



REPUBLIC OF KENYA

CITIZENS' SERVICE DELIVERY CHARTER



BOMET UNIVERSITY COLLEGE
(A Constituent College of Moi University)

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 Respective Schools - Privately Sponsored Students: i) Certificate ii) Diploma iii) Undergraduate iv) Postgraduate	As per KUCCPS placement requirement Non-refundable application fees i) Certificate - 500/= ii) Diploma - 500/= iii) Undergraduate - 1000/= iv) Postgraduate - 2000/=	One month to reporting date
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 A.Imanac 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 A.Imanac approved by Senate
5	i) Provisional Transcripts ii) Certifying of Academic Transcripts and Certificates; iii) Issuing of Certificates	i) Provisional Transcripts ii) Student ID and approval iii) Copies of Academic Transcripts and Certificates iii) Approved results by Senate and National ID Dully filled clearance form KCSE Certificate or Equivalent National ID/ Passport	i) Respective Schools ii) Respective Schools iii) Examination Section	Free Free 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	i) Twenty-one (21) working days after approval by Senate ii) Within one (1) hour iii) Within two months after 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 A.Imanac approval by Senate
7	Library Services	Registration for membership Student/ Staff ID Temporary membership	Library Department	Free	Stipulated opening hours
8	Processing and Awarding of Tenders	Duly completed tender documents	Procurement Department	As approved by Council 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 ii) Based on the Staff Establishment iii) Based on the criteria and scheme of service	Human Resource Department	Free	i) Within six (6) months after close of advertisement ii) Within one (1) day of reporting of reporting establishment iii) As per criteria and establishment
12	Payments Processing of: i) Imprests ii) Claims Payroll processing	i) Imprests form ii) Vouchers Formal appointment	Finance Department Human Resource	Free Free	i) Within seven (7) days of application ii) Within fourteen (14) days from receipt date By the 20th day of every month Continuous
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 A 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

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Principal,
Bomet University College
P.O Box 701-20400
Bomet, Kenya
email:principal@buc.ac.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2 nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO