



THE CO-OPERATIVE UNIVERSITY OF KENYA

Empowering Communities

SERVICE DELIVERY CHARTER

OFFICE OF THE DEAN OF STUDENTS

The Co-operative University of Kenya (CUK) is a Public University established by the Government of Kenya under the Universities Act of 2012 and Awarded Charter on 7th October 2016. The University is committed to providing high-quality education through teaching, research, consultancy, and community outreach services. The Office of the Dean of Students, in this service delivery charter, commits to serve its clients in respect to work ethics, professional conduct, and upholding human dignity.

S/No.	SERVICE	REQUIREMENT	CHARGES	TIMELINE
1.	Comprehensive HIV Prevention, Care and Support.	Referrals or Voluntary Presentation	Free	30 Minutes.
2.	HIV, NCDs and Mental Health Awareness Camp.	Counselors, Facilitators, Finance, Condoms, Testing Kits, Pamphlets/Posters	Free	One (1) week.
3.	Prevention and Management of Alcohol and Drug Abuse	Referrals or Voluntary Presentation	Free	30 Minutes.
4.	Counseling Services.	Referrals or Voluntary Presentation	Free	45 Minutes - 1 Hrs
5.	Issuing of Disciplinary / Verdict Letters.	Letters	Free	8.00 a.m. - 5.00 p.m on working days.
6.	Registration of Clubs, Societies and Faith Based Groups.	Registration Forms/ List of Members Chaplain	Free	Two (2) working days.
7.	Sports, Games, and Recreation Activities Management.	Registration Numbers / Students IDs	Free	As per the schedule.
8.	Supportive Services for PWDs	Registration Certificates / Contacts for PWDs	Free	8.00 a.m - 5.00 p.m on working days
9.	Introduction Letters.	Student I.Ds/ Registration Numbers	Free	One (1) day.
10.	Student Leaders Induction Training.	Budgetary Approvals	Free	One (1) month.
11.	Clearance of Students for Graduation.	Online clearance	Free	8.00 a.m - 5.00 p.m on working days.
12.	HELB Loan Enquiries.	HELB Portal / Loan Application	Free	8.00 a.m - 5.00 p.m on working days.
13.	Departmental Meetings.	Notice	Free	Monthly.
14.	New Students Orientation.	Notice	Free	Two (2) Hrs.
15.	Management of Correspondences.	Emails, correspondences telephone	Free	One (1) day.

Customer Obligations:

- (i) Treat our staff with courtesy and respect;
- (ii) Attend scheduled meetings punctually;
- (iii) Respond to requests for information by the department accurately and on time;
- (iv) Provide us with changes in your circumstances promptly;
- (v) Communicate compliments, suggestions, and complaints;
- (vi) Address your communication, (v) above, to the relevant officer or their supervisor, in person, through email, telephone, suggestion box, or in the provided register; and
- (vii) Abide by all legal requirements and other obligations that our clients are required to meet to be eligible for services sought.





CHUO KIKUU CHA USHIRIKA CHA KENYA

Kuwezesha Jumuiya

MKATABA WA UTOAJI HUDUMA

OFISI YA MKUU WA WANAFUNZI

Chuo Kikuu cha Ushirika cha Kenya (CUK) ni chuo kikuu cha umma kilichoanzishwa na serikali ya Kenya chini ya Sheria ya Vyuo Vikuu 2012 na kupitishwa tarehe 7 Oktoba, 2016. Chuo kikuu chetu kimejitolea kutoa elimu ya hali ya juu kupitia ufundishaji, utafiti, ushauri, na huduma za kufikia jamii.

Ofisi ya Mkuu wa Wanafunzi, katika mkataba huu wa utoaji huduma, inajitolea kuwahudumia wateja wake kwa kuzingatia maadili ya kazi, maadili ya kitaaluma, na kudumisha utu wa binadamu.

NA.	HUDUMA	MAHITAJI	ADA	MUDA
1.	Kinga, matunzo na msaada wa VVU kwa kina.	Marejeleo au uwasilishaji wa hiari.	Bure.	Dakika thelathini (30).
2.	VVU, NCDs na kambi ya uhamasishaji wa afya ya akili.	Washauri, Wawezeshaji, Fedha, Mipira ya Uzazi/ Kondomu Vifaa vya majaribio, Vipeperushi/Mabango	Bure.	Wiki moja (1).
3.	Kuzuia na kudhibiti matumizi mabaya ya pombe na mihadarati.	Marejeleo au uwasilishaji wa hiari	Bure.	Dakika thelathini (30).
4.	Huduma za ushauri.	Marejeleo au uwasilishaji wa hiari	Bure.	Dakika 45 - Saa 1.
5.	Utoaji wa barua za nidhamu/uamuzi.	Barua	Bure.	8.00 asubuhi - 5.00 jioni kwa siku za kazi.
6.	Usajili wa vilabu, vyama na vikundi vya imani.	Fomu za usajili Orodha ya wanachama Kasisi/Msimamizi wa dini	Bure.	Ndani ya siku mbili (2) za kazi.
7.	Usimamizi wa Shughuli za Michezo na Burudani.	Nambari za Usajili Vitambulisho vya wanafunzi	Bure.	Kwa mujibu wa ratiba.
8.	Huduma za usaidizi kwa watu wenye ulemavu.	Vyeti vya usajili. Anwani za watu wenye ulemavu.	Bure.	8.00 asubuhi - 5.00 jioni kwa siku za kazi.
9.	Barua za utangulizi.	Kitambulisho cha mwanafunzi. Nambari za usajili	Bure.	Siku moja (1).
10.	Mafunzo elekezi ya viongozi wa wanafunzi.	Barua pepe. Idhini za bajeti.	Bure.	Mwezi mmoja (1).
11.	Kibali cha mwanafunzi kwa ajili ya kuhitimu.	Kibali cha mtandaoni	Bure.	Kati ya 8.00 asubuhi - 5.00 jioni siku za kazi.
12.	Maswali ya mikopo ya HELB.	Tovuti ya HELB. Maombi ya mkopo.	Bure.	Kati ya 8.00 asubuhi - 5.00 jioni siku za kazi.
13.	Mikutano ya idara.	Taarifa.	Bure.	Kila mwezi.
14.	Mwelekeo mpya wa wanafunzi.	Taarifa	Bure.	Saa mbili (2)
15.	Usimamizi wa mawasiliano.	Barua pepe, mawasiliano simu	Bure.	Siku moja (1).

Majukumu ya Mteja:

- Jihusishe na wafanyakazi wetu kwa adabu na heshima;
- Hudhuria mikutano iliyoratibiwa kwa wakati;
- Kujibu maombi ya taarifa kutoka kwa idara kwa usahihi na kwa wakati;
- Tupe mabadiliko katika hali yako mara moja;
- Wasilisha pongezi, mapendekezo, na malalamiko yako;
- Andika mawasiliano yako, (v) hapo juu, kwa afisa husika au msimamizi wao, ana kwa ana, kupitia barua pepe, simu, sanduku la mapendekezo, au katika rejista iliyotolewa; na
- Zingatia mahitaji yote ya kisheria na majukumu mengine ambayo wateja wetu wanatakiwa kutimiza ili wastahiki huduma zinazotafutwa.

Makamu wa Chansela
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Mitandao;
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CUK is ISO 9001 : 2015 Certified