



(With campuses in Nyahururu, Nakuru, and Maralal)
A UNIVERSITY FOR 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	Diploma – Tuition per academic year KUCCPS students 16,000/= SSP 70,000/= Bachelors – Tuition per academic year KUCCPS students 16,000/= SSP Arts 90,000/= SSP Science 140,000/= SSP Business 100,000/= Part time 90,000/= Teaching Practice/ Attachment/ Practicum 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
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 5,500/= Degree KES 5,500/= Masters KES 6,000/= PGD KES 5,500/= Ph.D. KES 7,000/=	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	All customers	Charges as per menu	Immediate
Counseling services	i. Be a registered student or university employee ii. A referral letter for all other customers iii. Entry of details in the client log in/out register	Free	45 – 60 minutes
Medical services	i. Be a registered student or University employee ii. LUMC registered NHIF client iii. Registered outpatient client	Free Free with NHIF card KES 500	30 – 60 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
 Laikipia University, P.O. Box 1100-20300, Nyahururu-Kenya
 Tel: +254(0)20 2331509 Cell: +254 713 552761
 E-mail: vc@laikipia.ac.ke
 Website: www.laikipia.ac.ke

OR

Commission on Administrative Justice (CAJ)
 “Office of the Ombudsman”
 Hata Mnyonge ana Haki
 2nd Floor, West End Towers, Westlands
 P.O. Box 20414-00200, Nairobi
 Tel: +254-20-2270000/2303000/2603765/2441211/803066
 E-mail: info@ombudsman.go.ke or complain@ombudsman.go.ke

IT IS YOUR RIGHT TO RECEIVE EFFICIENT SERVICE
 “Huduma Bora ni Haki Yako”