



MURANG'A UNIVERSITY OF TECHNOLOGY

SERVICE CHARTER

- VISION:** A leading University in Technological Innovation, Training and Research for Socio-economic Development.
- MISSION:** To Advance Knowledge and Learning in Science and Technology through Teaching, Learning, Consultancy, Research and Innovation for Socio-economic Development.
- MOTTO:** Innovation for Prosperity

No.	Service /Good	Requirements to obtain Service/Good	Cost of Service /Good	Timeline
1	Customer care reception & enquiries	Present your request appropriately	Free	Within 5 minutes
2	Response to telephone call	Identification of self and accurate presentation of information	Free	Telephone to be answered by second ring
3	Response to written communication	Present your request appropriately	Free	Within 14 working days
4	Training	<ul style="list-style-type: none"> Timely admission of new students (KUCCPS/ SSS) Registration of students Fees payment Admission letter requirements Class attendance 	Tuition fee as stipulated for each training program	Course duration as stipulated
5	Curriculum evaluation	<ul style="list-style-type: none"> Two thirds class attendance Coverage of syllabus Sitting and passing continuous tests Timely payment of exam fees 	As per examination policy in place	Specific examination timetables
6	Transportation	Place requisition appropriately	Free	Within 3 days
7	Enterprises unit provision of goods and services	Placement of order	As per cost value of goods/services	Agreed delivery/ collection time
8	Catering	Placement of order	As per cost value of meals	Agreed delivery time
9	Accommodation	Prompt payment of accommodation fee	As per cost of facility	Within 5 days
10	Guidance and counseling	Accurate presentation of information	Free	Within 1 day
11	Cleaning	Member of University community	Free	Continuous
12	Security and safety	Member of University community	Free	Continuous
13	ICT	As per ICT policy	Free	Continuous
14	Procurement	Submission of correct documents	Fees as per procurement policy	Set time
15	Health care	Personal presentation and registration	Free	Continuous

"Commitment to Courtesy and Excellence in Service Delivery"

Any service that does not conform to the following standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Vice Chancellor,
Murang'a University of Technology
P.O. Box 75 – 10200 Murang'a
Tel: 0771463515 and 0771370824
E-mail address: complaints@mut.ac.ke
Website: www.mut.ac.ke

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 240337/0722970604
Email: info@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO