

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.	Enquiries	Specify the enquiry	Free	Immediate
2.	Student Admission	Complete and submit the Admission form	Specified Fee	2 months
3.	Course Registration	Complete and submit the registration forms	Semester/session fees	2 weeks after reporting date
4.	Issuance of course outline	Atleast one student	Free	1 st three Lectures
5.	Teaching	Payment of full fees	Specified fees	As per timetable
6.	Examination results slip/Transcript	Upon request	Free	2 weeks on receipt of request
7.	Graduation	Completion of the course	Specified fees	As per academic calendar
8.	Issuance of certificates	Completion of the course	Free	2 months after graduation
9.	Library	Upon request	Specified fees	Opening hours
10.	Accommodation	When available	Specified fees	1 day
11.	Procurement of goods and services	Adherence to Procurement and Disposal Act	Specified fees	As stipulated in the Advertisement/contract
12.	Payment of goods and services	Receipt Note	Free	30 Days after delivery
13.	Student and staff disciplinary cases	Evidence	Free	2 months after suspension
14.	Recruitment of staff	Budgeted vacant position	Free	3 months after advertisement
15.	Official working hours	Week days	Free	8.00 am– 5.00 pm
16.	Payment of salaries	employee	Free	By 30 th of every month
17.	Internal payments	1 week	Free	3 days
18.	Health Unit	Medical card	Specified fees	8.00am– 5.00Pm
19.	Transport	As per transport policy	Free	1 day
20.	Attendance of telephone calls at switchboard	a telephone call	Free	In 30 seconds
21.	Response to correspondence	Receipt of correspondence	Free	7 days on receipt
22.	Clearance of staff and students	Completed Clearance Form	Free	Within 2 days
23.	Response to complaints, compliments and suggestions	Receipt of complaint, compliment and suggestion	Free	7 days on receipt

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

The Vice Chancellor
 Pwani University,
 P.O. Box 195-80108, Kilifi, Kenya,

Tel: +254 41 7525100/1/3/4
Fax: 0254 41 7522 128

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.

OR **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>

UWAJIBIKAJI WA KUTOA HUDUMA

Chuo kimewajibika kutoa huduma kwa ufanisi na kwa wakati unaofaa kama ifuatavyo:

No.	Huduma	Mahitaji	Ada (Kshs.)	Muda
1.	Utoaaji wa habari za kufahamika zinapohitajika	Ulizia habari unayotaka kujua kwa njia ya wazi.	Bila malipo	Papo hapo
2.	Usajili wa wanafunzi	Jaza na uwasilishe fomu ya usajili.	1,000/=	Ndani ya miezi miwili baada ya kujiunga na chuo.
3.	Usajili wa kazi	Jaza na uwasilishe fomu ya usajili	Malipo/karo ya muhula	Wiki mbili baada ya tarehe ya kujiunga na chuo.
4.	Utoaji wa muongozo wa kozi	Angooje / asubiri wanafunzi 25 wasajiliwe kwa kozi husika	Bila malipo.	Mihadhara mitatu ya kwanza
5.	Ufundishaji	Ulipaji wa karo yote	Karo inayohitajika .	Kulingana na ratiba ya masomo
6.	Matokeo ya mthani.	kuwasilishe ombi	Bila malipo	Wiki mbili baada ya kupokelewa kwa ombi.
7.	Uhafala	Kukamilika kwa karo	Karo inayohitajika kukamilisha kozi husika	Kulingana na katiba ya mwafaka wa kusoma.
8.	utoaji wa vyeti	kukamilika kwa kozi husika	Bila malipo	miezi miwili baada ya kuhitimu
9.	Maktaba	Kwa ombi	Ada inayohitajika	Masaa ya kuwa wazi.
10.	Malazi	yanapopatikana	malipo ya malazi yanayohitajika	Siku moja
11.	Utumizi wa bidhaa na huduma	Ufuataji wa sheria za uuzaji na ununuzi wa bidhaa	Malipo yanayohitajika	Ada iliyoelezwa kwenye tangazo la uuzaji.
12.	Ulipaji wa bidhaa na huduma	Risiti	Bila malipo	Siku thelathini baada ya uwasilishaji wa bidhaa
13.	Ufuataji wa nidhamu miongoni mwa wafanyi kazi.	Ushahidi wa utoaji wa nidhamu uliotendeka	Bila malipo	Miezi miwili baada ya kusimamishwa kusoma/ kufanya kazi
14.	Uajiri wa wafanyi kazi	Nafasi zilizo kadiriwa kuwa wazi	Bila malipo	Miezi mitatu baada ya tangazo
15.	Saa rasmi za kazi	Siku za kazi	Bila malipo	Saa 2.00 asubuhi hadi saa 11.00 jioni
16.	Malipo ya mishahara	Wafanyi kazi	Bila malipo	Kufikia tarehe thelathini ya kila mwezi
17.	Malipo ya ndani kwa ndani	Kwa ombi	Bila malipo	Siku tatu
18.	Kituo cha afya	Kadi ya matibabu	Kwa zitakazohitajika kukamilisha kozi husika	Saa 2.00 asubuhi hadi saa 11.00 juoni.
19.	Usafiri	Kulingana na sera ya usafiri	Bila malipo	Siku moja
20.	Huduma za simu	Upigaji simu	Bila malipo	Kwa nukta thelathini.
21.	Kujibu barua	Kupokewa kwa barua	Bila malipo	Siku saba kuanzia siku ya kupokewa.
22.	Kitabu cha kutambulisho cha kuwahurisha wafanyi kazi/huduma	Jaza fomu ya kuhurisha	Bila malipo	Ndani ya siku mbili
23.	Kujibu malalamishi na mapendekezo	Upokeaji wa malalamishi, na maoni	Bila malipo	Siku saba baada ya kupokewa .

Baraza kuu la chuo, viongozi wa chuo na wafanyi- kazi wanajitolea muhanga katika kutoa huduma bora zaidi kwa wanafunzi na wafanyikazi. Kwa maswali, malalamishi, wasifu na manung'uniko kuhusu hadhi ya huduma zetu tafadhali wasiliana na:

Mkuu wa Chuo
 Chuo Kikuu cha Pwani
 S.L.P. 195-80108 Kilifi, Kenya

Katibu Wa Tume,
 Tume Ya Haki Ya Utawala
 Orofa ya Pili, Jengo la West End
 S.L.P. 20414 – 00200, NAIROBI.

Nambari za simu: +254 41 7525 100/1/3/4
Faksi/kipepesi: +2541 7522 128

AMA

Nambari za simu: +254-20-2270000/2303000/2603765/
 2441211/8030666

Barua pepe: complaints@pu.ac.ke
Tuvuti: www.pu.ac.ke

Simu bila malipo : 0800 221 349
Ujumbe mfupi: 15700 (Safaricom pekee)
barua pepe: complain@ombudsman.go.ke
Kwa kutumia tuvuti: Jaza maoni yako katika fomu ya
<http://www.ombudsman.go.ke/Contacts.aspx>