

**KIBABII UNIVERSITY**  
**SCHOOL OF GRADUATE STUDIES**  
**SERVICE DELIVERY CHARTER**

**(IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE)**

SERVICES OFFERED	ROOM/OFFICE	OFFICER IN CHARGE	REQUIREMENTS	CHARGES	TIMELINE
Providing Information regarding Graduate Programmes	Admin Assistant office	Admin Assistant		Free	Immediate
Management of External Correspondence	Office Administrator office	Office Administrator		Free	5 days
Management of Internal Correspondence	Office Administrators office	Office Administrator		Free	3 days
Responding to Telephone	Office Administrators office	Office Administrator		Free	5 seconds
Processing Admissions of Graduate Applicants	Admin Assistant office	Admin Assistant	Approved Minimum Admission Requirements for the Programme	Approved Application fee	2 weeks
Provisional Admission	Admin Assistant office	Dean	Original Certificates	Free	Immediate
Registration into Graduate Programme	Admin Assistant office	Admin Assistant	Admission Letter	Full Payment of fees	1 day
Processing of Results	Admin Assistant office	Dean	Consolidated Mark sheets from departments	Free	2 weeks
Issuance of Provisional Transcripts	Admin Assistant office	Dean	Completion of specified academic year	Free	1 day
Processing Research Proposal	Admin Assistant office	Dean	Memo from Faculty Graduate Committee	Free	2 weeks
Issuance of Introductory Letter for Processing Research Permit by NACOSTI	Admin Assistant office	Dean	Approval of the Supervisors /Proposal by academic board Certificate of Correctional of Proposal by the Graduate School Board	Free	1 Day after Academic/Senate approval
Processing of Examination Thesis	Admin Assistant office	Dean	Approval of Examiners by Academic Board	Free	1 Month after Senate approval
School Board Meetings	Admin Assistant Office	Dean	Notice to Members	Free	Once a month per semester
Processing of Graduate Programmes	Admin Assistant office	Dean	Memo from School/Faculty G. S.C	Free	2 weeks
Coordinate Graduate Student Orientation	Department offering the programme	Chairman of the Department	Orientation Programme	Free	1 week
Recommendation for Award of Degrees	Admin Assistant office	Dean	Approval of Results by Academic Board/Senate	Free	1 month
Welfare of Graduate Students	Admin Assistant office	Dean	Issue registered	Free	Immediate
Publicity of Graduate Programmes	Admin Assistant office	Dean	Budget by School Board	Funded by the University	3 times a year
Graduate Seminars and Public Lectures	Admin Assistant office	Dean	Staff and Graduate Students	Free	2 seminars per semester
Publications and Disseminations of Graduate Research Findings	Admin Assistant office	Dean University Librarian	All Theses of students recommended for Award of degrees	Free	1 academic year

**For Compliments or Complaints, Please report to:**

**Dean, School of Graduate Studies**  
**P.O Box 1699-50200,**  
**BUNGOMA-KENYA**

Email [sgs@kibabiiuniversity.ac.ke](mailto:sgs@kibabiiuniversity.ac.ke)

Website: <http://www.kibabiiuniversity.ac.ke>