



**MASINDE MULIRO UNIVERSITY OF SCIENCE AND TECHNOLOGY  
CLIENT'S SERVICE DELIVERY CHARTER**

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

	<b>SERVICE</b>	<b>REQUIREMENTS</b>	<b>CHARGES (KSH)</b>	<b>TIMELINE</b>
1	Inquiries/Information and Reception desk	Specify the inquiry/Requests for Information, Officers and Services	Free	Immediately
2	Attendance to phone calls	A telephone call	Free	3 seconds
3	Response to Correspondence (including application for employment)	Receipt of Correspondence	Free	7 days
4	Response to Complaints, Compliments, or Suggestions	Receipt of Complaint, Compliment or Suggestion	Free	7 Days
5	Acknowledgement of application for admission into University Programmes	<ol style="list-style-type: none"> <li>1. Submit duly completed prescribed application form</li> <li>2. Certified copies of certificate/Result slip</li> <li>3. Passport size photographs</li> </ol>	Certificate Ksh.500; Diploma Ksh.500; Degree, Ksh. 1000; Post graduate Ksh. 2000	7 days.
6	Admission into University Programmes	Certificate: Mean grade C- at KCSE Diploma: Mean grade C at KCSE Degree: Mean grade C+ at KCSE Masters: 2 <sup>nd</sup> Class Honors, upper Division or Lower Division with 2 years experience PhD: Masters Degree	Ksh. 60,000 - 75,000  Ksh.80,000 -105,000  Ksh.100,000-175,000  Ksh. 247,000-  Ksh. 465,000	One month

	<b>SERVICE</b>	<b>REQUIREMENTS</b>	<b>CHARGES (KSH)</b>	<b>TIMELINE</b>
7	Registration into Programmes	Admission letter and Original academic documents	Full payment of fees	-Early registration begins on receipt of admission letter -End of registration within 1st week of commencement of semester
8	Issuance of Transcripts	Completion of specified academic courses and written request	Free	2 weeks
9	Replacement of transcripts	Written request	Ksh. 100	2 weeks
10	Graduation	Successful completion of courses Academic dress	Graduation fees Ksh. 2500	As per academic calendar
11	Issuance of certificate	Evidence of clearance	Free	Within 7 days of graduation
12	<b>Accommodation</b> Resident Students	Duly completed accommodation form Signing rules and regulations governing MMUST students	Ksh. 1800 – 5000	One Day
	Non-Resident Students	Liaison with landlords/Land ladies on expected Standards	As agreed with Land lords/Land ladies	
13	<b>Catering Services</b>	Meal voucher/Payment receipt	Charges as per menu	5 – 10 minutes
14	Payment for goods and services supplied/received	Evidence of order Invoice, Delivery note	Free	Within 60 days
15	<b>Counseling</b> Individual/Group Counseling	Bonafide students/staff	Free	8.00 am - 5.00 pm Monday to Friday
16	Outreach to schools /Community	Identification of a need and on request	Free	Within 2 weeks
17	Recruitment of staff	Advertisement of vacancies, application letter, Invitation letter and interviews	Free	Within 3 Months

	SERVICE	REQUIREMENTS	CHARGES (KSH)	TIMELINE
18	Clearance of staff on termination of appointment	Duly completed clearance form	Free	Within 7 days
19	Clearance of Students on completion of Studies	Duly completed clearance form	Free	Within 2 days
20	Medical Services	Students/Staff and their dependants	Free	24 Hour Service 7 days a week
21	VCT Services	Students/Staff and their dependants	Free	8.00am – 5.00pm
22	<b>Library Services</b>	Borrower's cards, User ID cards	Free	8.00 am – 10.00pm, 7days a week
22	Binding Services	Evidence of payment	Spiral Ksh. 50 per item. Full Ksh. 100 per item, Thesis Ksh. 300 per item	1 hour
23	Photocopying /Printing	Evidence of payment	Ksh. 2 per A4 page Ksh. 4 per A3 page	1 min.

**For complaints or compliments, please report to:**

The Vice Chancellor, Masinde Muliro University of Science and Technology  
P.O Box 190 – 50100, Kakamega, Kenya.  
Telephone: +25456-31375/30686; Fax: 05630153; E-mail [vc@mmust.ac.ke](mailto:vc@mmust.ac.ke)

**OR**

The Commission Secretary, Commission on Administrative Justice.  
The Prime Ministers Office Building, Harambee Avenue  
P.O Box 20411 – 00200, Nairobi  
Telephone: +254 202 270 000; 254 202 441 211; 254 202 603 765; 254 208 030 666.  
E-mail [complaints@ombudsman.go.ke](mailto:complaints@ombudsman.go.ke)

**It is Your Right to Demand for Efficient Service!**

**Huduma Bora ni Haki Yako!**

