REPUBLIC OF KENYA

TOM MBOYA UNIVERSITY
KNOWLEDGE FOR SUSTAINABLE INNOVATION ENTERPRISE

CITIZENS' SERVICE DELIVERY CHARTER

The University is committed to providing the following services in a timely manner, efficiently and effectively

S/No.	Service/Good	Requirement(s) 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	15 seconds
2.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 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	14 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 Company Registry; National ID/Passport	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 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	60 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.	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.	Offer of Admission for GoK (Regular) students	Notification of Placement from Kenya Universities and Colleges Central Placement Services (KUCCPS)	Free	Within two (2) months
15.	Offer of Admission for Self-Sponsored students	(i) Minimum course entry requirements (ii) Payment of application fee	Application fee: Kshs.1,500/=	Within one (1) month of application
16.	Teaching	(i) Semester Registration (ii) Registration for units (iii) Class attendance	Payment of requisite fee as per the fee structure	The first 12 weeks of the semester
17.	Examinations	(i) Class attendance as per policy (ii) Student ID card (iii) Examination card (iv) Clearance of fee	Payment of requisite fee as per the fee structure	As per the University Academic Calendar
18.	Establishment of collaborations/ partnerships and linkages	Signing of the Memorandum of Understanding	Determined on a case to case basis	Within three (3) months
19.	Library services	Provide identification documents	Payment of requisite fee as per the Service rendered	8:00 am to 8:00 pm weekdays. 9:00 am to 1:00 pm on Saturdays. Closed on Sundays and Public Holidays

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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
Tom Mboya University
P.O. Box 199 – 40300 HOMA BAY
Tel: +254746401703/0746401706
Email: vc@tmu.ac.ke/complaints@tmu.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

Kenya VISION 2030