



**KIBABII UNIVERSITY COLLEGE – ISO 9001: 2008 QUALITY MANAGEMENT SYSTEMS**

**ISSUED FOR USE ON:**  
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**MAIN TITLE:**

**REF: KIBU/ACA/POL/006**

**CITIZEN’S SERVICE CHARTER**

**CITIZEN’S SERVICE CHARTER**

**ACADEMIC AFFAIRS DEPARTMENT**

**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.	Admission of students into University College programmes	Academic Affairs Office	Registrar Academic) Affairs.	Certificate – Mean Grade C- Minus at KCSE  Diploma – Mean Grade C at KCSE  Degree – Mean grade at least C+ at KCSE or 2 Principles at A – Level and 1 subsidiary	As per approved fee structure	1 month
2.	Registration of students into University College programmes	Academic Affairs Office	Registrar Academic) Affairs.	Admission letter and original academic certificates Pass port size Photographs documents.	Full payment of fees	1 day
3.	Processing of transcripts	Academic Affairs Office	Registrar Academic) Affairs.	Completion of specified academic year	Free	1 month after Senate’s approval
4.	Issuance of Transcripts	Academic Affairs Office	Registrar Academic) Affairs.	Completion of specified academic year	Free	1 day
5.	Replacement of lost transcripts	Academic Affairs Office	Registrar Academic) Affairs.	Written request	Kshs. 100	1 day
6.	Graduating Students	Academic Affairs Office	Registrar Academic) Affairs.	Successful Completion of courses Academic dress	Payment of graduation fees	As per academic calender
7.	Clearing Students upon completion of studies	Academic Affairs Office	Registrar Academic) Affairs.	Duly completed clearance form	Free	2 days
8.	<b>Issuance of Certificate</b>	Academic Affairs Office	Registrar Academic) Affairs.	Evidence of clearance	Free	1 day
9.	Orientation of new students Orientation of staff	Academic Affairs Office Human Resource Office	Registrar Academic Affairs Registrar Administration	Successful completion of the registration process Appointment letter	Free	7 days 1 day

For complaints or compliments, please report to  
**The Principal, Kibabii University College**  
 P.O. Box 1699-50200, Bungoma, Kenya  
**Tel: 020-2028660/ 0708-085934/ 0734-831729**  
**Email: enquiries@kibabiiversity.ac.ke**

<b>AREA OF VALIDITY</b>	<b>APPROVED BY: PROF. ISAAC IPARA ODEO (PRINCIPAL)</b>	<b>SIGN:</b> .....	<b>DATE:</b> .....
	<b>AUTHORIZED BY: PROF. SHEM AYWA (MANAGEMENT REPRESENTATIVE)</b>	<b>SIGN:</b> .....	<b>DATE:</b> .....
	<b>ISSUED BY: DR. JULIUS MAIYO (PCQA)</b>	<b>SIGN:</b> .....	<b>DATE:</b> .....