



CITIZENS' SERVICE DELIVERY CHARTER

				
NO	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIME LINE
1	Enquiries	Specific enquiry	Free	Immediate
2	Student Admission	Meet the Admission criteria for specific programmes	Specified application fees as per various programmes	1 month ahead of reporting time.
3	Teaching	Payment of specified tuition and other fees. Course registration. Class attendance.	Specified fees	As per timetable/schedules approved by CACB
4	Taking Examinations	Payment of specified tuition and other fees. Issuance of Examination cards	Specified fees	Payment of all fees at commencement of semester
5	Issuance of Academic Transcript	Upon approval of results by Senate	Free for first transcripts Kshs.200 for replacement and additional transcript Certifying copies of transcripts and certificates	1 month after Senate approval of results.
6	Library Services	Registration for Membership	Free	Opening Hours
7	Student Accommodation	Complete accommodation forms on arrival Sign the rules and regulations on accommodation on arrival	Specified fees	One day
8	Procurement of Goods and Services	Adherence to Public Procurement and Assets Disposal Act, Procurement plan Approved budget	free	1-3 months
9	Issuance of goods	Approved Requisition forms filled	Free	1 day
10	Payment of Goods and Services	Receipt of Invoice Evidence of order Delivery note	Free	7-14 days from date of receipt of invoice
11	Recruitment, placement, and promotion of staff	Meet the criteria as per advertisement Scheme of Service.	Free	3 months after close of advertisement.

12	Counseling	Referral letter by student representative HODs for staff/departments Volunteer	Free	Immediate
13	Provision of Transport for official use	Approved fully filled transport requisition Form	Payment of requisite fees where applicable	7 days
14	Response to routine correspondences	Receipt of correspondence	Free	Within 1 day
15	Response to Complaints, compliments and suggestions	Receipt of complaint, compliment, suggestions	Free	Within 7 days of receipt
16	Resolution of Complaints	Receipt of complaint	Free	Within 21 days of receipt
17	Maintenance of Infrastructure	Maintenance Schedule Maintenance requisition form	Free	As per maintenance Schedule
18	Repair	Duly filled maintenance requisition form	Free	Within 3 days upon receipt of request
19	Provision of support services for research	IRB and institutional approved proposal Evidence of funding	free	Within 7 days
20	Extension and Outreach Services	Planned outreach and extension activities Approved budget Requisite personnel	Free	As per scheduled events approved by Alupe University Management Board.

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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
Alupe University
Box 845-50400
Busia, Kenya.
Website: <https://au.ac.ke>
Email: vc@au.ac.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi
P.O BOX 20414-00200 Nairobi
[Tel:+254\(0\)202270000/2303000](tel:+254(0)202270000/2303000)
Email: Complain@Ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO