



**NATIONAL DEFENCE UNIVERSITY-KENYA
CITIZENS' SERVICE DELIVERY CHARTER**

SER	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINE
(a)	(b)	(c)	(d)	(e)
1.	Response to phone calls (Landline, switchboard or any other official line)	Phone call	Free	Within fifteen seconds
2.	Response to enquiry by walk- in clients and media interview requests	Walk-in and make the enquiry	Free	Within five minutes and three working days after date of receipt respectively
3.	Response to correspondence	Written correspondence (letters) and Email / Social media (Twitter, Facebook & YouTube)	Free	Within five days and one day respectively
4.	Response to public complaints and resolution of complaints	Make a complaint	Free	Within one working day from the date of receipt of the complaint and fourteen working days respectively
5.	Issuance of admission letters and guidelines	Meeting university admission requirements	Free	Fourteen days prior to a reporting date
6.	Teaching and Training	Payment of fees, registration of units and attendance to lectures	Free	As per the Academic Calendar and Teaching Timetable
7.	Approval of part-time lecturers	Submission of request for appointment of part time lecturers	Free	At least one month before commencement of semester
8.	Release of provisional examination results	Submission of consolidated marksheets	Free	At the end of every semester and within two days after approval by Senate
9.	Issuance of original certificates and transcripts	Submission of dully filled clearance form	Free	Certificates and Transcripts to be issued within two days after graduation
10.	Processing of graduation applications	Submission of graduation application forms	Free	Within fourteen days upon submission of the application forms
11.	Selection of titles	Make a formal request based on the academic programmes	Free	Within three months
12.	Cataloguing and Classification	Cataloguing & Classification numbers	Free	Within fourteen Days after library materials have been received
13.	Organizing and attendance to conferences, symposia and public lectures	Submission of an application / Receipt of an invitation	Free	Within two days upon receipt of application/invitation
14.	Registration of suppliers	Provide the required documents	Free	Within fourteen working days
15.	Processing of tenders	Submit bids for goods and services	Free	Within ninety days from the date of submission
16.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	Within seven working days
17.	Payment of part-time lecturers and External Examiners	Make a formal request for payment and attach the required documents	Free	Within fourteen Days upon the receipt of the request
18.	Payment of suppliers	Provide the required documents	Free	Within ninety days after submission of required documents