



**UNIVERSITY OF KABIANGA
CITIZENS' SERVICE DELIVERY**

	Service	Requirement	Charges	Timelines
1.	Serving students with letters of admission.	Duly completed prescribed application form plus relevant academic credentials.	Free	Two months before the reporting date.
2.	Processing and issuing of academic transcripts.	Completion of specified academic courses and written request.	Free	Within two months after release of examinations.
3.	Issue University Certificates	Clearance certificate. National identity card.	Free	Within two months after graduation.
4.	Fill all advertised posts.	As per the advertisement.	Free	Within a period of three months after close of advertisement.
5.	Make cash payments.	Cash payment voucher.	Free	Within a week from time of receipt of a voucher.
6.	Open University of Kabianga libraries in all Campuses.	Staff/Student Identity card.	Free	From 8.00 a.m.- 10.00 p.m. weekdays From 9.00 a.m. to 5.00 p.m. on Saturdays.
7.	Respond to queries from library users.	Registered query.	Free	Within a day.
8.	Reply to routine correspondences, compliments and complaints.	Receipt of correspondence, compliment or complaint.	Free	Within seven days from the date of receipt.

For compliments and complaints, please refer to:

The Vice-Chancellor, University of Kabianga
P. O. Box 2030-20200, Kericho Kenya
Tel: 020-2172665;
Website; www.kabianga.ac.ke; email; vc@kabianga.ac.ke

If not satisfied please contact:

Commission on Administrative Justice (CAJ)
Commission on Administrative Justice
West End Towers, 2nd Floor, Westlands
P.O. Box 20414-00200 Nairobi
Website: www.ombudsman.go.ke
Tel: 020-2270000

OR

Public Relations Office
proffice@kabianga.ac.ke

