







RESOLVED CITIZEN SERVICE DELIVERY CHARTER

 SERVICE OFFERED	 REQUIREMENTS	 COST (KES)	 TIMELINE
LOAN APPLICATION AND DISBURSEMENT			
Processing loans and bursaries for undergraduate and diploma students	Submission of correctly filled Loan Application Forms within the stipulated deadline.	FREE	within 90 DAYS after the deadline for forms submission.
Processing scholarships for Postgraduate students	Submission of correctly filled application forms within the stipulated deadline.	3,000 (Scholarship)	NOVEMBER of each financial year
Processing loans for Postgraduate students	Submission of correctly filled application forms within the stipulated deadline.	2,000 (Loan)	within 14 DAYS after the deadline for form submission.
Processing loans and bursaries for Undergraduate and Technical institutions	Submission of correctly filled application forms within the stipulated deadline.	FREE	within 60 DAYS after the deadline for forms submission.
Disbursement of UG and TVET loans	Correct bank/smart card details and institutional details	FREE	Not more than 14 DAYS after the beginning of the semester or receipt of opening dates.
Disbursement of Postgraduate loans	Duly signed Offer Letter	FREE	within 07 DAYS upon receipt of Offer Letter.
Payment of tuition for Self-sponsored students	Bonafide students in session	FREE	JANUARY or beginning of every second semester (whichever comes first)
Payment of tuition and bursary for Government Sponsored students	Bonafide students in session	FREE	30 DAYS after the beginning of the semester.
Payment of TVET students	Bonafide students in session	FREE	1ST & 3RD term
Payment of Managed Funds	Bonafide students in session	FREE	DEPENDENT on the FUNDERS' requests and available Budget
Loan Award Reviews (Appeals)	Duly filled Loan Review Forms	FREE	90 DAYS from the date of the release of the loans.
LOAN REPAYMENT AND RECOVERY			
Issuance of Clearance Certificate	Completion of loan repayment	FREE	within the SAME DAY of request.
Issuance of Non-loanee Compliance Certificate	Application is done through the HELB portal and/or e-Citizen	1,000 (HELB) 1,050 (E-Citizen)	within the SAME DAY of request.
Refund of overpaid loans	Submission of correctly filled loan inquiry form and confirmation of loan deduction stoppage by employer	FREE	within 60 DAYS after submission of supporting documentation reconciliation
Statements	Loanee Portal Registration	FREE	Available on HELB WEBSITE
Repayment Plans / Billing schedule	Submission of correctly filled loan inquiry form.	FREE	within the SAME DAY of request.
GENERAL QUERIES			
Response to queries through Contact Centre email	Inquiries made through contactcentre@helb.co.ke	FREE	within 48HOURS upon receipt of request.
Response to queries through Digital Platforms	Inquiries must be made through Official HELB Social Media platforms (@HELBpage for Twitter and Higher Education Loans Board Facebook page)	FREE	within 24HOURS upon receipt of request.
Response to queries made through calls	Inquiries made through 0711052000	FREE	IMMEDIATE

HELB OPERATING HOURS

Student Service Centre
Monday - Friday 8am - 5pm

Customer Experience Centre
Monday - Friday 8am - 5pm

Contact Centre
Monday - Friday 8am - 5pm

MR. CHARLES M. RINGERA
HELB CHIEF EXECUTIVE OFFICER

DATE

In the event you feel HELB has not efficiently addressed your grievances, you may also contact:

The Commission on Administrative Justice (Office of the Ombudsman)

Head Office 2nd Floor, West End Towers | P.O Box 20414-00200, Nairobi | Telephone: +254-20-2270000/230000/2603765/2441211/8030666

Email address: info@ombudsman.go.ke (General Inquiries) | complaints@ombudsman.go.ke (Complaints)

EMPOWERING DREAMS