



REPUBLIC OF KENYA



MURANG'A UNIVERSITY OF TECHNOLOGY

CITIZENS' SERVICE DELIVERY CHARTER

VISION: A leading University in Technological Innovation, Research and Training.

MISSION: To Advance Knowledge and Technological transfer through Teaching, Training, Learning, Research and Innovation for Sustainable Development

MOTTO: Innovation for Prosperity

S/No.	Service/Good	Requirements to obtain Service/Good	Cost of Service / Good	Timeline
1.	Customer care	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"> • Placement by KUCCPS • Admission • Registration • Sit for examinations • Graduate 	Fees as stipulated for each training program	Course duration as stipulated
5.	Transportation	Place requisition appropriately	Free	Within 3 days
6.	Provision of goods and services by MUTES	Placement of order	As per cost value of goods/services	Agreed delivery/ collection time
7.	Catering	Placement of order	As per cost value of meals	Agreed delivery time
8.	Accommodation	Payment of accommodation fee	As per cost of facility	Within 5 days
9.	Guidance and Counseling	Accurate presentation of information	Free	Within 1 day
10.	Cleaning	Member of University community	Free	Continuous
11.	Security and safety	Member of University community	Free	Continuous
12.	ICT	As per ICT Policy	Free	Continuous
13.	Procurement	Submission of relevant documents	Fees as per Procurement Policy	Set time
14.	Health care	Personal presentation and registration	Specified fee	Continuous
15.	Community Outreach	Identification of need	Free	Continuous
16.	Library Services	Present request for service	Free	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

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: complain@ombudsman.go.ke

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

HUDUMA BORA NI HAKI YAKO



MUT IS ISO 9001:2015 CERTIFIED