

## KARATINA UNIVERSITY

### 1.1 Matrix on Citizen Service Delivery

	Service	Our Obligation	Your Obligation	Timeline	Charges
1	Response to enquiries	Timely response to requests and enquiries	Voluntary visit/call	Within 5 minutes	Free
2	Attending to telephone calls	Prompt response to telephone calls	Making call through official lines	Within 3 rings	Free
3	Service at the front offices	Prompt service and direction	Request for services	Within 10 minutes of your arrival	Free
4	Handling correspondence	Respond to correspondences	Correctly address and deliver correspondence	Within 7 days of receipt for mails Within 24 hours for emails.	Free
5	Payment of goods and services	Make payment for goods and services	Submit dully signed and stamped order, invoice and delivery note.	Within 30 days after receipt of relevant documents	Free
6	Acknowledgement of payments	Issuance of receipts	Submit evidence of payment	Within 5 minutes after confirmation of payment	Free
7	Payment to part-time lecturers	Make payments to part-time lecturers	Submit duly filled claim form	One month after receipt of claim	Free
8	Procurement of goods and services	Timely procurement of goods and services as per specifications	Adherence to Public Procurement and Disposal Act and Regulations	As per the advertisement/ contract	Specified fees
9	Admission of students	Process application for admission of qualified students	Submit duly completed application form	Within 5 working days.	Specified fees
10	Delivery of academic programs	Release of official teaching timetable	Access teaching timetable from university website	within one month before commencement of semester	Free
		Commence and deliver lectures as scheduled	Payment of fees, registration and attendance of lectures as scheduled	As per the timetable	Specified fees

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11	Examination results	Promptly process examination results	Sit for examinations	Within two months after Examinations.	Free
12	Issuance of transcripts	Release transcripts	Request for transcripts	One month after approval by Senate.	Free
13	Issuance of certificates	Issue certificates	Submission of duly filled clearance form	Two weeks after graduation	Free
14	Determination of student and staff disciplinary cases	Ensure fair, expeditious and just disciplinary process.	Present oneself and defense	Within 21 days after appearance in disciplinary	Free
15	Response to complaints, compliments and Suggestions	Respond to complaints, compliments and suggestions	Give suggestions, complaints and compliments through official channels	Within 4 working days upon receipt	Free
16	Library	Offer library services	Duly registered library user and abide by library rule and regulations	Week days from 8.00am to 10.00pm Saturdays 9.00am-4.00pm  Closed on Sundays and public holidays	Specified fees
17	Office and administrative services	Provide efficient, effective and timely service	Visit relevant offices during official working hours	Office hours from 8am to 5pm on all working days	Free
18	Clearance of exiting students and staff	Prompt clearance of exiting students and staff	Present duly completed clearance form	Within 15 minutes upon receipt and verification of the clearance form	Free

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