



# JARAMOGI OGINGA ODINGA UNIVERSITY OF SCIENCE AND TECHNOLOGY

## CIITIZEN'S SERVICE DELIVERY CHARTER- COMMON SERVICES

S/NO	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1	Response to phone calls(Landline or any other official line)	Phone call	Free	15 Seconds
2	Response to enquiry by walk in clients	Walk-in and make the enquiry	Free	1 minute
3	Response to correspondence	Written Correspondence (Letters)	Free	5 Working Days
4	Response to Public complaints and Grievances	Make a complaint	Free	1 Working Day
5	Resolution of Complaints	Make a verbal or written complaint	Free	14 Working Days
6	Registration of Suppliers	Duly filled application forms Company Profile Certificate of Incorporation/ Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of Certificate of Registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by the company registry National ID/Passport	Free	14 Working Days
7	Processing of Tenders	Submit bids for goods and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access the e-procurement portal for notification	Free	1 working day
9	Payment of goods and services received	L.P.O/ Invoice/ Certificate of Completion/Goods/ Services received	Free	60 days form the date of receipt of the invoice
10	Disposal of obsolete stores	Submission of Bids	Free	60 days from the date of advertisement
11	Public Participation in Policy-Making Process	Familiarisation with issues and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days

### 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 the commitment to courtesy and excellence in service delivery should be delivered in writing to:

a) Complaints /Compliments. Suggestions boxes located at strategic points throughout the University or through Complaints Handling Officers located in every Department /School

b) Feedback may also be channelled via our website. telephone and e-mail to :-

#### c) The Vice-Chancellor

Jaramogi Oginga Odinga University of Science and Technology  
P.O. Box 210 – 40601, Bondo  
Tel: +254 57 250 1804/ +254 57 205 8000  
Email: [vc@jooust.ac.ke](mailto:vc@jooust.ac.ke) / [complaints@jooust.ac.ke](mailto:complaints@jooust.ac.ke)  
Web: [www.jooust.ac.ke](http://www.jooust.ac.ke)

#### d) The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice 2<sup>nd</sup> Floor, West End Towers  
Opposite Aga Khan High School on Waiyaki Way – Westlands  
P.O. Box 20414 – 00200, NAIROBI.  
Tel: +254-20-2270000 / 2303000 / 2603765 / 2409574/0777 125818/ 0800221349  
Email: [info@ombudsman.go.ke](mailto:info@ombudsman.go.ke) / [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

## HUDUMA BORA SI BAHATI YAKO; HUDUMA BORA NI HAKI YAKO