



# 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 <sup>th</sup> 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, 2<sup>nd</sup> 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**