



MAMA NGINA UNIVERSITY COLLEGE

SERVICE DELIVERY CHARTER

VISION STATEMENT

“A Premier Institution that nurtures competent and value-based leaders”

MISSION STATEMENT

“To provide transformative teaching, research and community engagement for effective service”

IDENTITY STATEMENT

“A student-centered University College striving for a better world driven by research, technological innovation and sustainable development”

PHILOSOPHY STATEMENT

“A University College grounded on ethical and moral principles in its endeavor to solving societal challenges through relevant teaching and research”

MOTTO

“Shaping the Future”

NO.	Service	Requirements	Charges	Timeline
1.	Enquiries	Specify enquiry	Free	Immediate
2.	Issuance of Admission letter for Government Sponsored Students	Meeting KUCCPS Criteria	Free	Within a month before commencement of academic year
3.	Admission of Self-Sponsored Students	meeting minimum entry requirements	Non-refundable application fee: KES. 1,000 Kenyan Students. KES. 2,000 East African Students	One month to reporting date

4.	Class Attendance	Teaching Timetable	Free	Within a day after commencement of the semester
5.	Unit Registration by Students	Payment of Full Fees	Free	Within a month after commencement of Semester
6.	Identity card	Registered Student Recruited Staff	Free	14 days after Reporting
7.	Curriculum Delivery	Unit Registration	Free	As per the teaching timetable
8.	Library Services	<ul style="list-style-type: none"> • Student ID • Library Card 	Free	As per library opening hours
9.	Health Services at the University Health Unit	<ul style="list-style-type: none"> • Registered students 	Free	On request
10.	In Campus Accommodation	<ul style="list-style-type: none"> • Student ID • Registered student in a semester 	As stipulated in Accommodation and Catering rates	Continuous
11.	Student Welfare Services	<ul style="list-style-type: none"> • Student ID • Registered student in a semester 	Free	Continuous
12.	Provision of Meals in the Student cafeteria	Payment	As per Menu	Lunch: 12.30 – 13.30
13.	Correspondence	Written Correspondence	Free	Within 5 working days
		Complaints	Free	Within 5 days from receipt date
		Compliments	Free	Within 5 days from receipt date
14.	Access to Information	Formal Request	Free	Within 5 Working days
15.	Issuance of Transcript	<ul style="list-style-type: none"> • Application Form • Student ID • Payment receipt 	Application fee as per MNU requirements	Continuing students 3 days Graduands 2wks
16.	Graduation	<ul style="list-style-type: none"> • Classification • Fees Clearance 	Applicable in line with MNU	As stipulated by the MNU graduation schedule
17.	Issuance of Certificates	<ul style="list-style-type: none"> • University Clearance • National ID • Fee statement • Power of attorney for 3rd parties 	Free	Within a month after graduation

18	Clearance of staff and students	Completed University Clearance Form	Free	Within 3 working days
19.	Procurement of goods and services	Adherence to Procurement and Disposal Act	Specified fees	As stipulated in the advertisement/ Contract
20.	Payment for Goods and Services	Receipt of invoice, Delivery Note, Goods Receipt Note and Pink copy of the Local Purchase Order	Free	Within 30 days after receipt of invoice.
21.	Research, Consultancy, Partnerships, Innovation and Enterprise	Receipt of Proposals for research, consultancies, partnership, innovation and enterprise	Free	Within 5 working days
22	Recruitment of staff	Meet the criteria as per advertisement	Free	3 Months after advertisement
23.	Safety and Security Services	Planned safety and security activities and procedures as per the policy.	Free	Continuous.

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 the commitment to courtesy and excellence in Service Delivery should be reported to:

The Principal, Mama Ngina University College
P.O. Box 444-01030
Gatundu, Kenya
Tel 020 8704601
Mobile: 0740931797
Principal@mnu.ac.ke

The Commission Secretary/
Chief Executive Officer,
Commission on Administrative Justice,
West End Towers, Waiyaki way, Nairobi
P.O. Box 20414-00200 Nairobi
Tel. +254 20 2270000, 2303000
complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO