



JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

Our Commitments to Service Delivery

We are committed to providing timely, efficient and effective services to our clients by doing the following:

Service/Processes Rendered	Requirements	User Charges (Ksh)	Timelines
Processing of admissions	(i) Duly completed application form (ii) Certified copies of academic certificates (iii) Bank pay-in slip	(i) Certificate – Ksh 1,000 (ii) Diploma – Ksh 1,500 (iii) Undergraduate – Ksh 2,000 (iv) Masters – Ksh 3,000 (v) Postgraduate – Ksh 3,500	Within 21 working days
Examinations: (i) Release of Provisional results (ii) Release of Provisional Transcripts (iii) Release of final results (iv) Release of Certificates (v) Release of final transcripts	(i) Full payment of fees (ii) Clearance Form	Free	(i) 60 days after completion of examinations (ii) 21 working days after approval by senate (iii) 60 days after completion of final examinations (iv) Within one month after graduation (v) Within 2 months after graduation
Processing of: (i) Local Service Order (ii) Local Purchase Order (iii) Contract	(i) Quotations (ii) Tender documents	Free	(i) Within 7 days (ii) Within 7 days (iii) Within 30 days
Payment to suppliers	Delivery of services or goods	Free	Within 60 days of delivery
Processing of tenders (i) Qualification of tender (ii) Tender processing	Tender documents	Kshs 1,000 or free when downloaded	Within 90 days
Disposal of unsurvivable goods and surplus items	Request from departments	Kshs 1,000 or free when downloaded	60 days from authorization
Processing of: (i) Imprests (ii) Claims	(i) Imprest warrants (ii) Vouchers	Free	(i) Within seven days of application (ii) Within 14 days from preparation
Correspondence (i) Acknowledgment (ii) Response	(i) Inquiries (ii) Complaints	Free	(i) Within seven days from receipt date (ii) Within 14 days from receipt date
Production of payroll and payment of salaries	Formal Appointment	Free	By the 30 th day of every month
Recruitment of staff	Appointment letter	Free	2 Weeks
Clearance of staff on exit	Duly filled clearance form	Free	2 Weeks

Commitment to Courtesy and Excellence in Service Delivery

Any service 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 delivered in writing to:

- The Complaints/Compliment Suggestions boxes located at strategic points throughout the University or through Complaints Handling Officers located in every department/School
- Feedback may also be channeled via the University website, telephone and e-mail contacts or through:

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