



SERVICE DELIVERY CHARTER

MAMA NGINA UNIVERSITY COLLEGE

Shaping the Future



ISO 9001:2015 Certified

VISION

A Premier University that nurtures competent and value-based leaders

MISSION

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

IDENTITY

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

NO.	Service	Requirements	Charges	Timeline
1.	Enquiries	Specify enquiry	Free	Immediate
2.	Issuance of Admission Letter for Government-Sponsored Students	Placement by KUCCPS	Free	Within 5 working days after placement
3.	Issuance of Admission Letter for Self-Sponsored Students	Application for Direct Admission Meeting minimum entry requirements	Non-refundable application fee: <i>Undergraduate</i> Kes. 1,000 <i>Postgraduate</i> Kes. 2,000	2 Working Days After Application
4.	Teaching	Payment of specified fees Unit Registration Class Attendance	As specified in the fee structure	As per the approved timetable
5.	Unit Registration by Students	Payment of Full Fees	Free	Within 2 working days
6.	Student Welfare Services	Student ID Registered student in a semester	Free	Continuous
7.	Access to Information/ Correspondence	Written Correspondence Complaints/ Compliments	Free Free	Within 5 working days Within 5 days from the receipt date
8.	Issuance of Transcript	Provisional Transcript: Application Form Student ID Payment receipt Final Transcript: Duly filled clearance form National ID KCSE Certificate or equivalent	Kes. 200 per Year per Copy Application fee as per MNU requirements	Within 3 working days 10 working days after graduation
9.	Graduation	Classification Fees Clearance	Applicable in line with MNU	As stipulated by the MNU graduation schedule
10.	Issuance of Certificates	University Clearance National ID Fee statement Power of attorney for 3 rd parties	Free	Within 20 working days after graduation
11.	Clearance of students	Completed University Clearance Form	Free	Within 3 working days
12.	Research, Consultancy, Partnerships, Innovation and Enterprise	Receipt of Proposals for research, consultancies, partnership, innovation and enterprise	Free	Within 5 working days
13.	Recruitment of staff	Meet the criteria as per the advertisement	Free	60 working days after the advertisement
14.	Community Engagement	Management approval	Free	10 working 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 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
Mobile: 020 208 5006, 0740 931 797
info@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, 230300
complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO