



CITIZENS' SERVICE DELIVERY CHARTER

				
S/NO	SERVICES/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	Response to phone calls (landline or any other official line)	Phone call	Free	15 Seconds
2.	Response to enquiry by Walkin-Clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to Correspondence	Written Correspondence (letter)	Free	5 working days
		Email and Social Media (Twitter, Facebook & You Tube)	Free	1 working day
4.	Response to Public complaints and grievances	Make a complaint	Free	1 working days
5.	Resolution of Complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of suppliers	Duly filled application form, Company profile, Certificate of incorporation/Registration, PIN Certificate Valid Tax Compliance Certificate/Exemptions Original bank statement , Copy of Certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/Passport	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e- procurement portal for notification	Free	1 working day

9.	Payment for goods and services received	L.P.O/Invoice Certificate of Completion/Goods/Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of Staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days
14.	Teaching	Payment of specified tuition and other fees. Course registration. Class attendance.	Specified fees	As per timetable/schedules approved by Senate
15.	Taking Examinations	Payment of specified tuition and other fees. Issuance of Examination cards	Specified fees	Payment of all fees at commencement of semester
16.	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.
17.	Library Services	Registration for Membership	Free	Opening Hours
18.	Student Accommodation	Complete accommodation forms on arrival Sign the rules and regulations on accommodation on arrival	Specified fees	One day
19.	Provision of Transport for official use	Approved fully filled transport requisition Form	Payment of requisite fees where applicable	7 days
20.	Maintenance of Infrastructure	Maintenance Schedule Maintenance requisition form	Free	As per maintenance Schedule

21.	Repair	Duly filled maintenance requisition form	Free	Within 3 days upon receipt of request
22.	Provision of support services for research	IRB and institutional approved proposal Evidence of funding	Free	Within 7 days
23.	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 both the following:

The Vice Chancellor, Alupe University, Box 845-50400 Busia, Kenya. Website: www.au.ac.ke Email: vc@au.ac.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2 nd Floor, West End Towers, Waiyaki Way, Nairobi P.O BOX 20414-00200 Nairobi Tel:+254 (0)20 2270000/2303000 Email: feedback@ombudsman.go.ke
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HUDUMA BORA NI HAKI YAKO