

CITIZENS SERVICE DELIVERY CHARTER

Written by Egerton University Webmaster

Monday, 04 June 2018 07:46 - Last Updated Tuesday, 03 July 2018 12:59



CITIZENS SERVICE DELIVERY CHARTER

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

Service/Good

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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

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i. Agriculture

ii. Arts and Social Sciences

iii. Business

iv. Education

v. Health

vi. Environment & Natural Resources

vii. Engineering

viii. Science

ix. LLB

x. Gender Studies

xi. Veterinary, Medicine & Surgery

Meet minimum University and specific National Regulatory admission requirements

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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

Admission

Award/Conferment

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Diploma

Bachelor

Master

Doctor of Philosophy

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

· Minimum admission requirement

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• Diploma - K.C.S.E. -C

• Bachelors - K.C.S.E C+

• Masters -Second Class Honours (Upper Division)

• PhD. -Masters Degree

i. Diploma - Kes. 1000

ii. Bachelors/Masters/Ph.D.

- Kes. 2000

i). Acknowledgement – 10 working days after receipt of application

ii). Notification about admission - 30 working days after receipt of application

Teaching

Payment of requisite fees

Attendance of classes

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KUCCPS and SSP Students

i)	Diploma -	Tuition per academic year
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Agricultural programmes

Clinical Med. & Surg. Nursing

ii). Bachelors – Tuition per academic

Science

Arts

Medicine

Nursing

School Based Arts

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School Based Science

LLB

Veterinary medicine & Surgery

Masters -Tuition per Academic year

Science

Arts

PhD. – Tuition per Academic year

Science/Arts

Visit:

Website:

admissions.egerton.ac.ke/Fees_structure.PDF

Two semester per academic year, each semester is 17 weeks

Provision of Transcripts

Completion of academic

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programmes

Free

Official transcripts 3 days after graduation.

Provisional transcript 40 working days after the end of academic year

Award of Certificates

i. Successful completion of academic programmes

ii. Payment of all required fees

iii. Clearance certificate

Undergraduate - Kes. 4,500

Masters - Kes. 5,500

PhD - Kes. 6,500

Alumni fee inclusive

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3 working days after graduation.

PhD. - Same day

Provisional transcript 40 working days after the end of academic year.

Accommodation Services

i. Duly completed accommodation form

ii. Payment of required accommodation fee

iii. Completion of good conduct form

Accommodation fee ranging from Kes. 2,500 to Kes. 6,600 per semester

1 day

Security Services

i. Egerton University students, staff and other stakeholders and

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ii. Egerton University property

Free

Continuous

Catering services

i. Egerton University students, staff and other stakeholders

Charges as per menu

Immediate

Counseling services

i. Egerton University students, staff and other stakeholders

ii. Entry of details in Counter Book

Free

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Time varies as per individual cases

Medical 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

Recreational Services

i. Registered students and University employees

ii. Appropriate sports gear

Free

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Continuous

Research and Consultancy

i. Submission of proposal

ii. Availability of sponsorship

Dependent on Research Budget

Continuous

Extension services

i. Memorandum of Understanding with the University

ii. Referral sheet

Free

Continuous

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Hotel and 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

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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

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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

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30 days from receipt of claim

Resolution of complaint 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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Egerton University, P.O. Box 536 – 20115, Egerton Kenya

Tel 254-51-2217810, Fax 244-51-22178227

E-mail-vc@egerton.ac.ke

The Commission Secretary/Chief Executive Officer, Commission

on

Administrative Justice,

2nd floor,

West End Towers,

Waiyaki way,

Nairobi

P.O. Box 20414-00200 Nairobi

Tel: +254 (0)20 2400337/0722970604

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Email: info@ombudsman.go.ke

IT IS YOUR RIGHT TO DEMAND EFFICIENT SERVICE

“Transforming Lives through Quality Education”

Egerton University is ISO 9001:2008 Certified

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CHUO KIKUU CHA EGERTON

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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

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Vitengo/Vitivo vya Akademia

i.	Kilimo
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ii.	Sanaa na Sayansi za Jamii
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iii.	Biashara
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iv.	Elimu
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v.	Afya
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vi.	Mazingira na Maliasili
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vii.	Uhandisi
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viii.	Sayansi
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ix.	Sheria
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x.	Masomo ya Jinsia
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xi.	Elimu ya Maradhi ya mifugo Dawa, Utabibu & Upasuaji
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Kutimiza mahitaji ya kimsingi	ya Chuo na Mahitaji mahususi ya Kitaifa ya kusajiliwa
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Hakuna Malipo

i.	Stashahada	Miaka 3
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ii.	Shahada ya kwanza	katika Sanaa, Sayansi, Biashara na Uchumi, Sheria Miaka
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iii.	Shahada ya Uhandisi:	Miaka 5
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iv.	BVM: Miaka 5
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v.	Udaktari na	Upasuaji: Miaka 6
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vi.	Uzamili: Miaka 2
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vii.	Uzamifu: Miaka 3
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Kusajiliwa, Tuzo na

Kufuzu

Stashahada

Shahada

Uzamili

Uzamifu

i. **Nakala za vyeti au zilizoidhinishwa**

ii. **Nakala zilizoidhinishwa za Kitambulisho cha kitaifa au cheti cha kusafiria**

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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

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Uhadhiri/Ufundishaji

Malipo ya ada zinazohitajika

Kuhudhuria madarasa

Wanafunzi wa KUCCPS na SSP

i)	Stashahada –	Karo ya mwaka wa kielimu
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Kozi za Kilimo, Utabibu, dawa na Upasuaji, Uguzi

ii). Shahada – Karo ya mwaka wa Kielimu

Sayansi

Sanaa

Udaktari

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Uuguzi

Masomo ya Kishule- Sanaa

Masomo ya Kishule- Sayansi

Sheria

Dawa za mifugo & Upasuaji

Uzamili –Karo ya kila mwaka wa Kiakademia

Sayansi

Sanaa

Uzamifu. – Karo kwa kila mwaka wa Kielimu

Sayansi/Sanaa

Kwa habari zaidi:

Tovuti:

[admissions.egerton.ac.ke/Fees structure.PDF](https://admissions.egerton.ac.ke/Fees_structure.PDF)

Semia mbili kila mwaka wa Kielimu. Kila semia ina majuma 17

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Upeanaji wa Hati Mpito za masomo

Kukamilisha 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

Tuzo la vyeti

i. Ukamilifu wa mahitaji kazi mahususi

ii. Malipo ya ada zote zinazohitajika

iii. Kibali cha Kuondoka

Shahada - Kes. 4,500

Uzamili - Kes. 5,500

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Uzamifu - Kes. 6,500

Ada ya Ujumuishaji imejumuishwa

Siku 3 za kazi baada ya mahafala.

Uzamifu- Siku iyo hiyo

Hati za mpito Siku 40 za kazi baada ya kukamilika kwa mwaka wa masomo.

Huduma za malazi

i. Fomu ya maombi iliyojazwa kikamilifu

ii. Malipo ya ada ya malazi hitajika

iii. Kujaza fomu ya mwenendo mzuri

Ada ya malazi ni kati ya KES 2,500 Hadi KES 6,600 kila semia

Siku 1

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Huduma za Usalama

i. Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.

na

ii. Mali ya Chuo Kikuu cha Egerton

Hakuna malipo

Endelevu

Huduma za Maakuli

i. Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.

Ada na malipo hutegemea aina ya chakula kilichopo

Mara moja

Huduma za Ushauri Nasaha

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i. Wanafunzi wa Chuo Kikuu cha Egerton, Wafanyikazi na wadau wengine.

ii. Kujaza habari na maelezo katika kitabu husika

Hakuna malipo

Muda hutegemea kisa na hali ya mtu binafsi

Huduma za Matibabu

i. Wanafunzi wa Chuo Kikuu cha Egerton waliosajiliwa rasmi, wafanyikazi na wana

ii. Kujaza habari katika kitabu cha rekodi

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

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ii. Mavazi ya michezo

Hakuna malipo

Endelevu

Utafiti na Ushauri

i. Uwasilishaji wa Pendekezo la utafiti

ii. Upatikanaji wa udhamini

Hutegemea bajeti ya utafiti

Endelevu

Huduma za Nyanjani

i. Mkataba wa maelewano na Chuo Kikuu

ii. Faili ya Rufaa

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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

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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

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Uidhinishaji wa pesa zilizopokelewa kutoka kwa wateja

Faili za amana za benki kutoka benki kama inavyohibitishwa 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

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Siku 30 baada ya kupokea madai

Utatuzi 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

Chuo Kikuu cha Egerton, S.L.P. 536 – 20115, Egerton Kenya

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Simu: +254-51-2217810, Kipepesi: 244-51-22178227

Barua Pepe: vc@egerton.ac.ke

au

Waziri/ Katibu wa Wizara/Afisa Mkuu Mtendaji/ Mkuu wa Taasisi za Umma

Orofa ya Pili, Jengo la West End Towers, Waiyaki Way, Nairobi

S.L.P. 20414-00200 NAIROBI

Simu: +254 (0) 20 240337/0722970604

Barua Pepe: info@ombudsman.go.ke

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HUDUMA BORA NI HAKI YAKO

Kubadili Maisha Kupitia Elimu Bora

Chuo Kikuu cha Egerton Kimeithinishwa Kitendakazi ISO 9001:2008