



CITIZENS' SERVICE DELIVERY CHARTER

Kenya Universities and Colleges Central Placement Service (KUCCPS) is committed to responsive, prompt, effective, impartial and equitable provision of services.

NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	SERVICE FEE (KSHS)*	TIMELINE
1.	Placement to University/College	<ul style="list-style-type: none">Submission of preferred choices via prescribed channelsSatisfy approved placement criteriaUpon closure of the application	1,500	30 days after submission of application
2.	Inter-Institutional Transfer	<ul style="list-style-type: none">Duly completed transfer application form	1,000	14 days
3.	Registration for Membership	<ul style="list-style-type: none">Duly filled application for membershipList of courses offered as approved by relevant regulatorProof of institutional accreditationProof of payment	Universities: 100,000 Colleges:70,000	30 days
4.	Career Guidance	<ul style="list-style-type: none">Formal request to KUCCPSAt least 2 weeks' notice	Free	As scheduled
5.	Dissemination of information on available programmes and their costs	<ul style="list-style-type: none">Access to the KUCCPS websiteVisit to KUCCPS offices	Free	3 days prior to opening of placement application
6.	Provision of data for Research (excludes confidential data)	<ul style="list-style-type: none">Written requestResearch authorization letter from National Commission for Science, Technology and Innovation (NACOSTI)Research concept and topicResearch proposal approved by affiliated research institutionSigning compliance formSharing final research report with KUCCPS	Kenya students: Kshs 3,000 International students: US\$ 100 Local NGOs and Business: Kshs10,000 International institutions: US \$ 500 Local Government institutions: Free	21 days
7.	Response to phone calls	<ul style="list-style-type: none">Phone call	Free	15 seconds
8.	Response to enquiry (walk-in clients)	<ul style="list-style-type: none">Walk-in and make the enquiry	Free	1 minute
9.	Response to correspondence	<ul style="list-style-type: none">Written correspondence (letters)	Free	5 working days
		<ul style="list-style-type: none">Email and Social media	Free	1 working day
10.	Response to public complaints and grievances	<ul style="list-style-type: none">Make a complaint	Free	1 working day
11.	Resolution of complaints	<ul style="list-style-type: none">Make a verbal or written complaint	Free	14 Working days
12.	Registration of Suppliers	<ul style="list-style-type: none">Duly filled application formCompany profileCertificate of Incorporation/RegistrationPIN CertificateValid Tax ComplianceCertificate/ExemptionsOriginal bank statementCopy of certificate of registration with relevant regulatory bodiesCopies of annual return forms filed by company registryNational ID/Passport	Free	14 Working days
13.	Processing of tenders	<ul style="list-style-type: none">Submit bids for good and services	Free	30 days
14.	Notification of successful and unsuccessful bidders	<ul style="list-style-type: none">Access e-procurement portal for notification	Free	1 working day
15.	Payment for goods and services received	<ul style="list-style-type: none">L.P.O / InvoiceCertificate of CompletionGoods / Services Received	Free	60 days from the date of receipt of the invoice
16.	Disposal of obsolete stores	<ul style="list-style-type: none">Submission of bids	Free	60 days from the date of advertisement
17.	Public participation in policy-making	<ul style="list-style-type: none">Submission of bids	Free	1 day
18.	Recruitment of staff	<ul style="list-style-type: none">Make formal application based on the advert	Free	90 days
19.	Processing of request for information	<ul style="list-style-type: none">Make a request for information	Free	21 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standard or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to both of the following:

<p>The Chief Executive Officer Kenya Universities and Colleges Central Placement Service 3rd Floor, Wing C, ACK Garden House, 1st Ngong Avenue, Community P. O. Box 105166-00101 Tel.: 0205137400/0723954927 Email: ceo@kuccps.ac.ke/ complaints@kuccps.ac.ke Nairobi</p>	<p>The Commission Secretary/ Chief Executive Officer Commission on Administrative Justice 2nd Floor, West End Towers, Waiyaki Way P. O. Box 20414-00200 Tel.: +254 (0)20 2270000/2303000 Email: feedback@ombudsman.go.ke</p>
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HUDUMA BORA NI HAKI YAKO

**Service fees are non-refundable.*