



CITIZENS SERVICE DELIVERY CHARTER

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Egerton is committed to being a World Class University for the Advancement of Humanity

Service/Good	Requirements to obtain service	Cost of Service/Good	Time Line
Information enquiry and reception desks	Specify requests for information, officers and service	Free	5 minutes
Academic Disciplines			
Agriculture Arts and Social Sciences Business Education Health Environment & Natural Resources Engineering Science LLB Gender Studies Veterinary, Medicine & Surgery	Meet minimum University and specific National Regulatory admission requirements	Free	i. Diploma 3 years ii. BA/Bsc/Bcom/LLB 4 years iii. Bsc Engineering 5 years iv. BVM 5 years v. MB.ChB 6 years vi. Masters 2 years vii. PhD 3years
on onferment			

of Philosophy	<ul style="list-style-type: none"> i. Certified copies of certificates/Results slips ii. Certified copies of National Identification Card or Passport iii. Passport size photographs iv. Duly completed application forms v. Minimum admission requirements <ul style="list-style-type: none"> • Minimum admission requirement • Diploma - K.C.S.E. -C • Bachelors - K.C.S.E C+ • Masters -Second Class Honours (Upper Division) • PhD. -Masters Degree 	<ul style="list-style-type: none"> i. Diploma - Kes. 1000 ii. Bachelors/Masters/Ph.D. - Kes. 2000 	<ul style="list-style-type: none"> i). Acknowledgement – 10 working days after receipt of application ii). Notification about admission - 30 working days after receipt of application
	<ul style="list-style-type: none"> of requisite fees Attendance of classes 	<p>KUCCPS and SSP Students</p> <ul style="list-style-type: none"> i) Diploma - Tuition per academic year <p>Arts programmes Med. & Surg. Nursing</p> <ul style="list-style-type: none"> ii). Bachelors – Tuition per academic <p>Business Administration Business Arts Business Science</p> <p>Medicine & Surgery -Tuition per Academic year</p> <p>PhD Tuition per Academic year</p> <p>Arts Science Website: admissions.egerton.ac.ke/Fees/structure.PDF</p>	Two semester per academic year, each semester is 17 weeks
of Transcripts	<ul style="list-style-type: none"> of academic programmes 	Free	Official transcripts 3 days after graduation. Provisional transcript 40 working days after the end of academic year
of Certificates	<ul style="list-style-type: none"> i. Successful completion of academic programmes ii. Payment of all required fees iii. Clearance certificate 	<ul style="list-style-type: none"> Undergraduate - Kes. 4,500 Masters - Kes. 5,500 PhD - Kes. 6,500 Alumni fee inclusive 	<ul style="list-style-type: none"> 3 working days after graduation. PhD. - Same day Provisional transcript 40 working days after the end of academic year.
odation Services	<ul style="list-style-type: none"> i. Duly completed accommodation form ii. Payment of required accommodation fee 	Accommodation fee ranging from Kes. 2,500 to Kes. 6,600 per semester	1 day

	iii.Completion of good conduct form		
Services	i. Egerton University students, staff and other stakeholders and ii.Egerton University property	Free	Continuous
services	i. Egerton University students, staff and other stakeholders	Charges as per menu	Immediate
ng services	i. Egerton University students, staff and other stakeholders ii. Entry of details in Counter Book	Free	Time varies as per individual cases
services	i. Egerton University Registered students,staff and community ii. Entry of details in counter book	Payment of medical fee of Kes. 2000 Alongside other fees	30 minutes
onal Services	i. Registered students and University employees ii.Appropriate sports gear	Free	Continuous
and Consultancy	i. Submission of proposal ii. Availability of sponsorship	Dependent on Research Budget	Continuous
n services	i. Memorandum of Understanding with the University ii. Referral sheet	Free	Continuous
d Conference facilities	iii.Booking	Conference Hall – vary depending on the sizes of rooms	Continuous
Payment for works, goods and services supplied	i. Local purchase order ii. Invoice iii. Delivery note iv. Goods Received Note	Free	90 working days supply
Library/Internet Services	i. Registered students and University employees	Free	immediate
Funeral Home Services	i. Registered students,staff and community	Dependent on various services offered by the Funeral Home	Immediate
Receipting of monies received from clients	Bank deposit files from the bank as evidenced in the bank statement	Free	24 hours from receipt of bank deposit files
Processing of imprests	An imprest application that meets the requirements of all the regulations governing imprest	Free	4 working days
Processing and payment of teaching claims	Claimant submits a fully approved teaching supported by all relevant documents	Free	30 days from receipt of claim
Resolution of compliant and feedback	Email, telephone, letters etc	Free	15 days

The University Council, Management and Staff are committed to the Delivery of the Best Services to Students the Public and Industry in line with the Article 10 of the Constitution of Kenya, 2010.

For any questions concerning the quality of service contact.

Vice Chancellor

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IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE

“Transforming Lives through Quality Education”

Egerton University is ISO 9001:2008 Certified

CHUO KIKUU CHA EGERTON

HATI YA UTOAJI HUDUMA KWA WANANCHI

Egerton imeazimia kuwa Chuo Kikuu cha Daraja la Kimataifa katika Kuendeleza Ubinadamu

HUDUMA	YANAYOHITAJIKA	ADA ya MTUMIAJI	MUDA
Uchunguzi wa habari na madawati ya mapokezi	Kuuliza na maombi mahususi ya habari, maafisa na huduma	Hakuna Malipo	Dakika 5
Vitengo/Vitivo vya Akademia			
ilimo Sanaa na Sayansi za Jamii Biashara Elimu Sifa Mazingira na Maliasili Uhandisi Sheria Masomo ya Jinsia Elimu ya Maradhi ya mifugo Dawa, Utabibu & Upasuaji	Kutumiza mahitaji ya kimsingi ya Chuo na Mahitaji mahususi ya Kitaifa ya kusajiliwa	Hakuna Malipo	i. Stashahada Miaka 3 ii. Shahada ya kwanza katika Sanaa, Sayansi, Biashara na Uchumi, Sheria Miaka 4 iii. Shahada ya Uhandisi: Miaka 5 iv. BVM: Miaka 5 v. Udaktari na Upasuaji: Miaka 6 vi. Uzamili: Miaka 2 vii. Uzamifu: Miaka 3
wa, Tuzo na			
da	i. Nakala za vyeti au matokeo zilizoidhinishwa ii. Nakala zilizoidhinishwa za Kitambulisho cha kitaifa au cheti cha kusafiria iii. Picha za ukubwa wa pasipoti iv. Fomu zilizojazwa kikamilifu za kujiunga v. Mahitaji ya kimsingi ya kujiunga • Stashahada - K.C.S.E. C- • Shahada - K.C.S.E C+ • Uzamili –Shahada-Daraja ya Pili(Kiwango cha Juu) • Uzamifu. -Uzamili	i. Stashahada - KES. 1000 ii. Shahada/Uzamili/Uzamifi. - KES. 2000	i). Kukiri – Siku 10 za kikazi baada ya kupokelewa kwa ombi. ii). Kufahamishwa kuhusu kusajiliwa – Siku 30 za kikazi baada ya kupokelewa kwa ombi
/Ufundishaji	Malipo ya ada zinazohitajika kwenye madarasa	Wanafunzi wa KUCCPS na SSP i) Stashahada – Karo ya mwaka wa kielimu Kozi za Kilimo, Utabibu, dawa na Upasuaji, Uuguzi	Semia mbili kila mwaka wa Kielimu. Kila semia ina majuma 17

		<p>ii). Shahada – Karo ya mwaka wa Kielimu</p> <p>ya Kishule- Sanaa ya Kishule- Sayansi</p> <p>mifugo & Upasuaji Karo ya kila mwaka wa Kiakademia</p> <p>. – Karo kwa kila mwaka wa Kielimu</p> <p>Sanaa ari zaidi: <i>Tovuti: admissions.egerton.ac.ke/Fees/structure.PDF</i></p>	
Upeanaji wa Hati Mpito za masomo	ilisha kozi za kielimu	Hakuna Malipo	Hati rasmi- Siku 3 baada ya mahafali. Hati za Mpito- Siku 40 za kazi baada ya kukamilika kwa mwaka wa masomo/kieleimu
vyeti	<p>i. Ukamilifu wa mahitaji ya kozi mahususi</p> <p>ii. Malipo ya ada zote zinazohitajika</p> <p>iii. Kibali cha Kuondoka</p>	<p>Shahada - Kes. 4,500</p> <p>Uzamili - Kes. 5,500</p> <p>Uzamifu - Kes. 6,500</p> <p>Ada ya Ujumuishaji imejumuishwa</p>	<p>Siku 3 za kazi baada ya mahafala.</p> <p>Uzamifu- Siku iyo hiyo</p> <p>Hati za mpito Siku 40 za kazi baada ya kukamilika kwa mwaka wa masomo.</p>
za malazi	<p>i. Fomu ya maombi iliyojazwa kikamilifu</p> <p>ii. Malipo ya ada ya malazi inayohitajika</p> <p>iii. Kujaza fomu ya mwenendo mzuri</p>	<p>Ada ya malazi ni kati ya KES 2,500</p> <p>Hadi KES 6,600 kila semia</p>	Siku 1
za Usalama	<p>i. Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.</p> <p>na</p> <p>ii. Mali ya Chuo Kikuu cha Egerton</p>	Hakuna malipo	Endelevu
za Maakuli	i. Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.	Ada na malipo hutegemea aina ya chakula kilichopo	Mara moja
za Ushauri Nasaha	<p>i. Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.</p> <p>ii. Kujaza habari na maelezo katika kitabu husika</p>	Hakuna malipo	Muda hutegemea kisa na hali ya mtu binafsi
za Matibabu	<p>i. Wanafunzi wa Chuo Kikuu cha Egerton waliosajiliwa rasmi, wafanyikazi na wanajamii</p> <p>ii. Kujaza habari katika kitabu cha rekodi</p>	Malipo ya ada ya matibabu ya Shilingi 2,000 pamoja na ada nyingine	Dakika 30

Huduma za Michezo na Burudani	i. Wanafunzi waliosajiliwa na wafanyikazi wa chuo ii. Mavazi ya michezo	Hakuna malipo	Endelevu
Ushauri	i. Uwasilishaji wa Pendekezo la utafiti ii. Upatikanaji wa udhamini	Hutegemea bajeti ya utafiti	Endelevu
za Nyanjani	i. Mkataba wa maelewano na Chuo Kikuu ii. Faili ya Rufaa	Hakuna malipo	Endelevu
Huduma za Hoteli na Vifaa vya Mikutano	iii. Kuomba na kuhifadhi	Vyumba vya mikutano- Hutegemea ukubwa wa vyumba	Endelevu
Malipo ya kazi, bidhaa na huduma zinazotolewa	i. Agizo la ndani la ununuzi ii. Ankara iii. Ithibati ya bidhaa kufikishwa iv. Ithibati ya bidhaa kupokelewa	Hakuna malipo	Siku 90 za kazi baada ya huduma kupokelewa
Huduma za Maktaba na Mtandao	i. Wanafunzi waliosajiliwa na wafanyikazi wa chuo	Hakuna malipo	Wakati uo huo
Huduma za Mazishi	i. Wanafunzi waliosajiliwa, wafanyikazi na wanajamii	Kutegemea huduma mbali mbali zinazotekelezwa katika chumba cha kuhifadhia maiti	Wakati uo huo
Uidhinishaji wa pesa zilizopokelewa kutoka kwa wateja	Faili za amana za benki kutoka benki kama inavyothibitishwa katika taarifa ya benki	Hakuna malipo	Saa 24 baada ya kupokelewa kwa faili za amana kutoka benki
Usindikaji na Utayarishaji wa uagizaji wa masurufu	Maagizo ambayo yanakidhi mahitaji na kanuni zote zinazosimamia uagizaji wa masurufu.	Hakuna malipo	Siku 4 za kazi
Usindikaji na malipo ya madai ya kuhadhiri	Mdai anawasilisha stakabadhi za uhadhiri zilizoidhinishwa kikamilifu na ithibati kamili	Hakuna malipo	Siku 30 baada ya kupokea madai
Utatuji wa malalamishi na majibu	Pepe, simu, barua n.k.	Hakuna malipo	Siku 15

Baraza la Chuo, Wasimamizi na Wafanyikazi wameazimia kutoa Huduma Bora kwa Wanafunzi, Umma na Tasnia kulingana na Kifungu cha 10 cha Katiba ya Kenya, 2010.

Kwa Maswali yoyote kuhusu ubora wa huduma, wasiliana na:

Naibu Chansela

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au

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HUDUMA BORA NI HAKI YAKO

Kubadili Maisha Kupitia Elimu Bora

Chuo Kikuu cha Egerton Kimeithinishwa Kitendakazi ISO 9001:2008