

Masinde Muliro University of Science and Technology

Memo

To: ALL STAFF

Date: 3rd May, 2019

From: Registrar Administration

Ref: MMU/COR: 302086 (117)

RE: REVISED CITIZENS SERVICE DELIVERY CHARTER

Attached please find the Revised Citizen's Service Delivery Charter. All members of staff are requested to familiarize themselves with the Charter and adhere to its commitments and standards.

Thank you



R. C. Atamba

REGISTRAR (ADMIN.)





**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 | Inquiries/information and Reception desk | Specify the inquiry/Requests for information, officers and Service | Free | Immediately |
| 2 | Attendance to phone calls | A telephone call | Free | Three (3) seconds |
| 3 | Response to correspondence | Receipt of correspondence | Free | Seven 7 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 Honors 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 – 500,000 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 | One (1) day |
| 9 | Replacement of transcripts | Written request | 500 | Two (2) weeks |
| 10 | Graduation | a) Successful completion of Courses b) Academic dress | a) Certificate – 5,000 b) Diploma – 5,000 c) Bachelors – 6,500 d) Masters – 7,000 e) Doctoral – 8,000 | As per Academic Calendar |
| 11 | Issuance of Certificates | Evidence of Clearance | Free | Within one (1) month of graduation |
| 12 | Accommodation i) Resident Students ii) Non-Resident Students | a) Duly completed accommodation form b) Signing Rules and Regulations governing MMUST Students Liaison with landlords/ladies on expected standards | i) 5,000 – 8,000 ii) As agreed with landlords/ladies | One day |

| | SERVICE | REQUIREMENTS | CHARGES (KSH) | TIMELINE |
|----|--|--|--|---|
| 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) days |
| 15 | Counseling | 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, daily |
| 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 daily |
| 23 | Binding Services | Evidence of Payment | a) Spiral – 50 b) Full – 200 c) Thesis - 500 | One (1) hour Two (2) hours Three (3) days |
| 24 | Photocopying /Printing | Evidence of payment | A4 – 2.00 A3 – 4.00 Printing – 5.00per 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) month |

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; 0572505222; 0572505223; 0733120020; 0733120021

Email vc@mmust.ac.ke

IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE

“Efficient Service is Your Right”