



KAIMOSI FRIENDS UNIVERSITY



CITIZENS' SERVICE DELIVERY CHARTER



Kaimosi Friends University (KAFU) is ISO 9001:2015 certified

S/N	SERVICES	REQUIREMENT TO OBTAIN SERVICE	COST	TIME LINES
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
15.	Replacement of lost certificate	Affidavit, police abstract, request letter through vice chancellor	As per approved charges	6 months
16.	Replacement of lost transcripts	Police abstract, request letter through vice chancellor	As per approved charges	3 months

WE ARE COMMITTED TO ENSURING ACCOUNTABILITY, CUSTOMER FOCUS, PROFESSIONALISM, EXCELLENCE, EQUITY, TEAMWORK AND FRIENDSHIP.

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](tel:0777373633) Email: vc@kafu.ac.ke

THE COMMISSION ON ADMINISTRATIVE JUSTICE
OFFICE OF THE OMBUDSMAN
P.O. BOX, 20414-00200
NAIROBI
TEL: 020-2270000/2303000/263765
Email: complain@ombudsman.go.ke/info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

SIGNED.....

DATE..... **26/12/2024**



CHUO CHA MARAFIKI CHA KAIMOSI



MKATABA WA HUDUMA WA CHUO KIKUU CHA MARAFIKI CHA KAIMOSI



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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 kuambatishwa 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
15.	Shahada mbadala iliyopotea.	Hati ya kiapo, hati ya polisi, barua ya kuomba cheti kipya kupitia kwa makamu mkuu wa chuo	Kutegemea mkataba wa makubaliano	Miezi 6
16.	Vyeti vya matokeo vilivyo potea	Hati ya polisi, barua ya kuomba nyaraka mpya kupitia kwa makamu mkuu wa chuo	Kutegemea mkataba wa makubaliano	Miezi 3

TUMEJITOLEA KUSISITIZA UWAZI, MAMLAKA YA WATEJA, UTAALAMU, UBORA, USAWA, USHIRIKIANO NA URAFIKI.

Kwa huduma ambazo hazikidhi viwango vilivyosemwa, tafadhali wasiliana na yafuatayo:

MAKAMU CHANSELA
CHUO KIKUU CHA MARAFIKI CHA KAIMOSI
S.L.P 385-50309
KAIMOSI
RUN: [0777373633](tel:0777373633) Pepe: vc@kafu.ac.ke

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HUDUMA BORA NI HAKI YAKO

SAHIHI.....

TAREHE..... **26/12/2024**