

10.0 Our Commitments to Service Delivery

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

Service/Processes Rendered	Requirements	User Charges (Ksh)	Timelines
Processing of admission	i). Duly completed application form ii). Certified copies of academic certificates iii). Bank pay-in slip	i). Certificate- Ksh. 1,000 ii). Diploma – Ksh. 1,000 iii). Undergraduate – Ksh. 2,000 iv). Postgraduate diploma-Ksh. 2,500 v). Masters - Ksh. 3,000 vi). 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 examination ii). 21 working days after approval by s 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	Within seven days Within 30 days