



CHUO KIKUU CHA KENYATTA
IDARA YA MAKTABA
MPANGILIO WA UTOAJI HUDUMA

S/NO	HUDUMA INAYOTOLEWA	MAHITAJI	MALIPO	MUDA WA KUHUDUMIWA
1.	Kusajili wanafunzi	• Kitambulisho cha Chuo • Sajili/Orodha ya Majina	Bure	Dakika 5
2.	Kusajili Wafanyikazi	Kitambulisho cha chuo cha mfanyikazi	Bure	Dakika 5
3.	Mwelekeo	Kwa ombi/Ratiba	Bure	Saa 1
4.	Ikibali	• Fomu ya Ikibali • Kitambulisho cha chuo	Bure	Dakika 5
5.	Kuazima	Kitambulisho cha chuo	Bure	Dakika 2
6.	Marejeleo na kuulizia huduma	Kutoa ombi	Bure	Dakika 2
7.	Msaada wa ICT kwenye maktaba	Kitambulisho cha chuo	Bure	Dakika 10
8.	Maelezo ya mafunzo ya makala ya digitali, marejeleo na nukuu	Kwa ombi/mpangilio	Bure	Saa 2
9.	Kubana	Kubana kwa manila au mtindo wa mipito ya zogomo	Ksh. 60-120	Siku moja
		Kubana tasnifu za uzamili na uzaminifu kwa jalada ngumu	Ksh 250, Ksh 300	Siku tano
10.	Kutenga/matumizi ya maabara ya tarakilishi	Kitambulisho cha chuo	Bure	Dakika 2
11.	Kutenga/matumizi ya kareli	Kitambulisho cha chuo (Wafanyikazi na wadaraji)	Ksh 100	Dakika 2
12.	Huduma kwa wenya mahitaji maalum pamoja na kutengewa vipokeo vya sauti masikioni, tarakilishi na kifaa cha kusoma kiwambo na mashine ya breli. Kurekodi sauti	Kitambulisho cha chuo	Bure	Dakika 2
		• Vifaa vya kurekodi • Makala ya kurekodiwa	Bure	Siku 1-3

TUNAWAJIBIKA KUTOA HUDUMA BORA WENYE UFANISI WA HALI YA JUU.

Huduma yeyote itakayotolewa bila kuafiki viwango hitajiki ama afisa ambaye hatimizi wajibu na ufanisi wa utoaji wa huduma bora anapaswa kuripotiwa kwa:

The Vice-Chancellor
Kenyatta University
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Simu. +254 20 8703858
Rununu +254 710890005
Barua Pepe : director-complaints@ku.ac.ke

The Commission Secretary/CEO
Commission on Administrative Justice,
West End Towers, Waiyaki Way,
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KENYATTA UNIVERSITY
LIBRARY DEPARTMENT
SERVICE DELIVERY CHARTER

S/NO	SERVICES RENDERED	REQUIREMENTS	CHARGES	TIMELINE
1.	Student Registration	- University ID - Nominal Roll	Free	5 Minutes
2.	Staff Registration	University Staff ID	Free	5 Minutes
3.	Orientation /Induction	Request / Schedule	Free	1 Hour
4.	Clearance	- Clearance Form - University ID	Free	5 Minutes
5.	Lending	University ID	Free	2 Minutes
6.	Reference & enquiry services	Request	Free	2 Minutes
7.	Library ICT user support	University ID	Free	10 Minutes
8.	Information Literacy Training including E-resources, Turnitin, Referencing and citation	Request or Schedule	Free	2 Hours
9.	Binding	Request for Manilla or Spiral binding	Ksh. 60-120	1 Day
		Hard cover binding incl. Masters and PhD theses	Ksh 250, Ksh 300	5 Days
10.	Allocate/Use of Computer Labs	University ID	Free	2 Minutes
11.	Allocate/Use of Study Carrels	University ID (Staff & PG Students)	Ksh 100	2 Minutes
12.	Service to Users with special needs including allocate headphones, computer with screen reader and braille machine.	University ID	Free	2 Minutes
	Audio recording	- Recording equipment - Material to be recorded	Free	1-3 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

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