



RONGO UNIVERSITY

CITIZEN'S SERVICE DELIVERY CHARTER

Rongo University is committed to providing the following services in an efficient, effective and timely manner:

No.	SERVICE	REQUIREMENTS	COST	TIME-LINE
1.	Enquiries	<ul style="list-style-type: none"> Specify the enquiry 	Free	Immediate
2.	Admission of Students a) GOK Students	<ul style="list-style-type: none"> KUCCPS Admission list 	Specified fee	2 months
	b) Self-sponsored students	<ul style="list-style-type: none"> Minimum course entry requirement Payment of application fee Complete and submit application form 	<ul style="list-style-type: none"> Certificate - 500 Diploma - 500 Degree - 1,000 Postgraduate - 2,000 	1 Month
3.	Course Registration	<ul style="list-style-type: none"> Complete and submit registration forms 	Semester/session fees	2 weeks after reporting date
4.	Issuance of course outline	<ul style="list-style-type: none"> Minimum of 25% registered students for a course 	Free	1st three lectures
5.	Teaching/Research	<ul style="list-style-type: none"> Payment of full fees 	As per fee structure	As per academic calendar
6.	Attachment	<ul style="list-style-type: none"> Payment of attachment fees Application and confirmation of vacancy for attachment place 	As per fee structure	As per academic calendar
7.	Sitting for Examination	<ul style="list-style-type: none"> Payment of full fees Two thirds class attendance Student ID card Examination card 	As per fee structure	As per academic calendar
8.	Issuance of Examinations Results Slips/Transcript	<ul style="list-style-type: none"> Successful completion of an academic year Duly filled transcript request form 	Free	Within 7 days
9.	Graduation	<ul style="list-style-type: none"> Successful completion of the course 	Specified fee	As per academic calendar
10.	Issuance of Academic Certificate upon Graduation	<ul style="list-style-type: none"> National ID/Passport Payment of graduation fees Evidence of clearance 	Free	1 month after graduation
11.	Accommodation	<ul style="list-style-type: none"> Filling of accommodation application form Full payment of accommodation fees 	As per fee structure	Within 1 day
12.	Catering Services	<ul style="list-style-type: none"> Production of meal voucher/payment receipt 	As per the menu	Within 10 minutes
13.	Library Services	<ul style="list-style-type: none"> Production of staff/student's ID card 	Free	Within opening hours
14.	Photocopying and Binding	<ul style="list-style-type: none"> Payment receipt 	As per approved price	Within 30 minutes
15.	Medical Services	<ul style="list-style-type: none"> Production of staff/students ID card 	Specified fees	24 Hour services
14.	Recruitment of staff	<ul style="list-style-type: none"> Availability of vacancy Application letter Letter of appointment 	Free	3 months after advertisement
15.	Students/Staff Disciplinary Cases	<ul style="list-style-type: none"> Invitation for disciplinary 	Free	2 months after suspension
16.	Payment of Salaries	<ul style="list-style-type: none"> Performance of assigned duties 	Free	By 30th of every month
17.	Counselling Services to Staff and Students	<ul style="list-style-type: none"> Production of staff/student ID card 	Free	During working hours
18.	Complaints/Compliments	<ul style="list-style-type: none"> Submission of complaints/compliment 	Free	During working hours
19.	Processing and Awarding of Tenders	<ul style="list-style-type: none"> Obtaining tender documents Meeting statutory requirements in the tender documents 	As specified in the advertisement	Within 30 after closing date
20.	Payment of Suppliers	<ul style="list-style-type: none"> Production of delivery note Production of an invoice 	Free	Within 90 after delivery As per the contract
21.	Transport Services	<ul style="list-style-type: none"> Duly filled transport requisition form 	Free	2 Days to due date
22.	Outreach Services to Community	<ul style="list-style-type: none"> Identification of need and on request 	Free	Within 2 weeks
23.	Collaboration and Linkages	<ul style="list-style-type: none"> Request for collaboration Development and signing of MoU 	Free	Within 30 days

For any questions, complaints/compliments and grievances regarding the quality of our services, please contact:

The Vice Chancellor,
Rongo University
P. O. Box 103-404044, Rongo
Tel: 0770 308 253
Email: vc@rongovarsity.ac.ke
Website: www.rongovarsity.ac.ke

or

The Commission Secretary,
Commission on Administrative Justice.,
Westend Towers, 2nd Floor, Wayaiki Way
P. O. Box 20414 – 00200, Nairobi
Tel: +254-0202270000
Email: certificationpc@ombudsman.go.ke
Website: www.ombudsman.go.ke

"Huduma Bora Ni Haki Yako"