



CITIZENS' SERVICE DELIVERY CHARTER

Preamble: The Open University of Kenya is committed to upholding the highest standards of service delivery and adheres to the principles of good governance, transparency and accountability

Vision: Innovative University for Inclusive Prosperity

Mission: To provide affordable, flexible and equitable quality learning experiences that empower learners with knowledge, skills and values to become innovative researchers, leaders, entrepreneurs and global citizens

SN	Customer Support Services	Customer Requirement (s)	Cost of Service	Timeline
ADMINISTRATION SERVICES				
1	Staff recruitment	Duly submitted application based on a job Advert	Free	90 days
2	Payment of suppliers	Deliver goods, services and/or works as per the provided specifications	Free	Within 90 days after receipt of relevant documents
3	Registration of suppliers	Duly filled application form and submission of required documents	Free	Within 60 days
4	Provision of Tender Documents	Payment of applicable fees	Applicable fees	Within 10mins
5	Processing of Tenders	Duly submitted bid for goods and services	Free	Within 90days
6	Disposal of obsolete stores	Submission of bids	Free	Within 60days
7	Public participation in policy-making process	Confirm participation	Free	As per Public Participation Plan
ACADEMIC SERVICES				
8	Admission of Students	Duly completed online application form	Specified fees	5 working days
9	Access to the Learning Management System (LMS)	Student registration, session registration and appropriate course registration.	Specified fees	Two weeks before commencement of Semester
10	Examination Results	Access examination results through the students' portal	Fee payment	Two weeks after Senate approval
11	Issuance of provisional transcripts	Request for provisional transcripts	Free	Two weeks after Senate approval
12	E-Library Services	Duly registered students and onboarded staff	Free	24/7 access to a wide range of digital materials
HOSPITALITY SERVICES				
13	Response to phone calls (Landline or any other official line)	Phone Call	Free	15 seconds
14	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
15	Response to Correspondence	Written correspondence (Letters)	Free	5 working days
		Email and social media	Free	1 working day
16	Response to public complaints and grievances	Make a complaint	Free	1 working day
17	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
ICT SERVICES				
18	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	Within 30 days after evaluation of the Tender
19	Processing of requests for information	Make a request for information	Free	21 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

Vice Chancellor/Chief Executive Officer,
Open University of Kenya,
P.O. Box 2440- 00606, Nairobi.
Telephone: 020 2000212/211
Email: info@ouk.ac.ke
Website: <https://ouk.ac.ke>

OR

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO