



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	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE (IF ANY)	TIMELINE
1	Response to inquiries	Clarity of request or will and full disclosure of what is required	No Payment	i). Verbal enquiries within one (1) day ii). Electronic enquiries within two (2) days iii). Postal enquiries within seven (7) days
2	Response to complaints, Compliments or Suggestions	Receipt of Complaints, Compliments or Suggestion	No Payment	i). Acknowledgement within one (1) day ii). Feedback within seven (7) days
3	Offer of Admission for GoK (Regular) students	Notification of Placement from Kenya Universities and Colleges Central Placement Services (KUCCPS)	No Payment	Within two (2) months
4	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
5	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
6	Examinations	i). At least 80% of class attendance 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
7	Recruitment of staff	Application letter in response to a vacancy	No Payment	Within six (6) months from the deadline of applications
8	Processing and awarding of tenders	Submission of bid document	No Payment	Within 30 days of opening of tenders
9	Payment of creditors and other contracted services	i). Duly signed delivery notes and invoices ii). Approved claim	No Payment	As per the contract
10	Establishment of collaborations/ partnerships and linkages	Signing of the Memorandum of Understanding	Determined on a case to case basis	Within three (3) months
11	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





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HATI YA KANUNI ZA UTOAJI HUDUMA

Chuo Kikuu kimejitolea kutoa huduma zifuatazo kwa wakati, kwa ufanisi na utimilifu

S/NO	HUDUMA	MAHITAJI ILI KUPATA HUDUMA	GHARAMA YA HUDUMA (KAMA IPO)	RATIBA YA WAKATI
1	Majibu ya maswali	Udhahiri wa ombi au utashi na ufafanuzi kamili ya kile kinachohitajika	Hakuna Malipo	i). Maswali ya maneno ndani ya siku moja (1) ii). Maswali ya kielektroniki ndani ya siku mbili (2). iii). Maswali ya posta ndani ya siku saba (7).
2	Majibu ya malalamiko, pongezi au mapendekezo	Mapokezi ya malalamiko, pongezi au mapendekezo	Hakuna Malipo	i). Kukiri ndani ya siku moja (1). ii). Maoni ndani ya siku saba (7).
3	Fursa ya kuandikishwa kwa wanafunzi wa GoK (Kawaida)	Taarifa ya kupata kuandikishwa kutoka Kenya Universities and Colleges Central Placement Services (KUCCPS)	Hakuna Malipo	Ndani ya miezi miwili (2)
4	Fursa ya kuandikishwa kwa Wanafunzi wanaojifadhili	i). Mahitaji ya chini ya kuandikishwa kwenye kozi ii). Malipo ya ada ya maombi	Ada ya maombi: Kshs.1,500/=	Ndani ya mwezi mmoja (1) wa maombi
5	Ufundishaji	i). Usajili wa Muhula ii). Usajili wa vitengo vya Kozi iii). Mahudhurio ya darasa	Malipo ya ada inayohitajika kulingana na muundo wa ada	Wiki 12 za kwanza za muhula
6	Mitihani	i). Angalau 80% ya mahudhurio ya darasani ii). Kitambulisho cha mwanafunzi iii). Kadi ya mtihani iv). Ukamilifu wa malipo ya ada	Malipo ya ada inayohitajika kulingana na muundo wa ada	Kwa mujibu wa Kalenda ya Masomo ya Chuo Kikuu
7	Uajiri wa wafanyakazi	Barua ya maombi tangazo la fursa ya ajira	Hakuna Malipo	Ndani ya miezi sita (6) kutoka kwa tarehe ya mwisho ya kutuma maombi
8	Mchakato wa utoaji wa zabuni	Uwasilishaji wa stakabadhi za zabuni	Hakuna Malipo	Ndani ya siku 30 baada ya kufunguliwa kwa zabuni
9	Malipo ya wadai na huduma zingine za kandarasi	i). Stakabadhi za uwasilishwaji na ankara zilizotiwa saina ipasavyo ii). Dai lililoidhinishwa	Hakuna Malipo	Kwa mujibu wa mkataba
10	Uanzishwaji wa ushirikiano/ubia na uhusiano	Kusainiwa kwa Mkataba wa Makubaliano	Kuamuliwa kwa msingi wa kesi hadi kesi	Ndani ya miezi mitatu (3)
11	Huduma za maktaba	Wasilisha stakabadhi za utambulisho	Malipo ya ada inayohitajika kulingana na Huduma iliyotolewa	8:00 asubuhi hadi 8:00 jioni siku za wiki. 9:00 asubuhi hadi 1:00 mchana siku za Jumamosi. Hufungwa siku za Jumapili na Likizo za Umma

TUMEJITOLEA KWA USTAHIFU NA UBORA KATIKA UTOAJI HUDUMA

Huduma yoyote inayotolewa ambayo haiambatani na viwango vilivyo hapo juu au afisa yeyote ambaye hafikii ahadi ya uungwana na ubora katika Utoaji Huduma inapaswa kuripotiwa kwa:

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VISION 2030