



KIBABII UNIVERSITY

SERVICE CHARTER MATRIX

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 | - Specified Enquiry - Needed Information | Free | Immediately | |
| 2. | Processing of application for admission into University Programmes | Academic Affairs Office | Registrar, Academic Affairs | - Duly Completed Application Form - Copies of Copies of Certificate(s) or Result Slip(s). | Certificate KSh.500.00 Diploma Ksh.500.00 Degree KSh.1,000.00 Post Graduate KSh. 2,000.00 | Within 1 Month | |
| 3. | Registration of Students into University Programmes | Academic Affairs Office | Registrar, Academic Affairs | - Admission Letter - Original Academic Certificates - Pass port size Photographs - Other Relevant Documents | Full Payments of Fees | 1 Day | |
| 4. | Accommodation for Resident Students | Hostels' Office | Hostels' Office | Duly Completed Accommodation Form - Signing KIBU Rules and Regulations Governing Hostels | Payment of Accommodation Fee | 1 Day | |
| 5. | Teaching Services | Lecture Halls | CoD | - Curriculum - Students and staff - Learning Materials | As per the Approved Fees Structure | 16 Weeks | |
| 6. | Research and Consultancy Services | Director RCE Office | Director, RCE | - Staff - Applicable Infrastructure | As per RCE Policy | 2 Weeks upon Approval | |
| 7. | Community Outreach Services | Director RCE Office | Director, RCE | - Identification of a Need - Receipt of a Request | Free | Within 2 weeks | |
| 8. | Library Services | University Library | University Librarian | - Borrowers' Cards - User ID Cards | Free | Weekdays 9am - 10pm Saturday 8am - 5pm Sunday 2pm - 5pm | |
| 9. | Catering Services | Multi- purpose Hall and Cafeteria | Catering Officer | - Meal Voucher - Payment Receipt | Charges as per Menu | 5 – 10 Minutes | |
| 10. | Clearance of Students for Graduation | Academic Affairs' Office | Registrar, Academic Affairs | - Successful Completion of Courses - Dully Filled Clearance Form | Free | As per Academic Calendar | |
| 11. | Management of External Correspondences | Registry | Registrar, Administration | - Receipt of Correspondence | Free | 7 Days | |
| 12. | Management of Complaints, Compliments or Suggestions | Registry | Registrar, Administration | - Receipt of Complaint, Compliment or Suggestion. | Free | 7 Days | |
| 13. | Payment for Goods and Services Supplied to the University | Finance Office | Finance Officer | - Evidence of Order - Invoice - Delivery Note | Free | Within 60 Days | |



Knowledge for Development
ISO 9001: 2015 Certified