



KAIMOSI FRIENDS UNIVERSITY

VISION

A Centre of excellence in teaching, innovation and holistic development.

MISSION

To provide quality education and training, research and innovation to meet the needs of a dynamic Society.

MOTTO

Spring of Knowledge

CORE VALUES

Accountability, Customer focus, Excellence, Equity, Professionalism, Teamwork & Friendship

PHILOSOPHY

The University endeavors to be ranked amongst the world class Universities based on academic excellence and research that impact on societal needs.

CITIZENS' SERVICE DELIVERY CHARTER

S/N	SERVICES	REQUIREMENT TO OBTAIN SERVICE	COST	TIMELINES
1.	Response To Verbal Inquiries (Reception Desk)	Specify the Inquiry	Free	Immediately
	Telephone	Specify Details	Free	Immediately
	Written Correspondence	Specify Details	Free	Five Working Days
	Email	Specify Details	Free	Five Working Days
	Social Media	Specify Details	Free	Two Working Days
	Fax/Letter	Specify Details	Free	Five Working Days
2.	Resolution of Public Complaints	Specify the Complaint	Free	As per Public Complaint Framework
3.	Processing of Applications into University Programmes	Duly Completed Application Forms and Attached Required Documents	As Per the Approved Application Fee Structure	14 Days
4.	Registration into Programmes	Duly Paid Fees	As Per the Approved Fee Structure	2 Working Days
5.	Teaching Services	Evidence of Registration of Courses	Payment of Fees	As per Academic Calendar
6.	Acknowledgement of Disbursement of Loans, Bursaries and Scholarships	Evidence of Remittance of Funds from Donors	Nil	7 Working Days
7.	Acknowledgement of Revenue Received	Evidence of Payment	Nil	Immediate
8.	Library Services	Identification Cards and availability of Books/Journals	Free	Continuous Process
9.	Accommodation for Resident Students	Duly Completed and signed Accommodation Forms	As Per the Approved Charges	3 Working Days
10.	Conferment of degrees and Award of Diplomas and Certificates	Completion of Course Clearance from Relevant Sections, Payments of Graduation and Convocation Fees	As Per Senate Approved Charges	As Per Academic Calendar
11.	Issuance of Graduation Certificates	Students National Identification Cards, duly filled and signed Clearance Form	Payment of Graduation and Convocation Fees	Within 45 Days After Graduation
12.	Registration of Suppliers	Relevant Documents for Registration	Free	Continuous Process
13.	Payment of Suppliers	All Legal Documents like LPO/LSO, Delivery Note, Inspection and Acceptance Certificate, Invoice, Registered with IFMIS, etc	Free	Within 60 Days of Delivery of Goods
14.	Research, Consultancy and Extension Services	Expression of Interest, Proposal and MoUs	As Per Contractual Terms	As Per Contractual Terms

WE ARE COMMITTED TO ENSURING PROFESSIONALISM, EQUITY SOCIAL RESPONSIBILITY AND DYNAMISM

For services that do not conform to the said standards, kindly get in touch with the following: -

THE VICE CHANCELLOR KAIMOSI FRIENDS UNIVERSITY P.O BOX 385 – 50309 KAIMOSI TEL: 0777373633 E-MAIL: vc@kafu.ac.ke	THE COMMISSION ON ADMINISTRATIVE JUSTICE OFFICE OF THE OMBUDSMAN P.O BOX, 20414-00200 NAIROBI TEL: 020-2270000/2303000/263765 E-MAIL: complain@ombudsman.go.ke / info@ombudsman.go.ke
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HUDUMA BORA NI HAKI YAKO

SIGNED 

DATE : 10/05/2023



CHUO KIKUU CHA MARAFIKI CHA KAIMOSI

RUWAZA

Kituo kinachodumisha ubora wa kiakademia, uvumbuzi na maendeleo jumliftu.

RAJUA

Kutoa elimu pamoja na mafunzo ya kitaaluma, utafiti na uvumbuzi kwa minajili ya kutimiza mahitaji katika jamii badilifu.

KAULIMBIU

Chemichemi ya Maarifa

NGUZO

Uwazi, Ulenjaji wateja, Ubora, Usawa, Utaalamu, Upamoja na Urafiki

FALSAFA

Chuo kinapania kuorodheshwa miongoni mwa vyuo vikuu vyenye umaarufu katika ubora wa kiakademia pamoja na utafiti unaolenga mahitaji ya kijamii.

MKATABA WA HUDUMA WA CHUO KIKUU CHA MARAFIKI CHA KAIMOSI

NA	HUDUMA	MAHITAJI YA KUPATA HUDUMA	GHARAMA	MAKATAA
1.	Majibu ya Maswali ya Ana kwa Ana (Meza ya Mapokezi)	Bainisha Swali	Bure	Mara moja
	Simu	Hakuna	Bure	Mara moja
	Majibu ya Maandishi	Bainisha Taarifa	Bure	Siku 5 za kazi
	Barua Pepe	Bainisha Taarifa	Bure	Siku 5 za kazi
	Majukwaa ya Kijamii	Bainisha Taarifa	Bure	Siku 2 za kazi
	Faksi/Barua	Bainisha Taarifa	Bure	Siku 5 za kazi
2.	Suluhisho kwa Malalamiko ya Umma	Bainisha malalamishi	Bure	Kutegemea mfumo wa malalamishi ya Umma
3.	Kuchakata maombi ya kujiunga na programu za Chuo Kikuu	Fomu za maombi zilizojazwa vyema na kuambathwa nyaraka zinazokubalika	Kutegemea Tozo ya karo iliyoidhinishwa	Siku 14
4.	Usajili katika programu	Malipo ya Karo	Kutegemea Karo iliyoidhinishwa	Siku 2 za kazi
5.	Huduma za Ufundishaji	Idhibati ya Kusajili kozi	Kulipa karo	Kutegemea Kalenda ya Kimasomo
6.	Ikirari ya kutolewa kwa Mikopo, Ruzuku na Ufadhili	Idhibati ya kuwasili kwa hela kutoka kwa Wafadhili	Bure	Siku 7 za kazi
7.	Ikirari ya kupokea mapato	Idhibati ya malipo	Bure	Mara moja
8.	Huduma za Maktaba	Vitambulisho vya Mwanafunzi na Vitabu/Majarida	Bure	Mchakato Endelevu
9.	Malazi kwa Wanafunzi wanaoishi Ndani ya Chuo	Fomu za malazi zilizojazwa vyema na kutiwa Saini	Kutegemea Tozo zilizoidhinishwa	Siku 3 za Kazi
10.	Utuzwaji wa Shahada na kupewa Stashahada na Astashahada	Fomu za kuondoka Chuoni zilizojazwa kikamilifu na Idara husika, Malipo ya Ada za Mahafali na za Utuzwaji Vyeti	Kutegemea Tozo zilizoidhinishwa na Seneti	Kutegemea Kalenda ya Kimasomo
11.	Utolewaji wa Vyeti vya Kuhafali	Kitambulisho cha Kitaifa cha Mwanafunzi, Fomu iliyojazwa ya (utaratibu wa) kuondoka Chuoni	Kulipa Gharama za Kuhafali na Kutuzwa Cheti	Ndani ya siku 45 baada ya Kuhafali
12.	Usajili wa Wasambazaji Bidhaa	Nyaraka Faafu za usajili, Wasambazaji wa Bidhaa waliosajiliwa na AGPO	Bure	Mchakato Endelevu
13.	Malipo kwa Wasambazaji Bidhaa	Nyaraka zote za Kisheria kama vile LPO/LSO, Hati ya kuwasilisha Bidhaa, Cheti cha kukagua na kukubali Bidhaa, Ankraa, Usajili kwenye IFMIS N.K.	Bure	Ndani ya siku 60 za manunuzi ya Bidhaa
14.	Utafiti, Uelekezi na Huduma za Nje ya Chuo	Kuonyesha Nia, Pendekezo na Mkataba wa Makubaliano	Kutegemea Mkataba wa Makubaliano	Kutegemea Mkataba wa Makubaliano

TUMEJITOLEA KUHAKIKISHA UTAALAMU, USAWA, UWAJIBIKAJI KIJAMII NA UMAJUMUI

Kwa huduma zinazokaidi viwango hivi, tafadhali wasiliana nasi kupitia kwa:

<p>MAKAMU MKUU WA CHUO CHUO KIKUU CHA MARAFIKI CHA KAIMOSI S.L.P. 385 – 50309 KAIMOSI RUN: 0777373633 PEPE: vc@kafu.ac.ke</p>	<p>TUME YA HAKI ZA KIUTAWALA AFISI YA MCHUNGUZI MAALUM S.L.P. 20414-00200 NAIROBI Run: 020-2270000/2303000/263765 pepe: complain@ombudsman.go.ke / info@ombudsman.go.ke</p>
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HUDUMA BORA NI HAKI YAKO

SAINI

TAREHE: 10/05/2023