



REPUBLIC OF KENYA



SOUTH EASTERN KENYA UNIVERSITY

**COMMITMENTS ON SERVICE DELIVERY**

S/NO	SERVICE/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST (KSH)	TIME LINE
1.	Response to correspondence and Enquiries – Verbal/telephone – E-mail – Written	Clear statement of the issue Clear statement of the issue	Free Free	Immediate Within one day Within seven days
2.	Working hours		Free	8.00 a.m. – 5.00 p.m.
3.	Student Admission	Submission of completed admission forms	Degree: 2,000 Diploma: 1,000 Certificate: 500	Two months
4.	Unit Registration	submission of completed registration forms	Free	Two weeks
5.	Issuance of course outline	Minimum of 25% registered student per course	Free	First lecturer
6.	Teaching	Payment of full fees	Specified fees	As per timetable
7.	Issuance of examination card	Payment of full fees	Specified fees	
8.	Issuance of examination result slip	Sitting end-of-term/semester examinations	Free	Three months after examinations
9.	Issuance of examination transcripts	Completion of academic year	Free	Start of next academic year
10.	Graduation	Successful completion of course	Specified fees	As per academic calendar
11.	Issuance of certificates	Successful completion of course	Free	2 weeks after graduation
12.	Library	Student/staff identification (card)	Specified fees	Opening hours
13.	Accommodation	Submission of application forms (on a first-come-first-served basis)	Specific fees	One day
14.	Procurement of goods and services	Adherence to the Procurement and Disposal Act	Specified fees	As stipulated in the advertisement/contract
15.	Payment for goods and services	Invoice Delivery/receipt notes	Free	30 days
16.	Handling of students/ staff disciplinary cases	Appearance before Staff/Student Disciplinary Committee	Free	30 days
17.	Recruitment of staff	Budgeted vacant position	Free	Two months after suspension
18.	Payment of salaries	Employment	Free	By 30 <sup>th</sup> of every month

19.	Internal payment	Upon request	Free	3 days
20.	Medical services	Medical Card	Specified fees	8.00 am-5.00pm
21.	Transport	Submission of requisition form	Free	1 day
22.	Attendance to telephone calls	A telephone call	Free	In 30 seconds
23.	Clearance of staff and students	Completion of clearance form	Free	Within 2 days
24.	Handling of complaints	Lodging of complaint	Free	14 days on receipt (simple) 21 days (complex)

**We are committed to courtesy and excellence in service delivery.** Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Vice-Chancellor  
South Eastern Kenya University  
P.O. Box 170 – 90200, Kitui  
Tel: +254748605996 or Tel: +254748605997  
  
Email: [vc@seku.ac.ke](mailto:vc@seku.ac.ke)

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice, 2nd Floor, West End  
Towers, Waiyaki Way, Nairobi.  
P.O. Box 20414-00200 Nairobi  
Tel : +254 (0)20 2270000/2303000  
Email : [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**