



## CITIZENS' SERVICE DELIVERY CHARTER

S/No	Service	Requirements to Obtain Service	Cost of Service (If any)	Timeline
1.	<b>Enquiries</b>	Specific Requests for Information	Free	Immediate Acknowledgement and Provision of Information within 7 Working Days
2.	<b>Student Admission</b>	<p><b>Minimum Admission Requirements:</b></p> <ol style="list-style-type: none"> <li>Certified copies of Certificates / Result Slips</li> <li>Certified Copies of National Identification Card or Passport</li> <li>2 Passport Size Photographs</li> <li>Duly Completed Application Forms</li> </ol> <p><b>Minimum Course Requirements:</b></p> <ol style="list-style-type: none"> <li>Certificate Course; D+ (Plus)</li> <li>Diploma; C- (Minus)</li> <li>Bachelor's; C+ (Plus) or Diploma from a Recognized Institution or Equivalent Qualification</li> <li>Postgraduate Diploma; Relevant Bachelor's Degree</li> <li>Master's; Relevant Bachelor's Degree</li> <li>PhD; Relevant Master's Degree</li> </ol>	<p><b>Government Sponsored Students</b>      Free</p> <p><b>Privately Sponsored Students</b></p> <ol style="list-style-type: none"> <li>Bachelor's                      Kes. 2,000/=</li> <li>Postgraduate Diploma      Kes. 2,000/=</li> <li>Master's                        Kes. 2,000/=</li> <li>PhD                              Kes. 2,000/=</li> <li>Diploma                        Kes. 1,000/=</li> <li>TVET Students                Free</li> </ol>	Immediate
3.	<b>Student Registration</b>	<p><b>Registration of First Year Students</b></p> <ol style="list-style-type: none"> <li>Admission Letter</li> <li>Duly Completed Admission Form(s)</li> <li>National ID Card or Copy of Birth Certificate</li> <li>Original Certificates and Certified Copies of KCSE and KCPE or Related Certificate, Diploma, Bachelor's Degree and Master's Degree</li> <li>Original Bank Slip or Money Order for Fee Payment</li> </ol> <p><b>Continuing Students</b> Original Bank Slip or Money Order for Fee Payment</p>	Free	1 Week on Reporting
4.	<b>Teaching</b>	Access Card	Free	13 Weeks per Semester
5.	<b>Examination</b>	Examination Card	Free	2 Weeks to the Exam Session
6.	<b>Graduation</b>	<p>Confirmation of students details in the Graduation List</p> <p>Official Receipt for Graduation Fee Payment</p>	<p><b>Graduation Fee For:</b></p> <ol style="list-style-type: none"> <li>PhD                              Kes. 7,000/=</li> <li>Master's Degree              Kes. 6,000/=</li> <li>Bachelor's Degree          Kes. 5,500/=</li> <li>Diploma Awards            Kes. 5,000/=</li> <li>Certificate Awards        Kes. 5,000/=</li> </ol>	On Scheduled Graduation Day
7.	<b>Issuance of Certificates and Official Transcripts</b>	<ol style="list-style-type: none"> <li>Duly Filled in Clearance Form</li> <li>Student and National ID Cards</li> <li>Official Payment Receipt for Transcript</li> </ol>	<ol style="list-style-type: none"> <li>Issuance of Certificates      Free</li> <li>Issuance of Official Transcript Kes. 500/=</li> <li>Overdue Certificate Storage Charges Kes. 1000/= Per Year After Official Issuance Date</li> </ol>	Immediate
8.	<b>Ethics Review</b>	<ol style="list-style-type: none"> <li>Institutional Introductory Letter</li> <li>Duly filled in Ethics Review Application Form</li> <li>Copy of Proposal to be Reviewed</li> </ol>	<p><b>Laikipia University Research Proposal or Protocols By:</b></p> <ol style="list-style-type: none"> <li>Staff                              Kes. 5,000/=</li> <li>PhD Student                  Kes. 3,000/=</li> <li>Master's Degree Student    Kes. 2,000/=</li> <li>Undergraduate Student    Kes. 1,000/=</li> </ol> <p><b>Research Proposal or Protocols from Other Institutions:</b></p> <ol style="list-style-type: none"> <li>Researcher                    Kes. 10,000/=</li> <li>PhD Student                  Kes. 5,000/=</li> <li>Master's Degree Student    Kes. 3,000/=</li> <li>Undergraduate Student    Kes. 2,000/=</li> <li>International Researcher    USD. 250</li> </ol> <p><b>Consultancies</b></p> <ol style="list-style-type: none"> <li>Projects by Kenyans        Kes. 20,000</li> <li>Projects by Foreigners      USD 500</li> </ol>	2 Weeks upon Payment of Fee
9.	<b>Library Services</b>	<ol style="list-style-type: none"> <li>Library Card(s)</li> <li>Student or Staff Identity Card</li> <li>Student Service Access Card</li> </ol>	Free	Immediate
10.	<b>Games, Chaplaincy, Counselling, HELB Assistance Services</b>	<ol style="list-style-type: none"> <li>Student Identity Card</li> <li>Student Service Access Card</li> </ol>	Free	Immediate
11.	<b>Catering and Accommodation Services</b>	<ol style="list-style-type: none"> <li>Student ID Card</li> <li>Student Service Access Card</li> </ol>	<p>Catering Services              Charges as per menu</p> <p>Accommodation Services    Charges as per Accommodation Rates</p>	Immediate

12.	<b>Procurement of Goods</b>	Certificate of Incorporation	Free	Immediate
13.	<b>Procurement of Works</b>	1. Certificate of Incorporation 2. Certificate of registration with relevant Professional Bodies	Free	Immediate
14.	<b>Procurement of Services</b>	1. Registered Company 2. Certificate of registration with relevant Professional Bodies	Free	Immediate
15.	<b>Payment for Goods Delivered</b>	1. Invoice 2. Goods Received Note 3. Duly Completed Inspection Form 4. Copy of Local Purchase Order	Free	90 Days
16.	<b>Payment for Works Undertaken</b>	1. Project Progress Certificate 2. Site Meeting Minutes	Free	90 Days
17.	<b>Payment for Services Rendered</b>	1. Invoice 2. Service Rendered Note 3. Duly Completed Inspection Form 4. Copy of Local Purchase Order	Free	90 Days
18.	<b>Health Services</b>	Checking into the Medical Centre Payment of consultation fee	<b>Consultation Fee</b> Staff and Student                      Free Other Clients                                Kes 300/=	Immediate

**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 Vice-Chancellor  
Laikipia University, P.O. Box 1100-20300, Nyahururu-Kenya  
Tel: +254(0)20 2331509 Cell: +254 713 552761  
E-mail: [vc@laikipia.ac.ke](mailto:vc@laikipia.ac.ke)  
Website: [www.laikipia.ac.ke](http://www.laikipia.ac.ke)

OR

Commission on Administrative Justice (CAJ)  
'Office of the Ombudsman'  
2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi  
P.O. Box 20414-00200, Nairobi  
Tel: +254-20-2270000/2303000  
E-mail: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**IT IS YOUR RIGHT TO RECEIVE EFFICIENT SERVICE**  
'Huduma Bora ni Haki Yako'



**Laikipia University is ISO 9001:2015 and ISO/IEC 27001:2013 Certified**

