



Knowledge is Wealth (*Sapientia divitia est*) Akili ni Mali

CUSTOMER SERVICE CHARTER

SERVICE STANDARDS

Chuka University is committed to high standards. In this regard, it shall apply the following standards in service delivery:

SERVICE RENDERED	MINIMUM REQUIREMENTS	USER CHARGES	TIMELINE
Admission of Students	· Certificate: D (Except programmes/ courses which require higher grades)	KSh. 1,000	In 2 weeks after Submitting application
	· Diploma: C- · Bachelors: C+ · PGD: Bachelors · Masters: Bachelors, 2nd lower · Ph.D.: Masters	KSh. 2,000	
Issuance of Students ID Cards	Registration in the programme	As per the fees structure	In 4 weeks after registration
Teaching	Registration in the programme	As per the fees structure	As per the provided schedule
Provisional Examination Results	Registration and attendance of lectures	As per the approved charges	In 4 weeks after end of examinations
Field Attachment Placement	Registration in the programme	As per the fees structure	In 3 months prior to start of the attachment
Supervision and Examination of Postgraduate Students	Submission of proposals/theses project reports	As per the fees structure	Feedback to students in 4 & 10 weeks after submission of the proposal/thesis/ report, respectively
Attendance to Customers	Clearance at entry point	Free	As per appointment time and in 3 minutes for those without appointment
Response to Written Inquiries	Clear statement of inquiry	Free	In 5 days and 7 days for non-technical and technical inquiries, respectively
Response to Genuine Complaints	Genuine complaint and identity of the complainant	Free	In 5 days of lodging the complaint
Payment of Suppliers	Delivery of goods/services and submission of appropriate payment documents	Free	In 60 days
Awarding of Tenders	Submission of tender documents	As per fees in the call to tender	In 14 days after the Tender Award Committee meeting
Response to Employment Applications	Submission of application	Free	In 2 months after deadline

For any person 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 Vice-Chancellor/CEO, Chuka University
Tel.: +254-020-2310512/18, Fax: +254-020-2310302;
S.L.P 109-60400, Chogoria, Kenya;
Email: info@chuka.ac.ke
Website: www.chuka.ac.ke

OR

The Commission Secretary/Chief Executive officer,
Commission of Administrative Justice, 2nd Floor, West End Towers
P.O. Box 20414 – 00200
NAIROBI Tel: +254-20-
270000/2303000/2603765/2441211/8030666; Email:
certificationpc@ombudsman.go.ke
Website: www.ombudsman.go.ke