

CITIZENS' SERVICE DELIVERY CHARTER

 REPUBLIC OF KENYA			 KENYATTA UNIVERSITY	
DIRECTORATE OF QUALITY MANAGEMENT SYSTEM				
S/No.	Service	Requirements	Charges/ cost of service	Timeline
1.	Response to phone calls (landline and any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook, WhatsApp & YouTube)	Free	1 working day
4.	Response/acknowledgement to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Plan and conduct QMS Internal Audit	Audit Plan		Bi Annual
7.	Monitoring implementation of University Strategic and Vision plan	University Strategic and Vision Plan	Free	Quarterly basis
8.	Monitoring implementation of University Performance Contract	PC guidelines from the Ministry of Education	Free	Quarterly basis
9.	Monitoring implementation of Staff Performance Contract	University Performance Contract	Free	Quarterly basis
10.	Mainstreaming of Corruption Prevention	EACC guidelines	Free	Quarterly basis

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above service standards or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Vice-Chancellor
Kenyatta University
P.O Box 43844-00100
Nairobi
Tel. +254 20 8703858

Mobile +254 710890005
Email: complaints@ku.ac.ke

The Commission Secretary/CEO
Commission on Administrative Justice,
West End Towers, Waiyaki Way,
P.O. Box 20414 – 00200
Nairobi
Tel. +254 (0)20 2270000 / 2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO