



MASENO UNIVERSITY CITIZENS' SERVICE DELIVERY CHARTER

				
S/NO	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1	Customer Care & Enquiries	Present request appropriately	Free	Within 5 minutes
2	Response to Telephone Call	Identification of self and accurate presentation of information.	Free	2 weeks
3	Response to Correspondence	Written letters	Free	Within 4 days
		Emails	Free	Within 2 days
4	Self-Sponsored Students Admission	Completed admission form	-Undergraduate: A non-refundable application fee of Ksh.1500 - Postgraduate: A non-refundable fee of Ksh.2,000	January, May and September every year
5	Issuance Admission letter for Government Sponsored Students	Meeting KUCCPS admission criteria	Free	One month prior to start of semester
6	Course Registration	Payment of full fees	Free	Within one month after semester begins
7	Teaching Postgraduate Supervision	-Course registration - Progress reports -Seminars	Free	- As per the teaching time-table - As per the programme
8	Library Services	As per the Library requirements	Free	As per Library opening hours
9	Graduation	<ul style="list-style-type: none"> • Degree classification Fee clearance	Specified fees	As per the University Calendar
10	Issuance of Degree Certificate	<ul style="list-style-type: none"> • Clearance Form • National ID 	Free	Within a month after Graduation
11	Issuance of Additional Transcripts	Request Form	200/= per copy	1 week upon request
12	Health Services at the University Health Unit	Registered students Staff and their beneficiaries	Free	Within 2 hours
13	Hostel Allocation	Full registration Filled hostel allocation form Payment of Hostel fees	Specified fees	Within a day
14	Public Complaints	Upon request: Verbal, Email, Letter	Free	Acknowledged within 5 days
15	Access to Information	Upon request: Verbal, Email, Letter	Free	Within 7 days
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, Maseno University, P. O. Private Bag Maseno. Tel. +254-057-351622, 351008, 351011 Fax: +254-057-351221 E-Mail: vc@maseno.ac.ke www.maseno.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 2270000/2303000 Email : complain@ombudsman.go.ke		
HUDUMA BORA NI HAKI YAKO				