



MOI UNIVERSITY

Nurturing Innovation and Talent

VISION

To be the university of choice in nurturing innovation in Science, Technology and Development

MISSION

To preserve, create & disseminate knowledge, conserve and develop scientific, technological and cultural heritage through quality and relevant teaching and research; to create a conducive work and learning environment and work with stakeholders for the betterment of the society.

COMMITMENT TO SERVICE DELIVERY

The University is committed to providing the following services timely, efficiently and effectively.

NO	SERVICE	REQUIREMENT	SERVICE POINT	CHARGES (KSH)	TIME LINE
1	Student Admission	Meet the criteria for specific programmes	Admissions Section – Government Sponsored Students	As per KUCCPS placement requirement	One month to reporting date
			Respective Schools – Privately Sponsored Students Undergraduate Diploma Postgraduate	Non-refundable application fees Undergraduate – Kes. 1,000 Diploma – Kes. 500 Postgraduate – Kes. 2,000	
2	Teaching	<ul style="list-style-type: none"> Payment of specified tuition and other fees Course registration Class attendance 	Schools/ Departments	As specified in the fee structure	As per timetable/schedules approved by Senate
3	Examination	<ul style="list-style-type: none"> At least 80% class attendance Student ID Examination card 	Respective Schools	As specified in the fees structure	As per Examination Almanac approved by Senate
4	Graduation	Completion of programme and approved list by Senate and Council for sealing	Respective Schools	Convocation and graduation fees	As per Graduation Almanac approved by Senate
5	Issuance of Academic Transcripts and Certificates: Provisional Transcripts Final Transcripts Certificates	Provisional Transcripts and final Diploma Transcripts: Student ID and approved results by School Boards	Respective Schools	Free	Before the next Academic year
		Approved results by Senate and National ID Dully filled clearance form KCSE Certificate or Equivalent National ID/Passport	Examination Section	<ul style="list-style-type: none"> Free for first Transcripts Specified fee for replacement and additional Transcript Storage charge of Kes. 1,000 per year after the first two years of graduation 	Within two months after graduation
6	Library Services	Registration for membership Student/Staff ID	Library Department	Free	Stipulated opening hours
7	Processing and Awarding of Tenders	Dully completed tender documents	Procurement Department	Downloaded copy – Free, Institution supplied copy – Kes. 1,000	As stipulated in the advertisement notice
8	Payment for Goods and Services	Receipt of Invoice, Delivery Note, Goods Receipt Note and Pink Copy of Local Purchase Order.	Finance Department	Free	30 days after receipt of invoice
9	Recruitment, Placement and Promotion of Staff	Meet the criteria as per advertisement and Scheme of Service	Human Resource Department	Free	3 months after close of advertisement
10	Student Welfare Services	Student ID Registered student in a semester	Dean of Students Office Catering and Hostels Directorate of International Programmes, Linkages and Alumni	As stipulated in Accomodation and Catering rates. As stipulated	Continuous
11	Health Services	Staff/Student ID Community outpatient card	University Hospital/Clinics	Staff/Students – Free Community – Specified fees	Opening hours
12	Research and Innovation	Adherence to the University Research and Intellectual Property Policy, Research Permit from National Commission for Science, Technology and Innovation or accredited authority where applicable	Directorate of Research	Payment of statutory fees where appropriate	As per approved schedule of programmes
13	Extension and Outreach Services	Planned outreach and extension activities	Extension and Outreach Department	Free	As per schedule of events approved by Senate
14	Safety and Security Services	Planned safety and security activities and procedures	Safety and Security Department	Free	Continuous
15	Enquiries	Specific enquiry	Customer care/Frontline desk(s)	Free	Immediate

PROF. ISAAC S. KOSGEY, Ph.D.
VICE - CHANCELLOR

Date: May, 2018

Any service that does not conform to the above standards, Access to information Act 2016 and the provisions of Article 10 of the Constitution or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Vice - Chancellor, Moi University
P.O. Box 3900 - 30100, Eldoret
Tel: 0790 940 508 | 0736 138 770 | 0771 336 911
Email: info@mu.ac.ke

OR

The Ombudsman
Commission on Administrative Justice
West End Towers, 2nd Floor Waiyaki Way Westlands,
P.O. Box 20414 - 00200, Nairobi.
Tel: +254020 2274046, Toll Free Line: 0800 221 349
Email: certificationpc@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT



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MAONO YA CHUO KIKUU

Kutambulika kitaifa na kimataifa kama Chuo Kikuu Teule katika kukuza Uvumbuzi katika Sayansi, Teknolojia na Maendeleo

WITO WA CHUO KIKUU

Kuhifadhi, Kubuni na Kusambaza maarifa, kulinda na kuendeleza sayansi, teknolojia na urithi wa kitamaduni kupitia ufundishaji na utafiti bora na mwafaka; kuweka mazingira bora ya kufanyia kazi na kujifunzia na kushirikiana na washikadau kwa ajili ya kuboresha jamii

MKATABA WA KUTOA HUDUMA KWA WATEJA

Chuo kikuu kimejipa wajibu wa kutoa huduma zifuatazo kwa uhodari na kwa kufaa

NA	HUDUMA	MAHITAJI	MAHALI PA KUPATA HUDUMA	GHARAMA	MUDA WA KUTOA HUDUMA
1	Usajili wa Wanafunzi	Kutumiza mahitaji ya Kozi husika	Ofisi ya Usajili –Wanafunzi wanaofadhiliwa na serikali Vitivo husika –Wanafunzi wanaojifadhili Shahada ya Kwanza Stashahada Uzamili/Uzamifu	Kulingana na Mahitaji ya KUCCPS Kulipa ada ya usajili (isorejeshwa) Shahada ya kwanza – Shg. 1000 Stashahada – Shg. 500 Uzamili/Uzamifu – Shg. 2000	Mwezi mmoja kabla ya kuripoti
2	Ufundishaji	• Kulipa ada za muhula zilizobainishwa pamoja na malipo mengine • Usajilishaji wa kozi • Kuhudhuria mihadhara	Vitivo/Idara husika	Kwa mujibu wa ratiba/mipango iliyoidhinishwa na Seneti ya chuo	Kulingana na ratiba ya kufundisha iliyoidhinishwa na Seneti ya Chuo
3	Mitihani	• Kuhudhuria angalau 80% ya mihadhara • Kitambulisho cha Wanafunzi • Kadi ya Mitihani	Vitivo husika	Kwa mujibu wa ratiba ya karo	Kwa mujibu wa ratiba ya mitihani kama iliyoidhinishwa na Seneti ya Chuo
4	Mahafali	Kukamilisha masomo na kuidhinishwa orodha ya mahafala na Seneti pamoja na almashauri ya chuo. Kutolewa kibali cha kutumia muhari wa moto na almashauri yao	Vitivo husika Vitivo husika	Ada za mahafali	Kwa mujibu wa ratiba ya mahafali iliyoidhinishwa na Seneti ya Chuo
5	Kutoa matokeo ya mitihani na vyeti: Matokeo Rasmi Matokeo ya Muda Vyeti	Matokeo ya Muda na Matokeo Rasmi ya Stashahada: Kitambulisho cha Wanafunzi Matokeo Rasmi yaliyoidhinishwa na vikao vya vitivo Kuidhinishwa kwa matokeo rasmi na seneti Kitambulisho cha taifa/paspoti Fomu zilizojazwa kikamilifu Cheti cha Sekondari au Kitambulisho cha Taifa/Paspoti	Vitivo husika Idara ya Mitihani	Bila malipo Kutolewa kwa Matokeo Rasmi ya kwanza - bila malipo Ada iliyoidhinishwa kwa Matokeo Rasmi yanayotolewa baadaye Vyeti visivyochukuliwa kwa kipindi cha miaka miwili vitatozwa Shg. 1000kila mwaka	Kabla ya mwaka ufuatao wa masomo Miezi miwili baada ya mahafali
6	Huduma za Maktaba	Kujisajili kwa mwanachama Wanafunzi/Wafanyikazi	Idara ya Maktaba	Bila malipo	Masaa ya kazi
7	Kuchakata na kutoa Zabuni	Stakabadhi za Zabuni zilizokamilika	Idara ya Ununuzi	Nakala iliyopakuliwa mtandaoni Bila malipo Nakala inayotolewa na chuo Shg. 1000	Kama ilivyobainishwa katika tangazo la Zabuni
8	Malipo kwa Bidhaa na Huduma	Kupokea Ankara, Idhibati ya Kupokea bidhaa, Risiti ya Kupokea na Nakala ya Rangi ya Waridi ya Agizo la Ununuzi	Idara ya Fedha	Bila malipo	Siku 30 baada ya kupokea ankara
9	Uajiri, Upangaji na Upandishaji Cheo wa Wafanyikazi	Kutumiza mahitaji kwa mujibu wa tangazo na mahitaji ya kazi	Idara ya Rasilimali Watu	Bila malipo	Miezi 3 baada ya Tangazo
10	Huduma za masilahi ya Wanafunzi	Kitambulisho cha Wanafunzi Wanafunzi waliosajiliwa katika Semesta	Ofisi ya Mudiri wa Wanafunzi Idara ya Vyakula na Malazi Kitengo cha Programu za Kimataifa, Ushirikiano na Wanafunzi wa Zamani	Kama ilivyobainishwa katika ratiba ya karo Kulingana na malipo ya Malazi na Vyakula Kama ilivyobainishwa	Endelevu
11	Huduma za Matibabu	Kitambulisho cha Wafanyikazi/Wanafunzi/ Kadi ya matibabu kwa umma	Hospitali/Zahanati ya Chuo	Wafanyikazi/Wanafunzi – Bila malipo Umma – Malipo yaliyobainishwa	Masaa ya kazi
12	Utafiti na Uvumbuzi	Uzingatiji wa sera ya Utafiti na Haki Miliki, Idhini ya Utafiti kutoka Tume ya Sayansi, Teknolojia na Uvumbuzi au Mamlaka yoyote inayotambulika kutegemea Taaluma husika	Kitengo cha Utafiti	Baada ya kulipia ada inayohitajika	Kulingana na ratiba ya masomo
13	Huduma za Uendelezaji Nyanjani	Huduma zilizoratibiwa za Uendelezaji Nyanjani	Idara ya Huduma za Uendelezaji Nyanjani	Bila malipo	Kulingana na ratiba ya shughuli zilizoidhinishwa na Seneti
14	Huduma za Usalama na Ulinzi	Shughuli za Usalama na Ulinzi zilizoratibiwa	Idara ya Usalama na Ulinzi	Bila malipo	Endelevu
15	Kuuliza maswali	Swali maalum	Ofisi ya Huduma kwa Wateja	Bila malipo	Punde

PROF. ISAAC S. KOSGEY, Ph.D.
MAKAMU MKUU WA CHUO

Tarehe: Mei, 2018

Huduma yoyote inayokiuka viwango vilivyotajwa hapo juu, Upataji wa Habari ya Sheria ya Bunge ya mwaka wa 2016 na maelezo ya Ibara ya 10 ya Katiba au Afisa yeyote asiyewajibika katika utoaji wa huduma bora aripotiwe kwa:

MAKAMU MKUU WA CHUO
Chuo Kikuu cha Moi
S.L.P 3900 - 30100, Eldoret
Simu: 0790 940 508 | 0736 138 770 | 0771 336 911
Barua pepe: info@mu.ac.ke

au

Tume ya Utekelezaji wa Haki
Orofa ya 2, Jengo la West End Towers, Barabara ya Waiyaki - Westlands
S.L.P 20414 - 00200, Nairobi
Simu: +254020 2274046, Simu Isomalipo: 0800 221 349
Barua pepe: certificationpc@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO