



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

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

Motto : "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 compliments, please report to:

The Vice Chancellor, OR
Masinde Muliro University of Science and Technology
P.O BOX 190-50100, Kakamega, Kenya.
Telephone: +254 702597360/1
+254733120020/2 +254752505222/3
Email: vc@mmust.ac.ke
Website:www.mmust.ac.ke

The Commission on Administrative Justice
West End Towers, 2nd Floor, Waiyaki Way , Westlands
P.O. BOX 20414-00200 Nairobi
Tel: 020-2270000, 0800221349 (Toll Free)
Email: info@ombudsman.go.ke/
Complain@ombudsman.go.ke
Website:www.ombudsman.go.ke

For access to information contact:
The University Ombudsman
Public Complaints Office
Masinde Muliro University of Science &Tech.
P.O. BOX 190-50100, Kakamega, Kenya
Telephone: +254 702597360/1
+254733120020/2 +254752505222/3
Email: ombudsman@mmust.ac.ke

Website:www.mmust.ac.ke

IT IS YOUR RIGHT TO DEMAND FOR EFFICIENT SERVICE

“Efficient Service is Your Right”