



(With campuses in Nyahururu, Naivasha, and Maralal)
A UNIVERSITY THAT CATALYZES VALUED TRANSFORMATION OF SOCIETY
CITIZENS SERVICE DELIVERY CHARTER

Service	Requirements	User Charges	Time Line																																				
Information dissemination	Specific requests for information	Free	30 minutes																																				
Academic Programmes																																							
i. Arts and Social Sciences ii. Business iii. Education iv. Science	Meet minimum admission requirements		Diploma 1½ years B.Ed, BA, BSc, Bcom 4 years Masters 2 years PGDE 1½ years PhD 3 years																																				
Admission																																							
Certificate Diploma Bachelors Masters PGDE Doctor of Philosophy	1. Certified copies of Certificates/ Result slips 2. Certified copies of National Identification Card or Passport 3. 2 Passport size photographs 4. Duly completed application forms 5. Having met the Minimum admission requirements <ul style="list-style-type: none"> • Certificate level - D • Diploma level- C • Bachelor level- C+ • Masters degree-Upper 2nd Class Honours or Lower 2nd class Honours with 2 years relevant working experience • Bachelors degree with a Pass and 2 years relevant experience • PhD- Relevant Masters Degree 	Certificate - KES 500/= Diploma - KES 1,000/= Bachelors - KES 2,000/= Masters - KES 2,000/= PGD- KES 2,000/= PhD - KES 2,000/=	Acknowledgement <ul style="list-style-type: none"> • 10 working days after receipt of application Notification of admission <ul style="list-style-type: none"> • 30 working days after receipt of application 																																				
Teaching																																							
	1. Payment of requisite fees 2. Signing of nominal rolls 3. Register for the relevant course 4. Attendance of classes	<table border="1"> <tr> <td colspan="2">Diploma – Tuition per academic year</td> </tr> <tr> <td>JAB students</td> <td>16,000/=</td> </tr> <tr> <td>SSP</td> <td>70,000/=</td> </tr> <tr> <td colspan="2">Bachelors – Tuition per academic year</td> </tr> <tr> <td>JAB students</td> <td>16,000/=</td> </tr> <tr> <td>SSP Arts</td> <td>90,000/=</td> </tr> <tr> <td>SSP Science</td> <td>100,000/=</td> </tr> <tr> <td>SSP Business</td> <td>100,000/=</td> </tr> <tr> <td>School based Arts</td> <td>90,000/=</td> </tr> <tr> <td colspan="2">Teaching Practice</td> </tr> <tr> <td>Diploma & Degree</td> <td>15,000/=</td> </tr> <tr> <td colspan="2">PGD – Tuition per academic year</td> </tr> <tr> <td>Diploma</td> <td>105,200/=</td> </tr> <tr> <td colspan="2">Master – Tuition per academic year</td> </tr> <tr> <td>Arts/ Education</td> <td>120,700/=</td> </tr> <tr> <td>MBA</td> <td>120,700/=</td> </tr> <tr> <td colspan="2">PhD – Tuition per academic year</td> </tr> <tr> <td>PhD</td> <td>114,000/= – 134,200/=</td> </tr> </table>	Diploma – Tuition per academic year		JAB students	16,000/=	SSP	70,000/=	Bachelors – Tuition per academic year		JAB students	16,000/=	SSP Arts	90,000/=	SSP Science	100,000/=	SSP Business	100,000/=	School based Arts	90,000/=	Teaching Practice		Diploma & Degree	15,000/=	PGD – Tuition per academic year		Diploma	105,200/=	Master – Tuition per academic year		Arts/ Education	120,700/=	MBA	120,700/=	PhD – Tuition per academic year		PhD	114,000/= – 134,200/=	Two semester academic year, each semester is 17 weeks
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Provision of Transcripts	Completion of the academic programme	Free	<ul style="list-style-type: none"> • Official transcripts 3 days after graduation • Provisional transcripts 40 working days after the end of academic year 																																				
Award of Certificates	i. Successful completion of the academic programme ii. Payment of all required fees iii. Clearance certificate	Graduation fee of: Diploma KES 3,000/= Degree KES 3,000/= Masters KES 3,500/= PGD KES 3,000/= PhD KES 4,000/=	3 working days after graduation																																				
Accommodation services	i. Duly completed accommodation form ii. Payment of required accommodation fee iii. Completion of good conduct form	Accommodation fee ranging from KES 3,000/= to 6,000/= depending on hostel type	1 day																																				
Catering services	Registered students	Charges as per menu	Immediate																																				
Counseling services	i. Be a registered student or university employee ii. A referral letter iii. Entry of details in Counter Book	Free	60 minutes																																				
Medical services	i. Be a registered student or University employee ii. Entry of details in Counter Book	Free	30 Minutes																																				
Recreational services	i. Registered students or University employee ii. Appropriate clothing and shoes	Free	Continuous																																				
Research & Consultancy	i. Availability of sponsorship ii. Submission of Proposal	Dependent on research budget	Continuous																																				
Extension services	Memorandum of understanding with the University	Free	Continuous																																				
Restaurant facilities	Open to students, employees and visitors	Charges as per menu	Immediate																																				
Payment for works, goods and services supplied	i. Local purchase order ii. Invoice iii. Delivery note iv. Goods Received Note	Free	20 working days																																				

The University Council, Management and Staff are committed to deliver the best service to Students, the Public and Industry

For any questions, complaints and grievances concerning the quality of service, contact:

The Vice Chancellor

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IT IS YOUR RIGHT TO RECEIVE EFFICIENT SERVICE

“Huduma Bora ni Haki Yako”