



KOITALEEL SAMOEI UNIVERSITY COLLEGE

(A Constituent College of The University of Nairobi)

CUSTOMER SERVICE DELIVERY CHARTER

It is your right to receive efficient service

VISION

A premier University College nurturing talent for sustainable development.

MISSION

To produce creative and innovative graduates that will contribute to sustainable development through training, research innovative technology transfer, community service and consultancy.

OUR CORE VALUES

1. Teamwork
2. Responsiveness
3. Excellence
4. Justice and fairness
5. Courage and Resilience

	SERVICE	REQUIREMENTS	CHARGES(KSH)	TIMELINES
1.	Inquiries	Specify the inquiry / requests for information / officers / service	Free	Immediately
2.	Attendance to phone calls	Telephone call	Free	Within 10 seconds
3.	Response to correspondences	Receipt of letter / email	Free	Seven (7) Days
4.	Response to complaints, compliments or suggestions	Receipt of your complaints, compliments or suggestions	Free	Seven (7) Days
5.	Application for admission into an academic programme	Prescribed application form copies of relevant academic certificate(s)	Required fee	Fourteen (14) Days
6.	Students' admission	a) Admission letter b) Duly filled admission forms c) Original academic certificates and Certified copies of the same	-Fee as guided by the fee policy -Payment of required admission fee	One (1) Day
7.	Student course registration	a) Admission Letter b) Original Academic Documents	Full payment of Fees	a) Early registration upon receipt of an admission letter b) Within five weeks from commencement of the semester
8.	Accommodation for resident students	a) Duly filled accommodation form b) Signing rules and regulations governing KSUC students	Payment of applicable fee	One (1) day
9.	Teaching / learning / research	· Registration and signing of nominal roll · Registration on the student portal · Valid receipt of fee payment	As guided in the fee policy	As scheduled on the timetable and work plan
10.	Examinations	· Must have 2/3 of attendance of lectures, · Registered on the student portal · Paid all the required fees · Possess valid Identification documents	Completed payment of required fees	As per the examination timetable
11.	Processing of transcripts	Completion of the specified academic year	Free	A) Provisional results - 6 weeks after the examination period B) Final transcripts - one month after Senate's approval
12.	Graduation	Approval by senate	As specified in the graduation notice	As per the university calendar
13.	Library services	· Be a student or staff of KSUC · Register as a library user · Possess valid identification documents	· Free · Fine is levied on borrowed books returned late	· Monday-Friday 8.00am-10.00pm · Weekends 9.00am-5.00pm · Library is not opened on Public Holidays
14.	Respond to queries from library users	Registered query	Free	One (1) Day
15.	Recruitment of staff	· Availability of vacancies · Meet relevant academic qualifications and skill requirements	Free	Within six (6) months after advertisement
16.	Industrial attachment and internship	Availability of vacancies/ resources, relevant training, NITA Registration and insurance cover	Free	Within fourteen (14) days upon application
17.	Clearance of staff and students on exit	Duly completed clearance form	Free	Within seven (7) days
18.	Procurement of goods, services and works	· Procurement requests · As per the Public Procurement and Asset Disposal Act 2015 and Regulations 2020	Free	As per the contract agreement
19.	Payment for goods, services and works supplied/ completed	Possession of valid documents	Free	Within ninety (90) days
20.	Medical services	Students, Staff, and staff dependents to present themselves	Free	24 - Hour service
21.	Emergency services	Students and staff	Free	24 - Hour service
22.	Official transport services	Approved request as per the University Transport Policy	as per the University Transport Policy	Within fourteen (14) Days
23.	Welfare services	Bonafide students and staff	Free	8.00 Am – 5.00 Pm Monday-friday
24.	Outreach / Community Service	Identification of a need and on request	Free	Within two (2) weeks upon request

For complaints or compliments, please report to:

The Principal,

Koitaleel Samoei University College, Mosoriot Campus

P.O. Box 5-30307, Mosoriot, Kenya

E-mail: principal@ksu.ac.ke | Website: www.ksu.ac.ke | Phone no. 0202001105



CHUO KIKUU KISHIRIKISHI CHA KOITALEEL SAMOEI

(Chuo Kishirikishi cha Chuo Kikuu cha Nairobi)

MKATABA WA UTOAJI HUDUMA KWA WATEJA

Ni Haki yako kupokea Huduma Bora

MAONO

Chuo kikuu cha hadhi ya juu ambacho kinakuza vipaji kuwezesha maendeleo endelevu.

LENGO

Kuzalisha wahitimu wa ubunifu na wabunifu ambao watachangia kuleta maendeleo endelevu kupitia mafunzo, utafiti wa uhamishaji wa teknolojia bunifu, huduma kwa jamii na ushauri

MAADILI YA MSINGI

1. Kazi ya pamoja
2. Mwitikio wa haraka
3. Ubora
4. Haki na uadilifu
5. Ujasiri na udhabiti

HUDUMA	MAHITAJI	ADA (SYK)	MUDA
1. Utoaji habari	Maswali/maombi/ofisa hitajika kuwekwa wazi	Bila malipo	Hapo kwa hapo baada ya ujumbe kupokelewa
2. kupokea mwito wa simu	Kupigwa kwa simu	Bila malipo	Sekunde 10
3. Kutolea majibu mawasiliano ya baruatasi/baruapepe	Kupokelewa kwa baruatasi ama baruapepe	Bila malipo	Ndani ya siku saba (7)
4. Kushughukilia malalamishi, mapendekezo/pongezi	Kupokelewa kwa malalamishi, mapendekezo/pongezi	Bila malipo	Ndani ya siku saba (7)
5. Maombi ya kujiunga na progamu ya masomo	Fomu rasmi ya maombi Nakala za vyeti halali za kiakademia	Bila Malipo	Ndani ya siku kumi na nne (14)
6. Kupokea wanafunzi wapya chuoni	a) Barua ya mwaliko kutoka Chuo b) Fomu rasmi za usajili zilizojazwa c) Vyeti asili vya kiakademia na nakala zao zilizohitajiwa na wenye mamlaka ya kuthibitisha vyeti	Ada ya usajili kulingana na sera Malipo ya karo inayohitajika	Siku Moja (1)
7. Wanafunzi kujisajili kwa kozi za programu zao	Barua ya mwaliko Vyeti asili za kiakademia	a) Malipo kamili ya karo b) Usajili wa mapema kuanzishwa baada ya kupokea barua ya mwaliko	Ndani ya majuma matano (5) baada ya muhula kuanza
8. Huduma za malazi kwa wanafunzi wanaoishi ndani ya chuo	a) Fomu rasmi ya malazi zilizojazwa kikamilifu b) Kutia sahihi sheria na kanuni zinazoelekeza wanafunzi wa KSUC	Kulipa ada hitajika	Siku moja (1)
9. Ufundishaji/usomaji/utafiti	• Kujisajili katika ukumbi wa wanafunzi mtandaoni • Kujisajili kwa wanafunzi na kuthibitisha majina yao katika sajala kwa kuweka sahihi	Risiti/ithibati rasmi ya malipo ya karo	Kulingana na ratiba ya utendaji kazi
10. Mitihani	• Mwanafunzi awe amehudhuria 2/3 mihadhara yote • Amejisajili katika ukumbi wa wanafunzi mtandaoni • Amelipa karo hitajika • Awe na stakabadhi halali za utambulisho	Awe amekamilisha kulipa karo	Kulingana na ratiba ya mitihani
11. Utarishaji wa nakala za alama za mitihani	• Mwanafunzi awe amefanya mitihani yote ya mwaka wa masomo • Habari za mwanafunzi zive katika ukumbi wa wanafunzi mtandaoni	Bila malipo	a) Nakala za muda Ndani ya wiki sita (6) baada ya kukamilika kwa mitihani wa mwaka b) Nakala za kudumu Ndani ya mwezi mmoja baada ya kuidhinishwa na seneti
12. Mahafala	Anayefuzu awe amedhinishwa na seneti	Awe amelipa karo zote Awe amelipa ada ya mahafala	Kulingana na kalenda ya chuo
13. Huduma za maktaba	• Mtumiaji awe mwanafunzi ama mfanyikazi wa chuo • Awe amejisajili kuwa mtumiaji wa maktaba • Awe na stakabadhi za kumtambulisha kuwa mtumiaji halali wa maktaba	Faini ya kuchelewa kurudisha vitabu	• Jumatatu - Ijumaa • Saa mbili (2.00) asubuhi hadi saa nne (4.00) usiku • Wikendi • Saa tatu (3.00) hadi saa kumi na moja (11.00) jioni • Haifunguliwi katika siku za siku kuu
14. Kujibu maombi/maswali kutoka kwa watumiaji wa maktaba	Ombi/swali liandikwe	Bila malipo	Siku moja (1)
15. Kuajiri wafanyikazi	• Kuwepo kwa nafasi za kazi • Mwomba-kazi awe na ujuzi na stadi faafu kwa kazi husika	Bila malipo	Ndani ya miezi sita (6) baada ya tangazo
16. Maombi ya nafasi ya Majaribio ya ujuzi nyanjani na mafunzo kazini	• Kupokelewa kwa maombi ya nafasi • Kuwepo kwa nafasi ya kufanyia majaribio katika idara husika • Mkufunzi awe na stadi na ujuzi zinazohitajika • Bima ya kibinafsi au iliyowekwa na chuo chake • Amesajiliwa na NITA (kwa wale ambao ni lazima kwao)	Bila malipo	Ndani ya Siku kumi na nne(14) baada ya ombi kupokelewa
17. Utoaji kibali kwa wafanyikazi na wanafunzi wanaoondoka chuoni	Fomu ya kibali ya kuondoka chuoni iliyozwa inavyostahili	Bila malipo	Ndani ya siku saba (7)
18. a) Mpango wa ununuzi wa bidhaa na huduma za kazi b) Kulipia bidhaa na huduma za kazi	• Maombi ya chuo ya ununuzi wa bidhaa husika • Kufuata sheria ya Public Procurement and Asset Disposal Act 2015 and Regulations 2020 • Stakabadhi halali	Bila malipo	Kulingana na mkataba wa ununuzi wa bidhaa husika Ndani ya siku tisini (90)
19. Huduma za matibabu	Wanafunzi, wafanyikazi na wategemezi wa wafanyakazi wajiwasilishe kiliniki	Bila malipo	Huduma ya masaa ishirini na nne (24)
20. Huduma za dharura	Wanafunzi na wafanyikazi	Bila malipo	Huduma ya masaa ishirini na nne (24)
21. Huduma za usafiri rasmi	Ombi lililoidhinishwa kulingana na sera ya chuo ya usafiri	Kulingana na sera ya chuo ya usafiri	Ndani yasiku kumi na nne (14)
22. Huduma za masuala ya wanafunzi na wafanyikazi chuoni	Wanafunzi na wafanyikazi halali	Bila malipo	Jumatatu-Ijumaa (2,00 asubuhi -11.00 jioni)
23. Huduma za Umma/nje ya chuo	Hitaji ambalo limetambuliwa Maombi kwa chuo kutoka kwa umma	Bila malipo	Ndani ya wiki mbili baada hitaji kutambuliwa/ombi kupokelewa

Kwa malalamishi au mapongezi, tafadhali wasilisha ripoti yako kwa:

Naibu Chansela Mshirikishi,
Chuo Kikuu Kishirikishi cha Koitaleel Samoei (Chuo Kishirikishi cha Chuo Kikuu cha Nairobi)
S.L.P 5-30307, Mosoriot, Kenya
Baruapepe: principal@ksu.ac.ke | Tovuti: www.ksu.ac.ke | Nambari ya simu. 0202001105