research Proposal/Protocols By:** • 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:** • 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:** • Projects by Kenyans **Kes. 20,000** • Projects by Non - Kenyans **USD 500**	Scheduled within Two (2) weeks upon confirming payment
14.	**LIBRARY SERVICES** **PHYSICAL ACCESS** **ONLINE ACCESS**	✓ *Student/Staff National ID* ✓ *Login Credentials*	**Free**	5 Minutes
15.	**GAMES, CHAPLAINCY, COUNSELLING, HELB ASSISTANCE SERVICES**	✓ *Student Identity Card/Access Card* ✓ *Self-presentation*	**Free**	As scheduled
16.	**FARM, CATERING AND ACCOMMODATION SERVICES**	✓ *Placement of an order/booking for the service sought* ✓ *Payment of Services as per the order*	**Farm Produce and Catering Services:** • Charges as per menu/order **Accommodation Services:** • Low-Cost Room **- Kes. 3,500 per Semester** • High-Cost Room **- Kes. 4,000 per Semester**	5 Minutes 5 Minutes
17.	**REGISTRATION OF SUPPLIERS**	✓ *Duly filled application form* ✓ *Company profile* ✓ *Certificate of incorporation* ✓ *Registration PIN Certificate* ✓ *VAT Tax Compliance/Exemption Certificate* ✓ *Original Bank Statements* ✓ *Copt 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

18.	**PROCESSING OF TENDERS**	✓ *Submit Bids for Goods/Services/Works*	**Free**	90 days from the date of advertisement
19.	**NOTIFICATION OF SUCCESSFUL/UNSUCCESSFUL BIDDERS**	✓ *Access to e-procurement portal/University website*	**Free**	1 working day
20.	**PAYMENT FOR GOODS/SERVICE/WORKS DELIVERED**	✓ *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.
21.	**DISPOSAL OF OBSOLETE STORES**	✓ *Submit Bids* ✓ *Certificate of Incorporation* ✓ *Certificate of registration with relevantprofessional bodies*	**Free**	60 days from the date of advertisement
22.	**RECRUITMENT OF STAFF**	✓ *Meeting the prescribed Job Specifications*	**Free**	90 days
23.	**HEALTH SERVICES**	✓ *Checking in to Medical Centre* ✓ *Payment of consultation/Lab Test/dispensing fee where applicable*	**Consultation** • Staff and Student **Free** • Other Clients **Kes 300** • Lab Test/dispensing **As per the invoice**	10 Minutes

VISION

Nurture and Transform for the World.

MISSION

To contribute to the world through Education, Research, Training, Consultancy, Innovation, Outreach, and Collaboration.

MOTTO

"Seed of Wisdom"

CORE VALUES

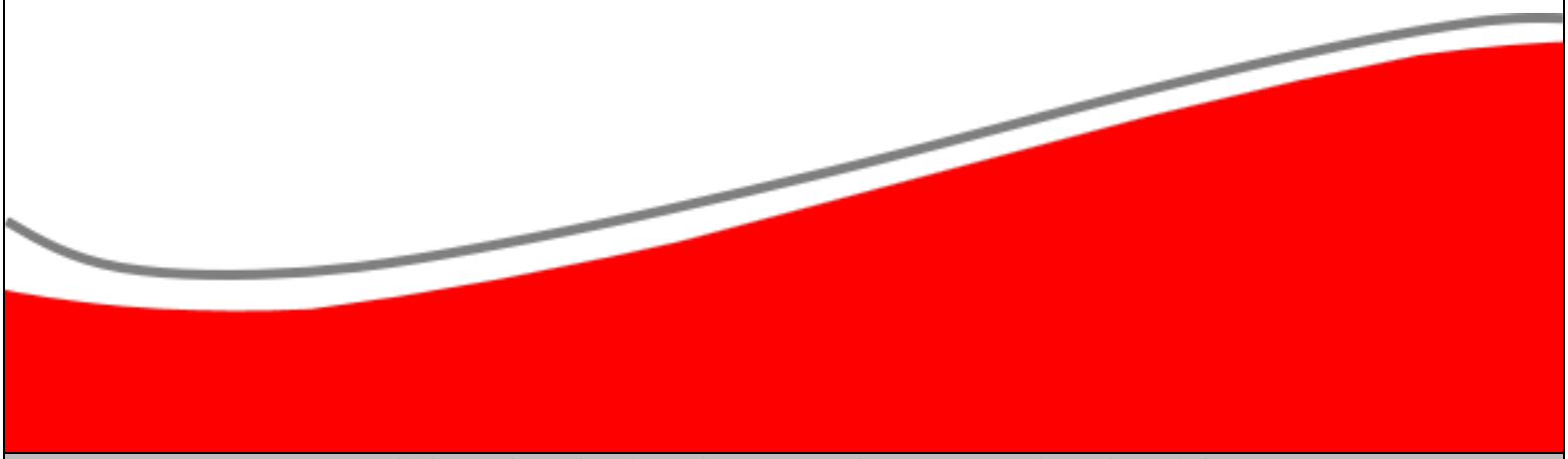
Quality | Integrity | Innovativeness | Inclusivity

Any service/good rendered that does not conform to the above standards or any officer who does not live up to the commitment of 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



IT IS YOUR RIGHT TO RECEIVE QUALITY, EFFICIENT AND EFFECTIVE SERVICES

''HUDUMA BORA NI HAKI YAKO''