



KIBABII UNIVERSITY
Knowledge for Development

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HOSTEL DEPARTMENT

SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENT	CHARGES(KSHS)	TIMELINE
ROOM ALLOCATION	REGISTRATION FORM, EVIDENCE OF PAYMENT	KSH 3000 -JAB STUDENT KSH 5000 -PSSP STUDENT	10 MINUTES
ISSUING OF ROOM KEY	EVIDENCE OF PAYMENT	FREE	2 MINUTES
ROOM CHECKIN	COMPLETED INVENTORY FORM	FREE	5 MINUTES
REPAIRS/MAINTANACE	COMPLAINT FORM	FREE	1 DAY
ROOM CLEARANCE	DULY COMPLETED INVENTORY FORM ROOM KEY	FREE	10 MINUTES