



*(Knowledge for Development)*

**KIBABII UNIVERSITY  
FACULTY OF SCIENCE AND EDUCATION SCIENCES  
SERVICE CHARTER**

|    | <b>SERVICE</b>  | <b>REQUIREMENTS</b>   | <b>CHARGES (KSHS)</b> | <b>TIMELINE</b> |
|----|---|---|-----------------------|-----------------|
| 1. | Inquiries/information and reception desk                          | Specify the inquiry/requests for information, officers and services | Free                  | Immediately     |
| 2. | Attendance to phone calls   | A telephone call  | Free                  | Promptly        |
| 3. | Response to correspondence (including application for employment) | Receipt of correspondence   | free                  | 7 days          |
| 4. | Response to complaints, compliments, or suggestions               | Receipt of complaint  | Free                  | 7 days          |
| 5. | Issuance of provisional transcripts                               | Completion of specified academic course                             | Free                  | 2 weeks         |
| 6. | Clearance of staff on termination of appointment                  | Duly completed clearance form                                       | Free                  | Within 1 day    |
| 7. | Clearance of students on completion of studies                    | Duly completed clearance form                                       | Free                  | Within 1 day    |

**For complaints or compliments, please report: The  
Dean, Faculty of Education & social Sciences  
P O Box 1699-50200, Bungoma – Kenya**

**IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT**

**SERVICE Huduma bora ni haki yako ya kikatiba.**