



MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY
REVISED CITIZEN'S SERVICE DELIVERY CHARTER (2018)

The University is committed to efficient and quality service delivery to our clients

University of Choice

	SERVICE	REQUIREMENTS	CHARGES (KSh)	TIMELINE
1	Inquiry/Information and Reception desk	Specify the inquiry/Requests for information, officers and Service	Free	Immediately
2	Attendance to phone calls	A telephone call	Free	Within 3 seconds
3	Response to correspondence	Receipt of correspondence	Free	Seven days
4	Response to complaints, compliments or suggestions	Receipt of complaints, compliments or suggestions	Free	7 days
5	Acknowledgement of admission into University Programmes	a) Submit duly completed prescribed application form; b) Certified copies of certificates or result slip:	Certificate - 500 Diploma - 500 Degree - 1,000 Postgraduate - 2000	5 days
6	Admission into University Programmes	a) Certificate - Mean grade D* at KCSE b) Diploma - Mean grade C- at KCSE c) Degree - Mean grade C* at KCSE d) Masters - At least 2 nd Class Honours upper Division or Lower Division with two (2) years experience e) PhD - Masters degree	a) 60,000 - 75,000 b) 80,000 - 105,000 c) 100,000 - 150,000 d) 301,000 - 400,000 e) 543,000 - 760,000	One (1) Month
7	Registration into Programmes	Admission letter and Original academic documents.	Full payment of fees	a) Early registration begins on receipt of admission letter; b) End of Registration within 1 st week of commencement of semester.
8	Issuance of Transcripts	Completion of specified academic courses	Free	On (1) day
9	Replacement of transcripts	Written request	500	Two (2) weeks

10	Graduation	a) Successful completion of Courses b) Academic dress	a)) <i>Certificate</i> — 5,000 b) <i>Diploma</i> — 5,000 c) <i>Bachelors</i> — 6,500 d) <i>Masters</i> — 7,000 e) <i>Doctoral</i> — 8,000	As per Academic Calendar
11 Page	Issuance of Certificates 1 of 2	Evidence of Clearance	Free	Within one (1) month of graduation

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Accommodation

i) Resident Students ii) Non-Resident Students

a) Duly completed

accommodation form b) Signing Rules and Regulations governing MMUST Students

i) 5,000 — 8,000 One day



	SERVICE	REQUIREMENTS	CHARGES (KSH)	TIM ELINE
13	Catering Services	Meal Voucher or Payment Receipt	As per Menu	Between 5-10 minutes
14	Payments of goods and services supplied/received	Evidence of orders, delivery notes, invoices	Free	Within sixty (60) minutes
15	Counselling	Bonafide students and staff	Free	8.00am-5.00pm Monday to Friday
16	Outreach to schools/community	Identification of a need and on request	Free	Within two (2) weeks
17	Recruitment of staff	a) Requests from user departments b) Advertisement of vacancies c) Application letters, d) Invitation letters to interviews; e) Interviews	Free	Within three (3) months
18	Clearance of staff on separation	Duly completed clearance form	Free	Within seven (7) days
19	Clearance of students	Duly completed clearance form	Free	Within two (2) days
20	Medical Services	Students, staff and staff dependents to present themselves	Free	24-Hour service, day and night
21	VCT Services	Students, staff and staff dependents to present themselves	Free	8.00am — 5.00pm Monday - Friday
22	Library Services	Registration of user into the library system	Free	8.00am — 10.00pm
23	Binding Services	Evidence of Payment	a) Spiral — 150 b) Full — 200 c) Thesis - 500	One (1) hour Two (2) hours Three (3) days
24	Photocopying Sprinting	Evidence of payment	A4 — 2.00 A3 — 4.00 Printing — 5.00 per page	3 Minutes

25	Official Transport services	Approved request	Free	3 days
26	Staff Dependents Scholarship	Filled application form. admission letter, fee structure	Free	Within one (1) mo

CHUO KIKUU CHA SAYANSI NA TEKNOLOJIA CHA MASINDE MULIRO
MKATABA WA UTOAJI HUDUMA KWA UMMA
 Chuo Kikuu kinawajibikia utoaji utendaji wa kufaa na huduma bora kwa wateja wetu
 Kauli Mbiu: "Chuo Kikuu Teule"

HUDUMA	MAHITAJI	MALIPO (KSH)	MUDA
1 Maulizo/ habari na Mapokezi ya Wageni	Kubainisha aina ya maulizo / Maombi ya Habari, Maafisa na Huduma	Bure	Mara moja
2 Mapokezi ya simu	Kupiga simu	Bure	Sekunde tatu (3)
3 Majibu kwa Maombi ya kuandikiana	Upokezi wa maombi	Bure	Siku saba (7)
4 Majibu ya Malalamishi, Pongezi, au Mapendekezo	Mapokezi ya Malalamishi, Pongezi au Mapendekezo	Bure	Siku saba (7)
5 Kukiri kupokea maombi ya kusajiliwa kwenye Programu za Chuo Kikuu	a) Wasilisha fomu maalum na iliyojazwa mahitaji yote b) Nakala za hati zilizothibitishwa /Hati za matokeo	Cheti - 500 Stashahada - 500 Shahada - 1,000 Shahada za juu - 2,000	Siku tano (5)
6 Kujiunga katika Programu za Chuo Kikuu	a) Cheti - Alama ya Wastani ya D+ katika KCSE b) Stashahada - Alama ya Wastani ya C- katika KCSE c) Shahada ya Kwanza: - Alama ya wastani ya C+ katika KCSE d) Uzamili: - Daraja ya pili kitengo cha Juu au kitengo cha chini na uzoefu wa miaka miwili e) Uzamifu: - Shahada ya Uzamili	a) 60,000 - 75,000 b) 80,000 - 105,000 c) 100,000 - 500,000 d) 301,000 - 400,000 e) 543,000 - 760,000	Mwezi mmoja (1)
7 Kusajiliwa katika Programu	Barua ya Kiingilio na vyeti asili vya Kiakademia	Kulipa karo yote	a) Usajili wa mapema unaanza wakati wa mapokezi ya barua ya kiingilio b) Usajili unakamilika katika muda wa juma moja kabla ya kuanza kwa muhula
8 Kugawa Hati za Matokeo	Kukamilisha kozi mahusisi za Kiakademia	Bure	Siku moja (1)
9 Kubadilisha/Kutoa upya Hati za Matokeo	Maombi ya Kuandikwa	500	Majuma mawili (2)
10 Mahafali/Kufuzu	a) Kukamilisha kozi kwa ufanisi b) Ngao za Kiakademia	a) Cheti - 5,000 b) Stashahada - 5,000 c) Shahada ya kwanza - 6,500 d) Uzamili - 7,000 e) Uzamifu - 8,000	Kulingna na kalenda ya mwaka wa mafunzo
11 Kugawa vyeti vya Mwisho	Itibati ya kumaliza	Bure	Katika mwezi mmoja (1) wa kufuzu
12 Malazi i) Wanafunzi wanaoishi Chuoni ii) Wanafunzi wanaoishi nje ya Chuo	a) Fomu iliyojazwa kuomba Malazi b) Kutia sahihi sheria na masharti yanayowaongoza wanafunzi wa MMUST Makubaliano na Wapangishaji kuhusu viwango vilivyokubaliwa	i) Kati ya 5,000 - 8,000 ii) Makubaliano na wapangishaji	Siku moja (1)
13 Huduma za maandalizi ya chakula	Kadi ya Kula au Risiti ya Malipo	Malipo kulingana na menu	Dakika tano (5) hadi kumi (10)
14 Malipo ya bidhaa na huduma zilizotolewa/Kupeanwa	Itibati ya maombi ya Ankara, hati ya mapokezi	Bure	Katika muda wa siku sitini (60)
15 Ushauri Nasaha	Wanafunzi halali na Wafanyakazi wa MMUST	Bure	Saa mbili (2) asubuhi hadi saa kumi na moja (11) jioni
16 Huduma kwa shule au Jumuiya	Kutambua mahitaji au kupitia maombi	Bure	Jumataatu hadi Jumaa
17 Kuajiriwa kwa Wafanyakazi	a) Matakwa kutoka kwa Idara husika b) Kutangazwa kwa nafasi za kazi, c) Barua ya maombi ya kazi, d) Barua ya kuitwa kwa mahojiano, e) Mahojiano	Bure	Katika muda wa miezi mitatu (3)
18 Kibali cha Wafanyakazi kuhusu kusitishwa/Kusimamishwa ajira	Fomu ya kibali iliyojazwa	Bure	Katika muda wa siku saba (7)
19 Kibali cha wanafunzi kuhusu kukamilisha masomo	Fomu ya kibali iliyojazwa	Bure	Katika muda wa siku mbili (2)
20 Huduma za matibabu	Wanafunzi, Wafanyakazi na wale Wanaowategemea Wafanyakazi, kujitwasilisha	Bure	Huduma ya masasa ishirini na nne, (24) siku saba (7) za Juma
21 Huduma za VCT	Wanafunzi, Wafanyakazi na wale Wanaowategemea Wafanyakazi, kujitwasilisha	Bure	Saa mbili (2) asubuhi hadi saa kumi na moja (11) jioni, Jumataatu hadi Jumaa
22 Huduma za Maktaba	Kujisajiliwa kwa mtumiaji wa maktaba	Bure	Saa mbili (2) asubuhi hadi saa nne (4) usiku siku saba (7) za wiki
23 Huduma za ujalidi	Itibati ya malipo	a) Spiroli - 50 kila moja b) Jumla - 100 kila moja c) Tasnifu - 500 kila moja A4 - 2.00 uk. A3 - 4.00 uk. Kuchapa - 5.00 uk	Saa moja (1) Masaa mawili (2) Siku tatu (3) Dakika tatu (3)
24 Kurudufisha na kuchapa	Itibati ya malipo	Bure	Siku tatu (3)
25 Huduma za usafiri rasmi	Ombi rasmi lililo idhinishwa	Bure	Katika muda wa mwezi mmoja (1)
26 Udhadini wa masomo kwa Watoto wa Wafanyakazi	a) Wasilisha fomu maalum na iliyojazwa mahitaji yote b) Barua ya kiingilio ya Chuo Kikuu c) Mfumo wa ada/karo	Bure	

For complaints or complements, please report to:
 The Vice Chancellor, Masinde Muliro University of Science and Technology
 P.O. Box 190 - 50100, Kakamega, Kenya
 Telephone: 0702597360; 0702597361; 072505222; 072505223; 0733120020; 0733120021
 Email: vc@mmust.ac.ke
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 "Efficient Service is Your Right"

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