



MULTIMEDIA UNIVERSITY OF KENYA

Riding on Technology, Inspiring Innovation

COMMITMENT TO SERVICE DELIVERY

The University is committed to providing services in an efficient and effective manner. The service delivery hours shall be Monday – Friday from 8.00 a.m. – 5.00 p.m. with exception of public holidays.

| NO. | SERVICE | REQUIREMENT TO OBTAIN SERVICE | COST OF THE SERVICE (KSHS) | TIME LINE | |
|-----|--|--|---------------------------------|---|------------------------|
| | Enquiries | Specify the enquiry | Free | Immediate | |
| | Student Admission | Complete and submit the Admission form | Application Fee | Two weeks after expiry of application deadline | |
| | | Short courses | As per the relevant requirement | | As per Prevailing Fees |
| | | Certificate | C- | | |
| | | Diploma | C | | |
| | | Degree | C+ | | |
| | Postgraduate | Relevant degree qualifications | | | |
| | Processing of Applications for Self Sponsored Students | Filled application forms | Free | Two weeks upon receipt of the application | |
| | Course Registration | i. Complete and submit the registration forms ii. Fee payment | Free Fee payment | Immediate | |
| | Issuance of Course outline | Class attendance | Free | Within three weeks of the beginning of the semester | |
| | Teaching | Payment of full fees | Specified fees | As per timetable | |
| | Issuance Examination cards | 75% class attendance and clearance of fees | Free | 1 week prior to commencement of examinations | |
| | Issuance Examination Transcripts | Completion of an Academic Year. | Free | Within 30 days upon verification of transcripts | |
| | Graduation | Completion of the Course | Specified fees | As per the Academic Calendar | |
| | Issuance of Certificates | Completion of the Course | Free | 45 days after Graduation | |
| | Library Use | Upon request | Specified fees | Opening hours | |
| | Accommodation | When available | Specified fees | Immediate upon proof of payment and availability of room | |
| | Procurement of goods and services | Adherence to Public Procurement and Assets Disposal Act 2015 | Specified fees | As stipulated in the Advertisement/ Contract | |
| | Payment of goods and services | Invoice | Free | Within 90 Days upon delivery | |
| | Student and staff disciplinary cases | Disciplinary committee formation /Evidence | Free | Within 1 year upon commencement of the disciplinary process | |
| | Recruitment of staff | Approval by Council | Free | Within 6 months upon advertisement | |
| | | Budgeted vacant position | | | |
| | Payment of Salaries | Approved Payroll | Free | By 30 th of every month | |
| | Imprest processing | Approved imprest form | Free | 2 days upon approval to incur expenditure | |
| | Provision of health services | Valid identification | Specified fees | 24 hours | |
| | Provision of Transport Services | Approved transport Requisition Form | Free | Within 1 day | |
| | Responding to telephone calls | A telephone call | Free | Within 3 rings | |
| | Response to general Enquiries | Receipt of enquiry | Free | Immediate | |
| | Approval of funding for internal Research proposal | Approved Proposal | Free | Within 2 months on receipt | |
| | | Availability of funds | | | |
| | Signing of MOUs | Agreed MOU | Free | Within 7 working days upon approval | |
| | Repairs & Maintenance | Works order | Free | Immediate | |
| | Clearance of staff and students | Completed Clearance Form | Free | Within 2 days | |
| | Response to complaints, compliments and suggestions | Receipt of complaint, compliment and suggestions | Free | Within 7 days on receipt | |
| | access to information | upon request | Free | Within 14 working Days | |

We are Committed to Courtesy and Excellence in Service Delivery

Any service that does not conform to the above standards or if any officer does not live up to commitment to courtesy and excellence in service delivery should be reported to:

a). The Vice Chancellor, MMU on Hotline Number +254 020 2071248, vc@mmu.ac.ke

b). The Commission secretary /Chief Executive Officer, commission on Administrative Justice, 2nd floor, west End Towers. Waiyaki Way, Nairobi. Po Box 20414-00200 Nairobi. Tel; +254(0)202270000/2303000. Email:complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO