



## KIBABII UNIVERSITY COLLEGE

### CITIZEN'S SERVICE DELIVERY CHARTER (IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE)

S.NO.	SERVICE OFFERED	ROOM/OFFICE	OFFICER IN CHARGE	REQUIREMENTS	CHARGES	TIMELINE
1.	Providing Information	Reception Desk	Receptionist/Office Assistant	Specify the Enquiry/requests for information or Officer to see.	Free	Immediately
2.	Management of External Correspondences	Registry	Registrar (Administration)	Receipt of correspondence	Free	7 days
3.	Management of complaints, compliments and suggestions	Registry	Registrar (Administration)	Receipt of complaint, Compliment or suggestion.	Free	7 days
4.	Recruitment of Staff	Human Resource Office	Registrar Administration	Application letter, letter of invitation Letter of appointment	Free	2 months
5.	Orientation of Staff	Human Resource Office	Registrar Administration	Appointment letter	Free	1 day
6.	Clearance of staff on exit	Human Resource Office	Registrar Administration and Heads of sections	Duly completed clearance form	Free	2 days
7.	Counseling Services (individual/group counseling)	Counseling Office	Counselor	Bonafide or staff	Free	8am-5pm Weekdays
8.	Outreach services to community	Public Liaison Office	Public Relations Officer	Identification of a need and on request	Free	Within 2 weeks
9.	Transport Services	Transport Office	Assistant Registrar (Administration)	Duly filled Transport request form	Free	2 days
10.	Cleaning Services	Human Resource Office	Assistant Registrar (Administration)	Identification of need and deployment of support staff; Routine	Free	As per duty roster

For complaints or compliments, please report to:  
 The Principal, Kibabii University College  
 P.O. Box 190-50200, Bungoma, Kenya.  
**Tel:** 020-2028660/0708-085934/0734-831729

**E-mail:** [enquiries@kibabiiuniversity.ac.ke](mailto:enquiries@kibabiiuniversity.ac.ke)  
**Website:** <http://www.kibabiiuniversity.ac.ke>