

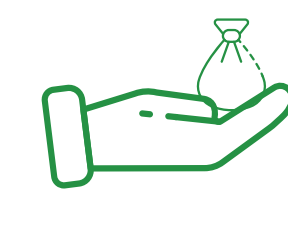
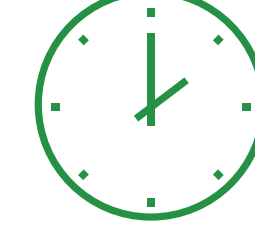


CITIZEN SERVICE DELIVERY CHARTER

S/No.	Service 	Requirements to obtain service 	Cost of Service 	Timeline 
A. LOAN APPLICATION AND DISBURSEMENT				
1.	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
2.	Processing scholarships for Postgraduate students	Submission of correctly filled Loan Application Forms within the stipulated deadline	3000 (Scholarship)	NOVEMBER of each financial year
3.	Processing loans for Postgraduate students	Submission of correctly filled Loan Application Forms within the stipulated deadline	2000 (Loan)	Within 14 DAYS after forms submission
4.	Processing loans and bursaries for Technical institutions	Submission of correctly filled Loan Application Forms within the stipulated deadline	FREE	Within 60 DAYS after the deadline for forms submission
5.	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
6.	Disbursement of postgraduate loans	Duly signed Offer letter	FREE	Within 7 DAYS upon receipt of offer letter
7.	Payment of tuition for Self-sponsored students	Bonafide students in session	FREE	JANUARY or beginning of every second semester (whichever comes first)
8.	Payment of tuition and bursary for Government Sponsored students	Bonafide students in session	FREE	30 DAYS after the beginning of the semester
9.	Payment of TVET students	Bonafide students in session	FREE	1st and 3rd term
10.	Payment of Managed funds	Bonafide students in session	FREE	DEPENDENT on the FUNDERS' request and available Budget
11.	Loan Award Reviews	Duly signed Loan Review Forms	FREE	90 DAYS from the date of release of the loans
B. LOAN REPAYMENT AND RECOVERY				
1.	Issuance of Clearance Certificate	Completion of loan repayment	FREE	Within the SAME DAY of the request
2.	Issuance of Non-loanee Compliance Certificate	Application is done through the HELB portal and/ or e-Citizen	FREE	Within the SAME DAY of the request
3.	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 document reconciliation
4.	Statements	Loanee Portal Registration	FREE	Available on HELB WEBSITE
5.	Repayment Plans/Billing Schedule	Submission of correctly filled Loan inquiry form.	FREE	Within the SAME DAY of the request
C. GENERAL QUERIES				
1.	Response to queries through contact centre email	Inquiries made through contactcentre@helb.co.ke	FREE	Within 48 HOURS upon receipt of request
2.	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 24 HOURS upon receipt of request
3.	Response to queries made through calls	Inquiries made through 0711052000	FREE	IMMEDIATE

HELB OPERATING HOURS

Student Service Center
Monday - Friday 8am-5pm

Customer Experience Center
Monday - Friday 8am-5pm

Contact Center
Monday - Friday 8am-5pm



FCPA, CHARLES M. RINGERA
HELB CHIEF EXECUTIVE OFFICER



DATE

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 commitment to courtesy and excellence in Service Delivery should be reported to:

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: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

EMPOWERING DREAMS