



**BOMET UNIVERSITY COLLEGE**  
(A Constituent College of Moi University)

**CITIZENS' SERVICE DELIVERY CHARTER**

N O	SERVICE	REQUIREMENT	SERVICE POINT	CHARGES (KSH)	TIMELINE
1	Correspondence	Receipt of: i) Enquiries ii) Complaints iii) Compliments	Customer care/Frontline desk(s)	Free	i) Immediate ii) Within Seven days from receipt date iii) Within Seven days from receipt date
2	Student Admission	Meet the criteria for specific programmes	Admissions Section – Government Sponsored Students	As per KUCCPS placement requirement	One month to reporting date
			Respective Schools – Privately Sponsored Students: i) Certificate ii) Undergraduate iii) Diploma iv) Postgraduate	Non-refundable application fees; i) Certificate -500/= ii) Diploma - 500/= iii) Undergraduate - 1000/= iv) Postgraduate - 2000/=	
3	Teaching	i) Payment of specified tuition and Other fees ii) Course registration iii) Class attendance	Schools/ Departments	As specified in the fee structure	As per the Almanac and teaching timetables
4	Examinations	i) At least 80% class attendance ii) Full semester fees payment iii) Student ID iv) Examination card	Respective Schools	As specified in the fees structure	As per Examination Almanac approved by Senate
5	i) Provisional Transcripts ii) Certifying of Academic Transcripts and Certificates: iii) Issuing of Certificates	i) Provisional Transcripts Student ID and approval	i) Respective Schools	Free	i) Twenty-one (21) working days after approval by Senate ii) Within one (1) hour iii) Within two months after graduation
		ii) Copies of Academic Transcripts and Certificates	ii) Respective Schools	Free	
		iii) Approved results by Senate and National ID Dully filled clearance form KCSE Certificate or Equivalent National ID/Passport	iii) Examination Section	i) Free for first Transcripts ii) Specified fee for replacement and additional Transcript iii) Storage charge of -1,000/= per year after the first two years of graduation	
6	Graduation	i) Successful completion of programme ii) Approval by College Academic Board iii) Approval by Senate	i) Respective Schools ii) College Academic Board iii) Senate	Convocation and graduation fees	As per Graduation Almanac approval by Senate
7	Library Services	Registration for membership Student/Staff ID Temporary membership	Library Department	Free  As approved by Council	Stipulated opening hours
8	Processing and Awarding of Tenders	Duly completed tender documents	Procurement Department	Downloaded copy - Free, Institution supplied copy - 1000/-	As stipulated in the advertisement notice
9	Payment for Goods and Services	Receipt of Invoice, Delivery Note, Goods Receipt Note and Pink Copy of Local Purchase Order.	Finance Department	Free	Within 90 days after receipt of invoice
10	Disposal of Unserviceable Goods and surplus items	Declaration by user departments Approval by Management	Procurement Department	Approved charges	60 days after approval
11	i) Recruitment of staff ii) Placement iii) Promotion of Staff	i) Meet the criteria as per advertisement	Human Resource Department	Free	i) Within six (6) months after close of advertisement  ii) Within one (1) day of reporting iii) As per criteria and establishment
		ii) Based on the Staff Establishment			
		iii) Based on the criteria and scheme of service			
12	Payments Processing of: i) Imprests ii) Claims	i) Imprests form ii) Vouchers	Finance Department	Free	i) Within seven (7) days of application ii) Within fourteen (14) days from receipt date
		Payroll processing	Formal appointment	Human Resource and Finance Department	Free
13	Student Welfare Services	i) Student ID ii) Registered student in a semester	i) Dean of Students ii) Office Catering and Hostels	As stipulated in Accommodation and Catering rates.	Continuous
14	Health Services	i) Staff ii) Student ID	University Clinic	Free	Stipulated hours
15	Research and Innovation	i) Adherence to the University Research and Intellectual Property Policy, ii) Research Permit from National Commission for Science, Technology and Innovation or accredited iii) Authority, where applicable	Centre for Research	Payment of statutory fees where appropriate	As per research policy
16	Safety and Security Services	Planned safety and security activities and procedures as per the Policy	Safety and Security Department	Free	Continuous

**For Compliments and Complaints please contact:**  
The Principal  
Bomet University College  
P.O Box 701-20400  
Bomet Kenya  
Website: www.buc.ac.ke

If not satisfied please refer:  
Commission on Administrative Justice (CAJ)  
West end Towers, 2<sup>nd</sup> Floor, Westlands  
P.O Box 20414-00200  
Nairobi  
Tel: 020-2270000  
Website :www.ombudsman.go.ke

