



MACHAKOS UNIVERSITY

Citizens' Service Delivery Charter

S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	10 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to written correspondence	Written correspondence (letters)	Free	3 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5	Resolution of complaints	Make a verbal or written complaint	Free	10 Working days
6	Registration of Suppliers	Duly 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, Non-refundable fee payment receipt, Copies of annual return forms filed by the company registry, National ID/Passport	Free	14 Working days
7	Processing of tenders	Submit bids for goods and services	Free	60 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day



9	Payment for goods and services received	L.P.O / Invoice Certificate of Completion / Goods / Services Received	Free	30 days from the date of receipt of the invoice
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Admission to the Academic Programs	Minimum KUCCPS Requirements	Free	As per Admission Schedule
12	Issuance of ID Cards to new students	Admissions Requirements	500/=	On the admission date
13	Replacement of lost students' ID Card	Report loss and payment of replacement fee	500/=	One day
14	Issuance and replacement of staff ID cards	Report loss	Free	One day
15	Course Application Form (self-sponsored students)	Relevant qualification for the course	Diploma & Certificate 500/= Degree 1,000/= Masters 2,000/= Ph.D. 3,000/=	As per Admission Schedule
16	Admission of Government Sponsored Students	Relevant qualification for the course	2500/=	On admission date
17	Approval of part time Lecturers	Masters degree for Tutorial Fellows, Ph.D. for Lecturer and above	Free	2 weeks before every Semester
18	Call for internal Research Proposals	Machakos University Academic staff, Principal Investigator in not more than one research project Research mentorship	Free	At least 3 Months
19	Release of internal Conference Proceedings	Participation in the Conference	Free	6 months after the Conference dates
20	Release of Internal Research Funds	Communication of the award	Free	Two weeks after approval
21	Publication of research findings	Acceptance of the Publication by the Peer Reviewers	Free	Six months after the presentation
22	Industrial Attachment	Evidence of continued study in other institutions. Request for attachment.	Free	One week after presentation of the request

		Insurance cover		
23	Placement of interns	Evidence of completion of study from other institutions. Request for internship Insurance cover	Free	One week after Approval of the request
24	Payment of Salaries	Approval of the salary	Free	On the last day of the month
25	Submission of Annual Budget	Council approval	Free	31 st January yearly
26	Collection of students' tuition fees	Prescribed tuition fees	Free	5 th week of the semester
27	Collection for other revenue due to the University	Evidence of service/goods /works rendered by the University	Free	Payment before the service is provided/1 month after service
28	Payment of staff Benefits	Receipt of benefits by the insurer	Free	1 Week after receipt of authority to pay
29	Submission of books of accounts	Approved Financial Statements	Free	By 30 th September annually

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:

Vice Chancellor
P.O. BOX 136 – 90100,
Kenya. Telephone: +254
735 247 939 / +254 795
207 117 Email:
info@mksu.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





CHUO KIKUU CHA MACHAKOS

Mkataba wa Utoaji Huduma kwa Wanachi

S/No.	Huduma/Bidhaa	Mahitaji ya kupata Huduma/Bidhaa	Malipo ya Huduma/Bidhaa (ikiwa itahitajika)	Muda wa kutoa Huduma
1.	Majibu kwa simu (Kutoka nambari ya chuo au nambari yoyote rasmi)	Kupiga simu	Bure	Sekunde 10
2.	Majibu kwa wateja wanaofika Ofisini.	Fika Ofisini na ulizza	Bure	Dakika 1
3.	Majibu kwa Mawasiliano Andishi	Mawasiliano Andishi (Barua) Written correspondence (letters)	Bure	Siku 3 za kufanya kazi
		Barua pepe na Mitandao ya Kijamii (Twitter, Facebook & YouTube)	Bure	Siku 1 ya kufanya kazi
4	Majibu kwa Malalamishi na Dukuku la Umma	Kutoa Malalamishi	Bure	Siku 1 ya kufanya kazi
5	Utatuzi wa Malalamishi	Kutoa Malalamishi simulizi au andishi	Bure	Siku 10 za kufanya kazi
6	Usajili wa Watoa huduma/bidhaa	Fomu ya maombi iliyojazwa kikamilifu, Sifa za Kampuni, Stakabadhi ya usajili, Stakabadhi ya PIN, Stakabadhi ya Kukubalika ya Utoaji Ushuru/Idhini ya kutotoa Ushuru, Taarifa Asili ya Fedha kutoka Benki, Nakala ya Usajili wa Mashirika husika, Risiti ya malipo yasiyorudishwa, Nakala za fomu za malipo ya mwaka ya ushuru ya Kampuni, Kitambusho cha Kitaifa.	Bure	Siku 14 za kufanya kazi

7	Kushughulikia zabuni	Uwasilishaji wa Zabuni ya bidhaa na huduma	Bure	Siku 60
8	Majibu kwa Zabuni zilizofaulu na zisizofaulu	Kufikia anwani ya mtandao ya Ununuzi kwa arafa	Bure	Siku 1 ya kufanya kazi
9	Malipo kwa bidhaa na huduma zilizopokelewa	L.P.O /Stakabadhi ya Orodha ya Kukamilika/Bidhaa/Huduma zilizopokelewa	Bure	Siku 30 kutoka siku ya kupokelewa kwa stakabadhi ya orodha.
10	Utupaji wa bidhaa zisizofaa	Maombi ya zabuni	Bure	Siku 60 kutoka siku ya tangazo
11.	Kukubaliwa kujiunga na programu za Kiakademia	Mahitaji ya KUCCPS (Shirika la Kuwakubali Wanafunzi wa Vyuho Vikuu na Vyuho nchini)	Bure	Kwa mujibu wa ratiba ya wanaojiunga na Chuo
12	Utoaji wa vutambulisho kwa wanafunzi wapya	Mahitaji ya Kukubaliwa	500/=	Siku ya kusajiliwa
13	Utoaji upya wa vitambulisho vya wanafunzi waliopoteza	Wasilisha taarifa ya upoteaji na malipo ya utoaji upya	500/=	Siku 1
14	Utoaji na utoaji upya wa vitambulisho vya wafanyikazi	Taarifa ya Upoteaji	Bure	Siku 1
15	Fomu ya Maombi kwa wanafunzi wanaojidhamini wenyewe	Alama kubalifu za kozi	Tashahada & Cheti 500/= Shahada 1,000/= Uzamili 2,000/= Uzamifu 3,000/=	Kwa mujibu wa Ratiba ya Kukubaliwa/Usajili
16	Kukubaliwa kwa Wanafunzi wanaodhaminiwa na Serikali	Alama kubalifu za kozi	2500/=	Siku ya kusajiliwa
17	Kuthibitishwa kwa wahadhiri wasaidizi wasiowaajiriwa wa Chuo	Mwongozo wa Tume ya Elimu ya Juu	Bure	Wiki 2 kabla ya kuanza kwa muhula
18	Mwaliko wa Mapendekezo ya Utafiti	Wahadhiri wa Chuo Kikuu cha Machakos, Mtafiti/Mchunguzi Mkuu asiye mmoja wa wahadhiri, Mshauri wa Utafiti	Bure	Takriban miezi 3
19	Utoaji wa mawasilisho ya	Kushiriki katika Kongamano	Bure	Miezi 6 baada ya tarehe za Kongamano

	Kongamano la Chuo			
20	Utoaji wa fedha za Udhamini wa Chuo	Kujulishwa kwa udhamini	Bure	Wiki 3 baada ya kukubaliwa
21	Uchapishaji wa matokeo ya Utafiti	Kukubaliwa kwa makala na wahariri marika	Bure	Miezi 6 baada ya Uwasilishaji
22	Uandamizi wa Viwandani	Ushahidi wa kuendelea na masomo katika taasisi nyinginezo. Maombi ya Bima ya Uandamizi	Bure	Wiki 1 baada ya kuwasilisha maombi
23	Malipo ya Mishahara	Kutolewa idhini kwa mishahara	Bure	Kufikia tarehe 27 ya kila mwezi
24	Ukubalifu wa Wanafunzi waandamizi	Maombi ya kukabiliwa uandamizi	Bure	Wiki 1 baada ya kuwasilisha maombi
25	Uwasilishaji wa Bajeti ya Mwaka	Idhini ya Baraza tawala la Chuo	Bure	Tarehe 31 Januari kila mwaka
26	Ukusanyaji wa karo za wanafunzi	Karo iliyoidhinishwa	Bure	Wiki ya 5 ya muhula
27	Ukusanyaji wa mapato ya Chuo Kikuu	Ushahidi wa huduma iliyotolewa kwa Chuo Kikuu	Bure	Malipo kabla ya utoaji huduma/Mwezi 1 baaada ya utoaji huduma
28	Malipo ya marupurupu ya Wafanyikazi	Upokeaji wa marupurupu kutoka kwa mtoa bima	Bure	Wiki 1 baada ya kupata idhini ya kulipa
29	Uwasilishaji wa vitabu vya hesabu	Taarifa ya Fedha iliyoidhinishwa	Bure	Kufikia tarehe 30 Septemba kila mwaka

TUMEJITOLEA KWA UTOAJI HUDUMA KWA HESHIMA NA ULIO BORA

Huduma/bidhaa iliyotolewa na isiyofungamana na ahadi yetu hapo juu au afisa yeyote asiyejitolea kwa utoaji wa huduma wa heshima na uliobora, sharti asemwe kwa:

Makamu Mkuu wa Chuo
S.L.P 136 – 90100, Kenya.
Nambari ya simu: +254
735 247 939 / +254 795
207 117 Barua pepe:
info@mkusu.ac.ke

Mhazili wa Tume/Msimamizi Mkuu, Tume ya Usimamizi wa Haki, Gorofa ya 2, Jumba la West End, Barabara ya Waiyaki, Nairobi.

S.L.P 20414-00200 Nairobi
Nambari ya simu: +254 (0)20 2270000/2303000
Barua pepe: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

