

**KIBABII UNIVERSITY
SERVICE CHARTER
TIMETABLING DEPARTMENT**

S/NO	SERVICE OFFERED	ROOM/OFFICE	OFFICER INCHARGE	REQUIREMENTS	CHARGES (KSHS)	TIMELINE
1	Inquiries/Providing information and Front office desk	University timetabling office	Assistant office Administrator	Specified inquiry Needed information	Free	Immediately
2	Attendance to phone calls	University timetabling office	Assistant office Admin/University timetabling coordinator	A telephone call	Free	Promptly
3	Response to correspondence	University timetabling office	Assistant office Admin/University timetabling coordinator	Receipt of correspondence	Free	2 days
4	Response to complaints, compliments or suggestions	University timetabling office	Assistant office Admin University timetabling coordinator	Complaints & Compliments Register.	Free	2 days
5	Issuance of draft timetables	University timetabling office	Assistant office Admin University timetabling coordinator.	Course allocations ERP system e-mails Noticeboards	Free	2 weeks
6	Issuance of final timetables	University timetabling office	Assistant office Admin University timetabling coordinator.	Course allocations ERP system e-mails Noticeboards	Free	2 weeks to start of Semester/Exams

For complaints or compliments, please report to:

The University Time-tabling Coordinator

P O Box 1699-50200 Bungoma-Kenya

IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE