

UNIVERSITY SERVICE DELIVERY CHARTER

COMMITMENT TO SERVICE DELIVERY

The University is committed to providing the following services in a timely manner, efficiently and effectively.

No.	Service	Requirement	Charges (Ksh)	Time Line
1	Response to phone calls during official hours (Landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by Walk-in clients during official working hours	Walk-in and make the enquiry	Free	1 minute
3	Response to correspondence	Written correspondences	Free	5 working days [excluding weekends and public holidays]
4	Response to public complaints and grievances	Make a complaint	Free	1 working day [excluding weekends and public holidays]
5	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days [excluding weekends and public holidays]
6	Registration of Suppliers	• Dully filled application form • Company Profile • Certificate of Incorporation/ Registration PIN Certificate • Valid Tax Compliance Certificate/ Exemptions • Original Bank Statement • Copy of Certificate of registration with regulatory bodies • Non-refundable fee payment receipt • Copies of annual return forms filled by company registry • National ID/Passport	Free	14 Working days [excluding weekends and public holidays]
7	Processing of tenders	Submit bids for goods and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services received	• L.P.O/Invoice • Certificate of Completion/goods/ services received	Free	60 days from the date of receipt of the invoice
10	Disposal of obsolete Items	Submission of bids	Free	60 days from the date of advertisement
11	Public participation policy-making process	Familiarization with issues and active participation	Free	1 working day
12	Recruitment of staff	Make a formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days
14	Student Admission	Complete and submit the Admission form	Specified Fee	48 working days from the date of receipt of the completed form
15	Course Registration	Complete and submit the registration forms	Semester/ session fees	10 working days after reporting date
16	Issuance of Examination results slip/Transcript	Upon request	Free	10 working days upon receipt of request
17	Graduation	Completion of the course	Specified fees	As per academic calendar
18	Issuance of certificates	Completion of the course	Free	48 working days after graduation
19	Teaching/Learning	Upon registration	Specified fees as per programme	As per Almanac
20	Payment of goods and services	Delivery, acceptance & Invoice	Free	Within 90 days after invoice date
21	Issuance of support letters to researchers	Request for support letter and project proposal.	Free	10 working days upon receipt of request and project proposal
22	Signing of memorandum of understanding (MoU)	An agreed MoU and a brief on the MoU	Free	10 working days upon receipt of an agreed MoU and a brief on the MoU
23	Signing of Research Contract Agreements	An agreed Research Contract Agreement	Free	5 working days upon receipt of an agreed Research Contract Agreement

For any questions, complaints/compliments and grievances concerning the quality of service, please contact the following:

The Vice Chancellor
 Pwani University,
 P.O. Box 195-80108, Kilifi, Kenya,
 Tel: +254 725 91 61 45/ +254 776 36 89 46
email: complaints@pu.ac.ke | **website:** www.pu.ac.ke

The Commission Secretary
 Commission on Administrative Justice
 2nd Floor, West End Towers | P.O. Box 20414 – 00200, NAIROBI.
Tel: +254-20-2270000/2303000/2603765/2441211/8030666
Toll Free Line : 0800 221 349 | **SMS Short Code:** 15700 (Safaricom
 Subscribers Only)
Email: complain@ombudsman.go.ke | **Online:** Fill in our online
 feedback form at <http://www.ombudsman.go.ke/Contacts.aspx>

MKATABA WA UTOAJI WA HUDUMA WA CHUO KIKUU

KUJITOLEA KUTOA HUDUMA

Chuo kikuu kimejitolea kutoa huduma zifuatazo kwa muda unaotakikana, kwa utendaji bora na ufanisi

Na.	Huduma	Hitaji	Malipo (Ksh)	Makataa
1.	Kujibu simu wakati wa masaa rasmi ya kazi (simu ya mezani au laini nyingine yoyote rasmi)	Simu	Bure/hamna malipo	Sekunde 15
2.	Kujibu maswali kutoka kwa wateja wanaopitia wakati wa masaa rasmi ya kazi	Ingia ndani na uulize	Bure/hamna malipo	Dakika 1 (moja)
3.	Majibu kupitia mawasiliano	Mawasiliano ya maandishi	Bure/hamna malipo	Siku 5 za kazi [bila kujumuisha wikendi na likizo za umma]
4.	Majibu ya malalamishi ya umma	Toa malalamishi	Bure/hamna malipo	Siku 1 ya kazi [bila kujumuisha wikendi na likizo za umma]
5.	Utatuji wa malalamishi	Toa malalamishi kupitia mazungumzo au maandishi	Bure/hamna malipo	Siku 14 za kazi [bila kujumuisha wikendi na likizo za umma]
6.	Usajili wa Wauzaji	- Fomu ya maombi iliyojazwa - Wasifu wa Kampuni - Cheti cha usajili/Cheti cha nambari ya PIN - Cheti cha ushuru/cheti cha kuepushwa ushuru - Nakala asili ya taarifa ya Benki - Nakala ya cheti cha usajili na vyombo vya udhibiti - Stakabadhi ya malipo ya ada isiyorejeshwa - Nakala za fomu za ripoti ya mwaka zilizojazwa na sajili ya kampuni - Kitambulisho /Pasipoti	Bure/hamna malipo	Siku 14 za kazi [bila kujumuisha wikendi na likizo za umma]
7.	Mchakato wa zabuni	Kuwasilisha zabuni za bidhaa na huduma	Bure/ hana malipo	Siku 90
8.	Taarifa ya wazabuni waliofaulu na ambao hawajafaulu	Fikia tovuti ya ununuzi wa kielektroniki kwa arifa	Bure/hamna malipo	Siku moja ya kazi
9.	Malipo ya bidhaa na huduma	- Agizo la ununuzi wa ndani (L.P.O)/ Ankara - Cheti cha Kuhitimisha/bidhaa/huduma zilizopokelewa	Bure/hamna malipo	Siku 60 kutoka tarehe ya kupokelewa kwa ankara
10.	Uuzaji wa vitu vya zamani	Uwasilishaji wa zabuni	Bure/hamna malipo	Siku 60 kutoka tarehe ya tangazo
11.	Mchakato wa kuunda sera ya ushiriki wa umma	Kufahamu masuala na ushiriki hai	Bure/hamna malipo	Siku moja ya kazi
12.	Uajiri wa wafanyakazi	Toa maombi rasmi kulingana na tangazo	Bure/hamna malipo	Siku 90
13.	Mchakato wa ombi la habari	Toa ombi la habari	Bure/hamna malipo	Siku 21
14.	Usajili wa mwanafunzi	Kamilisha na wasilisha fomu ya usajili	Karo maalum	Siku 48 za kazi tangu tarehe ya kupokea fomu iliyojazwa
15.	Usajili wa kozi	Kamilisha na wasilisha fomu za usajili	Karo ya muhula	Siku 10 za kazi baada ya tarehe ya kuripoti
16.	Utoaji wa nakala za matokeo ya mitihani	Mara tu ombi linapotolewa	Bure/Hamna malipo	Siku 10 za kazi baada ya kupokea ombi
17.	Mahafali	Baada ya kukamilisha kozi	Karo maalum	Kulingana na kalenda ya mwaka
18.	Utoaji wa vyeti	Baada ya kukamilisha kozi	Bure/Hamna malipo	Siku 48 za kazi baada ya mahafali
19.	Ufunzaji/ujifunzaji	Baada ya usajili	Karo maalum kulingana na kozi	Kulingana na kalenda ya chuo
20.	Malipo ya bidhaa na huduma	Kuwasilisha, kukubali na ankara	Bure/Hamna malipo	Ndani ya siku tisaini (90) baada ya tarehe ya ankara
21.	Utoaji wa barua za uungaji mkono	Ombi la barua ya uungaji mkono na pendekezo la mradi	Bure/Hamna malipo	Siku 10 za kazi baada ya kupokea ombi na pendekezo la mradi
22.	Kuweka sahihi kwa mkataba wa makubaliano (MoU)	Mkataba wa makubaliano uliokubaliwa na maelezo yake kwa ufupi	Bure/Hamna malipo	Siku 10 za kazi baada ya kupokea mkataba uliokubaliwa na maelezo yake kwa ufupi
23.	Kuweka sahihi kwa mikataba ya utafiti iliyokubaliwa	Mkataba wa makubaliano	Bure/ Hamna malipo	Siku 5 za kazi baada ya kupokea mkataba wa Utafiti uliokubaliwa

Kwa maswali, malalamishi au pongezi kuhusu ubora wa huduma, tafadhali wasiliana na wahusika wafuatao:

Mkuu Mwandamizi wa Chuo
Chuo Kikuu cha Pwani,
SLP 195-80108, Kilifi, Kenya,
Simu: +254 725 91 61 45/ +254 776 36 89 46
Barua pepe: complaints@pu.ac.ke
Tovuti: www.pu.ac.ke

Katibu wa Tume
Tume ya Utawala wa Haki
Gorofa ya pili, West End Towers, SLP 20414-00200, NAIROBI
Simu: +254 20 2270 000/2303 000/2603 765/24410 211/8030 66
Simu isiyotozwa ushuru: 0800 221 349
Kanuni ya ujumbe mfupi: 15700 (kwa wateja wa safaricom pekee)
Barua pepe: complain@ombudsman.go.ke
Mtandaoni: Jaza fomu ya maoni kwenye mtandao kwa kiungo kifuatacho
<http://www.ombudsman.go.ke/contacts.aspx>