



**KENYATTA UNIVERSITY
CENTRE FOR INSTITUTIONAL BASED PROGRAMMES**

SERVICE DELIVERY CHARTER

OUR VISION STATEMENT

To be dynamic, inclusive and competitive centre of excellence in the facilitation of Institutional Based Programmes.

OUR MISSION STATEMENT

To provide quality timely and reliable services to all students, sponsors and other stake-holders in the Institutional Based Programmes.

| S/No. | SERVICES RENDERED | REQUIREMENTS | CHARGES | TIMELINE |
|--------------|--|---|----------------|-----------------|
| 1. | Directing customers to relevant offices to obtain services or information. | Written request. | Free | One day |
| 2. | Issue of student information Handbook. | Establish need from registered students. | Free | Immediately |
| 3. | Follow up on students problems & issues. | Persistent students complaints. | Free | Seven days |
| 4. | Offer information on CIBP programmes. | Confirm accuracy of required written request or calls. | Free | Two hours |
| 5. | Issuance of printed course modules. | Establish number of registered students in the unit who are unable to access the module online. | Free | Immediately |

For enquiries call: 254- 20-8710901 and 871622 or 254-20-8710901 to 710910 or Cisco 0208704215 or Visit CIBP Office Directorate Complex 3rd Floor Room 328.

DR. JOYCE WANGIA
DIRECTOR, CENTRE FOR INSTITUTIONAL BASED PROGRAMMES