



KIBABII UNIVERSITY COLLEGE

(A constituent College of Masinde Muliro University of Science and Technology)

CUSTOMER SERVICE DELIVERY CHARTER

FACULTY OF SCIENCE

SERVICE	OFFICE	OFFICER IN CHARGE	REQUIREMENTS	CHARGES	TIMELINE
Provision of Information	Dean's office	Dean	Specification of officer to be seen	None	As soon as possible
Complements, Complaints, and suggestions	Dean's office	Dean	Duly completed customer feedback form	None	Within 7 days
Undergraduate Admission	Dean's office	Dean	KCSE C+ or acceptable equivalent	Application Fee	One month
Post graduate admission	Dean's office	Dean	BSc.(Upper second class hon) in relevant discipline or equivalent(MSc.) and for Ph.D applicants, Relevant MSc. Required.	Application Fee	One month
Registration of students	Dean's office	Dean	<ul style="list-style-type: none"> Admission letter Original academic certificates 	As per fees structure	One day
Processing of provisional transcripts	Dean's office	Dean	Completion of relevant academic year	None	One month after senate's approval
Graduation of students	Dean's office	Dean	Completion of all prescribed courses	Graduation fee	As per the academic

					year
Students' clearance	Dean's office	Dean	Duly completed clearance form	None	Two days
New staff' orientation	Dean's office	Dean	<ul style="list-style-type: none"> • Completion of staff registration • Appointment letter 	None	One day
Staff terminating their services to University	Dean's office	Dean	Duly Completed clearance form	None	One day

The Faculty of Science is committed to become a centre of academic excellence in harnessing and disseminating the scientific knowledge and skills for development.

It is your right to be served well