



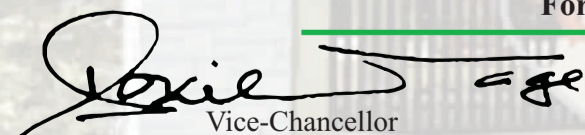
CITIZENS SERVICE DELIVERY CHARTER

Egerton is committed to being a World Class University for the Advancement of Humanity

Service/Good	Requirements to obtain service	Cost of Service/Good	Time Line
Information enquiry and reception desks	Specify requests for information, officers and service	Free	5 minutes
ACADEMIC DISCIPLINES			
i) Agriculture ii) Arts and Social Sciences iii) Business iv) Education v) Health vi) Environment and Natural Resources vii) Engineering viii) Science ix) Law (LLB) x) Gender Studies xi) Veterinary, Medicine and Surgery	Meet minimum University and specific National Regulatory admission requirements	Free	i) Diploma 3 years ii) BA/Bsc/Bcom/L.L.B - 4 years iii) Bsc Engineering - 5 years iv) BVM - 5 years v) MB.ChB - 6 years vi) Masters - 2 years vii) Ph.D - 3 years
ADMISSION AWARD/CONFERMENT			
Diploma Bachelor Master Doctor of Philosophy	i) Certified copies of certificates/Results slips ii) Certified copies of National Identification Card or Passport iii) Passport size photographs iv) Duly completed application forms v) Minimum admission requirements • Diploma - K.C.S.E. -C • Bachelors - K.C.S.E C+ • Masters - Second Class Honours (Upper Division) • PhD. - Masters Degree	i) Diploma - Kes.1000 ii) Bachelors/Masters/Ph.D. - Kes.2000	• Acknowledgement – 10 working days after receipt of application • Notification about admission - 30 working days after receipt of application
Teaching	Payment of requisite fees Attendance of classes	KUCCPS and SSP Students Tuition per academic year i) Diploma ii) Bachelors iii) Masters iv) PhD Fees structure (www.egerton.ac.ke)	• Two semesters per academic year, each semester is 17 weeks
Provision of Transcripts	Completion of academic programmes	Free	• Provisional transcript 40 working days after the end of academic year • Official transcripts 3 days after graduation.
Award of Certificates	i) Successful completion of academic programmes ii) Payment of all required fees iii) Clearance certificate	i) Undergraduate - Kes.4,500 ii) Masters - Kes.5,500 iii) PhD - Kes.6,500 Alumni fee inclusive	• 3 working days after graduation. • PhD. - Same day • Provisional transcript 40 working days after the end of academic year.
OTHER SERVICES			
Accommodation Services	i) Duly completed accommodation form ii) Payment of required accommodation fee iii) Completion of good conduct form	Accommodation fee ranging from Kes.2,500 to Kes.6,600 per semester	1 day
Security Services	i) Egerton University students, staff and other stakeholders ii) Egerton University property	Free	Immediate and continuous
Catering services	Egerton University students, staff and other stakeholders	Charges as per menu	Immediate
Counseling services	i) Egerton University students, staff and other stakeholders ii) Entry of details in Counter Book	Free	Time varies as per individual cases
Medical services	i) Egerton University Registered students, staff and community ii) Entry of details in counter book	Payment of medical fee of Kes.2000 Alongside other fees	30 minutes
Recreational Services	i) Registered students and University employees ii) Appropriate sports gear	Free	Continuous
Research and Consultancy	i) Submission of proposal ii) Availability of sponsorship	Dependent on Research Budget	Continuous
Extension services	i) Memorandum of Understanding between the University and community ii) Referral sheet	Free	Continuous
Payment for works, goods and services supplied	i) Local purchase order ii) Invoice iii) Delivery note iv) Goods Received Note	Free	90 working days supply
Library/Internet Services	Registered students and University employees	Free	Immediate
Funeral Home Services	Registered students, staff and community	Dependent on various services offered by the Funeral Home	Immediate and continuous
Receipting of monies received from clients	Bank deposit files from the bank as evidenced in the bank statement	Free	24 hours from receipt of bank deposit files
Processing of imprests	An application that meets the requirements of all the regulations governing imprest	Free	4 working days
Processing and payment of teaching claims	Claimant submits a fully approved teaching claim supported by all relevant documents	Free	30 days from receipt of claim
Resolution of complaints and feedback	Email, telephone, letters etc	Free	15 days

The University Council, Management and Staff are committed to the Delivery of the Best Services to Students, the Public and Industry in line with the Article 10 of the Constitution of Kenya, 2010.

For any questions concerning the quality of service contact:


Vice-Chancellor

Egerton University, P. O. Box 536 – 20115,
Egerton Kenya Tel 254-51-2217810, Fax 244-51-22178227
E-mail: vc@egerton.ac.ke

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HUDUMA BORA NI HAKI YAKO

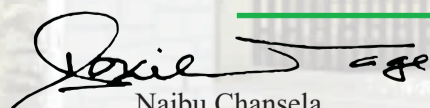
Transforming Lives through Quality Education

CITIZENS SERVICE DELIVERY CHARTER

Egerton imeazimia kuwa Chuo Kikuu cha Daraja la Kimataifa katika Kuendeleza Ubinadamu

HUDUMA	YANAYOHITAJIKA	ADA ya MTUMIAJI	MUDA
Uchunguzi wa habari na madawati ya mapokezi	Kuuliza na maombi mahususi ya habari, maafisa na huduma	Hakuna Malipo	Dakika 5
VITENGO/VITIVO VYA AKADEMIA			
i) Kilimo ii) Sanaa na Sayansi za Jamii iii) Biashara iv) Elimu v) Afya vi) Mazingira na Maliasili vii) Uhandisi viii) Sayansi ix) Sheria x) Masomo ya Jinsia xi) Elimu ya Maradhi ya mifugo Dawa, Utabibu na Upasuaji	Kutumiza mahitaji ya kimsingi ya Chuo na Mahitaji mahususi ya Kitaifa ya kusajiliwa	Hakuna Malipo	i) Stashahada Miaka 3 ii) Shahada ya kwanza katika Sanaa, Sayansi, Biashara na Uchumi, Sheria Miaka 4 iii) Shahada ya Uhandisi: Miaka 5 iv) BVM: Miaka 5 v) Udaktari na Upasuaji: Miaka 6 vi) Uzamili: Miaka 2 vii) Uzamifu: Miaka 3
KUSAJILIWA, TUZO NA KUFUZU			
Stashahada Shahada Uzamili Uzamifu	i) Nakala za vyeti au matokeo zilizoidhinishwa ii) Nakala zilizoidhinishwa za Kitambulisho cha kitaifa au cheti cha kusafiria iii) Picha za ukubwa wa pasipoti iv) Fomu zilizojazwa kikamilifu za kujiunga v) Mahitaji ya kimsingi ya kujiunga • Stashahada - K.C.S.E.C- • Shahada - K.C.S.E C+ • Uzamili -Shahada-Daraja ya Pili (Kiwango cha Juu) • Uzamifu. -Uzamili	i. Stashahada - KES.1000 ii. Shahada/Uzamili/Uzamifi. - KES. 2000	• Kukiri – Siku 10 za kikazi baada ya kupokelewa kwa ombi. • Kufahamishwa kuhusu kusajiliwa – Siku 30 za kikazi baada ya kupokelewa kwa ombi
Uhadhiri/Ufundishaji	Malipo ya ada zinazohitajika Kuhudhuria madarasa	Wanafunzi wa KUCCPS na SSP Karo ya mwaka wa Kielimu i) Stashahada ii) Shahada iii) Uzamili iv) Uzamifu Kwa habari zaidi: <i>Tovuti: admissions.egerton.ac.ke/Fees/structure.PDF</i>	• Semia mbili kila mwaka wa Kielimu. Kila semia ina majuma 17
Upeanaji wa Hati Mpito za masomo	Kukamilisha kozi za kielimu	Hakuna Malipo	• Hati za Mpito- Siku 40 za kazi baada ya kukamilika kwa mwaka wa masomo/kieleimu • Hati rasmi- Siku 3 baada ya mahafali.
Tuzo la vyeti	i) Ukamilifu wa mahitaji ya kozi mahususi ii) Malipo ya ada zote zinazohitajika iii) Kibali cha Kuondoka	Shahada - Kes. 4,500 Uzamili - Kes. 5,500 Uzamifu - Kes. 6,500 Ada ya Ujumuishaji imejumuishwa	• Siku 3 za kazi baada ya mahafala. • Uzamifu- Siku iyo hiyo • Hati za mpito Siku 40 za kazi baada ya kukamilika kwa mwaka wa masomo.
HUDUMA NYINGINE			
Huduma za malazi	i) Fomu ya maombi iliyojazwa kikamilifu ii) Malipo ya ada ya malazi inayohitajika iii) Kujaza fomu ya mwenendo mzuri	Ada ya malazi ni kati ya KES 2,500 Hadi KES 6,600 kila semia	Siku 1
Huduma za Usalama	i) Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine. ii) Mali ya Chuo Kikuu cha Egerton	Hakuna malipo	Wakati uo huo na Endelevu
Huduma za Maakuli	Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.	Ada na malipo hutegemea aina ya chakula kilichopo	Mara moja
Huduma za Ushauri Nasaha	i) Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine. ii) Kujaza habari na maelezo katika kitabu husika	Hakuna malipo	Muda hutegemea kisa na hali ya mtu binafsi
Huduma za Matibabu	i) Wanafunzi wa Chuo Kikuu cha Egerton waliosajiliwa rasmi, wafanyikazi na wanajamii ii) Kujaza habari katika kitabu cha rekodi	Malipo ya ada ya matibabu ya Shilingi 2,000 pamoja na ada nyingine	Dakika 30
Huduma za Michezo na Burudani	i) Wanafunzi waliosajiliwa na wafanyikazi wa chuo ii) Mavazi ya michezo	Hakuna malipo	Endelevu
Utafiti na Ushauri	i) Uwasilishaji wa Pendekezo la utafiti ii) Upatikanaji wa udhamini	Hutegemea bajeti ya utafiti	Endelevu
Huduma za Nyanjani	i) Mkataba wa maelewano na Chuo Kikuu ii) Faili ya Rufaa	Hakuna malipo	Endelevu
Malipo ya kazi, bidhaa na huduma zinazotolewa	i) Agizo la ndani la ununuzi ii) Ankara iii) Ithibati ya bidhaa kufikishwa iv) Ithibati ya bidhaa kupokelewa	Hakuna malipo	Siku 90 za kazi baada ya huduma kupokelewa
Huduma za Maktaba na Mtandao	Wanafunzi waliosajiliwa na wafanyikazi wa chuo	Hakuna malipo	Wakati uo huo
Huduma za Mazishi	Wanafunzi waliosajiliwa, wafanyikazi na wanajamii	Kutegemea huduma mbali mbali zinazotekelezwa katika chumba cha kuhifadhia maiti	Wakati uo huo na Endelevu
Uidhinishaji wa pesa zilizopokelewa kutoka kwa wateja	Faili za amana za benki kutoka benki kama inavyothibitishwa katika taarifa ya benki	Hakuna malipo	Saa 24 baada ya kupokelewa kwa faili za amana kutoka benki
Usindikaji na Utayarishaji wa uagizaji wa masurufu	Maagizo ambayo yanakidhi mahitaji na kanuni zote zinazosimamia uagizaji wa masurufu.	Hakuna malipo	Siku 4 za kazi
Usindikaji na malipo ya madai ya kuhadhiri	Mdai anawasilisha stakabadhi za uhadhiri zilizoidhinishwa kikamilifu na ithibati kamili	Hakuna malipo	Siku 30 baada ya kupokea madai
Ututuzi wa malalamishi na majibu	Pepe, simu, barua n.k.	Hakuna malipo	Siku 15

Baraza la Chuo, Wasimamizi na Wafanyikazi wameazimia kutoa Huduma Bora kwa Wanafunzi, Umma na Tasnia kulingana na Kifungu cha 10 cha Katiba ya Kenya, 2010. Kwa Maswali yoyote kuhusu ubora wa huduma, wasiliana na:



Naibu Chansela

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HUDUMA BORA NI HAKI YAKO

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