KENYATTA UNIVERSITY

INNOVATION INCUBATION & UNIVERSITY INDUSTRY LINKAGES

Email:director-innovationsupport@ku.ac.ke Tel/Ext: Cisco 3871

Vision ***To be a globally renowned Business Innovation and Incubation Center***

Mission ***To inspire and mentor innovation-based entrepreneurship for socioeconomic development through employment and wealth creation***

CITIZEN'S SERVICE DELIVERY CHARTER

S/NO	SERVICE PROVIDED	REQUIREMENTS	CHARGES	TIMELINE
1.	Response to phone calls (landline and any other official line)	Phone call	Free	3 – 5 rings
2.	Response to enquiry by walk-in clients	Walk-in and specify the enquiry	Free	Immediate
3.	Response to written correspondence	Written correspondence (letters)	Free	1 - 5 working days
4.	Response to public complaints and grievances	Email and social media (Twitter, Facebook & YouTube)	Free	1 - 5 working days
5.	Resolution of complaints	Make a complaint	Free	1 - 14 working days
6.	General Enquiries on Intellectual Property Management, Innovation Incubation and Industry Linkages	Formal Request	Free	Immediate
7.	Receiving application for Innovation Incubation	Online application	Free	Continuous
8.	Appraisal of Applications for Innovation Incubation	Reviewers	Free	Quarterly
9.	Examination of Intellectual Property potential	Formal Request	Free	Continuous
10.	Filing of IP Applications	Formal Request	As per policy	90 working days
11.	Mentoring Sessions within Chandaria Innovation Centre	Appointed Mentors	As per policy	Continuous
12.	Training on Startup Development Skills	Appointed Trainers	As per policy	As Scheduled

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S/NO	**SERVICE PROVIDED**	**REQUIRMENTS**	**CHARGES**	**TIMELINE**
13.	Engaging Industry on Solutions/ Technologies arising out of innovation and training	Formal Request	Free	Continuous

WE ARE COMMITED 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:

Director **IIUIL** **Tel. +254 20 8703871** **Email:** **director-innovationsupport@ku.ac.ke**	**The Vice-Chancellor** **Kenyatta University** **P.O Box 43844-00100** **Nairobi** **Tel. +254 20 8703871** **Mobile +254 700363741** **Email: complaints@ku.ac.ke**
HUDUMA BORA NI HAKI YAKO	