

UNIVERSITY SERVICE DELIVERY CHARTER

COMMITMENT TO SERVICE DELIVERY

The University College is committed to providing the following services in a timely manner, efficiently and effectively.

No.	Service	Requirement	Charges (Ksh)	Time Line
1.	Enquiries	Specify the enquiry	Free	Immediate
2.	Student Admission	Complete and submit the Admission form	Specified Fee	2 months
3.	Course Registration	Complete and submit the registration forms	Semester/session fees	2 weeks after reporting date
4.	Issuance of course outline	Atleast one student	Free	1 st three Lectures
5.	Teaching	Payment of full fees	Specified fees	As per timetable
6.	Examination results slip/Transcript	Upon request	Free	2 weeks on receipt of request
7.	Graduation	Completion of the course	Specified fees	As per academic calendar
8.	Issuance of certificates	Completion of the course	Free	2 months after graduation
9.	Library	Upon request	Specified fees	Opening hours
10.	Accommodation	When available	Specified fees	1 day
11.	Procurement of goods and services	Adherence to Procurement and Disposal Act	Specified fees	As stipulated in the Advertisement/contract
12.	Payment of goods and services	Receipt Note	Free	30 Days after delivery
13.	Student and staff disciplinary cases	Evidence	Free	2 months after suspension
14.	Recruitment of staff	Budgeted vacant position	Free	3 months after advertisement
15.	Official working hours	Week days	Free	8.00 am– 5.00 pm
16.	Payment of salaries	employee	Free	By 30 th of every month
17.	Internal payments	1 week	Free	3 days
18.	Health Unit	Medical card	Specified fees	8.00am– 5.00Pm
19.	Transport	As per transport policy	Free	1 day
20.	Attendance of telephone calls at switchboard	a telephone call	Free	In 30 seconds
21.	Response to correspondence	Receipt of correspondence	Free	7 days on receipt
22.	Clearance of staff and students	Completed Clearance Form	Free	Within 2 days
23.	Response to complaints, compliments and suggestions	Receipt of complaint, compliment and suggestion	Free	7 days on receipt

For any questions, complaints/compliments and grievances concerning the quality of service please contact;

The Vice Chancellor
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