



MURANG'A UNIVERSITY OF TECHNOLOGY

CITIZENS' SERVICE DELIVERY CHARTER



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

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

MOTTO: Innovation for Prosperity.

S/No.	Service/Good	Requirements to obtain Service / Good	Cost of Service /Good	Timeline
1.	Response to enquiry by walk in clients	Walk in and make the enquiry	Free	Within 1 minute
2.	Response to telephone call (Land line or any other official line)	Phone call	Free	Telephone to be answered by second ring or 15 seconds
3.	Response to correspondents	Written correspondents (letters)	Free	Within 5 working days
		Email and social media (Facebook, X, YouTube, Instagram)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make verbal or written complaint	Free	14 working day
6.	Registration of suppliers	<ul style="list-style-type: none"> • Dully filled application form • Company profile • Certificate of incorporation/registration • PIN certificate • Valid Tax compliance certificate /Exemptions • Original bank statement, • Copy of certificate of registration with relevant regulatory bodies • Nonrefundable fee payment receipt, • Copies of annual return forms filled by company registry • National ID/ Passport 	Free	14 working day
7.	Processing of tenders	Submit bids for good and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment of goods and services	LPO/ Invoice certificate of completion/ Goods/ Services Received.	Free	60 days
10.	Disposal of obsolete store	Submission of Bids	Free	60 days from the date of advertisement
11.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of Staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days
14.	Training (Teaching and learning)	<ul style="list-style-type: none"> • Placement by KUCCPS • Admission • Registration • Payment of Fees 	As per fee structure for the program	Course duration as stipulated
15.	Curriculum Development	Internal and external stakeholder consultation	Free	Continuous, with reviews every 5 years
16.	Research and Development	Submission of research proposals, Registration	Depends on the research scope	Timelines as per research project
17.	Innovation and Patent Development	Submission of innovation proposal, Research outputs	Depends on the research scope	Varies by project, Continuous
18.	Consultancy services	Submission of consultancy request	As per consultancy agreement	Timeline agreed with client
19.	Community Engagement programs	Identification of the community need, University Collaboration	Free	Continuous
20.	Workshops and seminars	Registration of event. Payment of Fees	May vary (Often Free for Internal events)	As per event Schedule

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 Vice Chancellor,
Murang'a University of Technology
P.O. Box 75 – 10200 Murang'a
Tel: 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: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

CERTIFICATE • DIPLOMA • UNDERGRADUATE • MASTERS • PhD • TVET PROGRAMMES

+254-771-370-824

+254-705-939-269

MUT IS ISO 9001:2015 & ISO/IEC 27001:2013 CERTIFIED

in f @ mut
www.mut.ac.ke