

Customer Service Delivery Charter

- a) Complaints/Compliments, Suggestions boxes located at strategic points throughout the University or through Complaints Handling Offices located in every department/School
- b) Feedback may also be channeled via our website, telephone and e-mail.
- c) The Vice-Chancellor
Jaramogi Oginga Odinga University of Science and Technology
P.O. Box 210 – 4060, Bondo
Tel: +254 57 250 1804/ +254 57 205 8000
Email: vc@joooust.ac.ke
Web: www.joooust.ac.ke
- d) The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice
2nd Floor, West End Towers
Opposite Aga Khan High School off Waiyaki Way – Westlands
P.O. Box 20414-00200 Nairobi
Tel: +254020 2270000
Email: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke

HUDUMA BORA SI BAHATI YAKO; HUDUMA BORA NI HAKI YAKO