



CITIZENS' SERVICE DELIVERY CHARTER

VISION

Sustainable financing of Universities in Kenya for global competitiveness

MISSION

To create and promote a robust participatory mechanism for financing Universities in Kenya

CORE VALUES

Integrity – The Fund strives to adhere to the highest ethical standards in performing its duties, and demonstrate high level of integrity by creating an atmosphere of trust and confidence.

Transparency- We shall be transparent and accountable for our decisions, actions and inactions.

Efficiency – Achieve optimum output from our resources.

Team work – Working together for a common purpose.

Accountability – Responsible for decisions and actions.

Customer focus – Strive to meet and exceed customer expectations.

S/NO	SERVICES OFFERED	REQUIREMENTS	CHARGES	DURATION
1.	Validation of Government Sponsored Students	Written requests (letters)	Nil	14 working days
2.	Financing of Public Universities	Submission of Accurate data on Government Sponsored Students	Nil	Monthly
3.	Issue of Conditional Grants to Private Universities	As outlined in the Funding Guidelines/Set out by the Universities Funding Board	Nil	As outlined in the Funding Guidelines/Set out by the Universities Funding Board
4.	Response to Enquiries	Written/Verbal Enquiry	Nil	Response within 5 working days

ACCESS TO INFORMATION

You are entitled to complete, timely and accurate information. Information is available from:

In Person: Between 8:00 am to 5:00 pm Monday to Friday (excluding Public Holidays) at

1ST FLOOR NACOSTI BUILDING
OFF WAIYAKI WAY
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NAIROBI

Mobile number: +254 746 737 935

Email: info@ufb.go.ke

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