

# UNIVERSITY SERVICE DELIVERY CHARTER

## COMMITMENT TO SERVICE DELIVERY

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

No.	Service	Requirement	Charges (Ksh)	Time Line
1.	Student Admission	Complete and submit the Admission form	Specified Fee	2 months
2.	Course Registration	Complete and submit the registration forms	Semester/ session fees	2 weeks after reporting date
3.	Issuance of Examination results slip/Transcript	Upon request	Free	2 weeks on receipt of request
	Graduation	Completion of the course	Specified fees	As per academic calendar
4.	Issuance of certificates	Completion of the course	Free	2 months after graduation
5.	Teaching/Learning	Upon registration	Specified fees as per programme	As per Almanac
6.	Payment of goods and services	Delivery, acceptance & Invoice	Free	Within 90 days after invoice date
7.	Response to complaints and written enquiries	Receipt of complaint or written enquiry	Free	7 days on receipt
8	Issuance of support letters to researchers	Request for support letter and project proposal.	Free	2 weeks upon receipt of request and project proposal
9.	Signing of memorandum of understanding (MoU)	An agreed MoU and a brief on the MoU	Free	2 weeks upon receipt of an agreed MoU and a brief on the MoU
10.	Signing of Research Contract Agreements	An agreed Research Contract Agreement	Free	1 week upon receipt of An agreed Research Contract Agreement

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

**The Vice Chancellor**  
**Pwani University,**  
**P.O. Box 195-80108, Kilifi, Kenya,**  
**Tel: +254 41 7525100/1/3/4**  
**email: [complaints@pu.ac.ke](mailto:complaints@pu.ac.ke) | website: [www.pu.ac.ke](http://www.pu.ac.ke)**

**The Commission Secretary**  
**Commission on Administrative Justice**  
**2nd Floor, West End Towers | P.O. Box 20414 – 00200, NAIROBI.**  
**Tel: +254-20-2270000/2303000/2603765/2441211/8030666**  
**Toll Free Line : 0800 221 349 | SMS Short Code: 15700 (Safaricom Subscribers Only)**  
**Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)**  
**Online: Fill in our online feedback form at**  
**<http://www.ombudsman.go.ke/Contacts.aspx>**