



MERU UNIVERSITY OF SCIENCE & TECHNOLOGY

SERVICE DELIVERY CHARTER.

P.O. BOX, 97260200, Meru, Kenya Tel: 0799 529 958/9

Email: info@must.ac.ke

Website: www.must.ac.ke

Vision: *A world class University of excellence in Science and Technology*

Mission: *To provide quality University education, training and research in Science, Technology and Innovation.*

CORE VALUES

- Competitiveness**
- Professionalism**
- Innovation**
- Integrity**
- Quality**

No.	Service rendered	Customer Expectations from MUST	MUST Expectations from customer	Cost of Service	Time Frame
1	General enquiries.	Timely feedback.	<ul style="list-style-type: none"> - Cooperation. - Relevant and accurate information. - Provide up to date contacts. 	Free	On the spot.
2	Answering telephone calls	Calls picked within five rings.	<ul style="list-style-type: none"> - Politeness. - Relevant and accurate information. 	Free	30 seconds.
3	Written correspondence.	Prompt feedback.	<ul style="list-style-type: none"> - Relevant and accurate information. - Provide up to date contacts 	Free	Within 7 working days
4	Admission of new students	Prompt feedback.	<ul style="list-style-type: none"> - Relevant and accurate information. - Observation of application deadlines 	Certificate: Ksh. 500 Diploma: Ksh. 500 Degree: Ksh. 1,000, Masters: Ksh. 1,500 PhD: Ksh. 2,500	1 month.

5	Registration of new and continuing students	Quick processing.	Comply with the University registration requirements.	Fees Payable	21 days of semester commencement.
6	Lectures	<ul style="list-style-type: none"> - Timely syllabus coverage. - Adherence to time tables. - Adequate and relevant teaching facilities. 	<ul style="list-style-type: none"> - Adherence to approved time table. - Attendance of all lectures. 	Fees Payment for the course	As per approved time table and term dates
7	Library services	<ul style="list-style-type: none"> - Relevant and adequate resources. - Adherence to the opening and closing time. 	Observe MUST library rules and regulations.	<ul style="list-style-type: none"> - Library use Free. - Photocopy as per approved cost. - Binding cost dependent on Volume 	8:00 am to 9 pm weekdays. Half day on Saturdays. Closed on public holidays.
8	Accommodation	<ul style="list-style-type: none"> - Quality accommodation. - Fair allocation of available rooms. 	<ul style="list-style-type: none"> - Payment for accommodation. - Observation of hostel rules and regulations. 	Fees Payable	Residential Sessions.
9	Catering	<ul style="list-style-type: none"> - Quality and affordable meals. - Hygienic conditions. 	<ul style="list-style-type: none"> - Payment for meals. - Adherence to the eatery area rules and regulations. 	As per the meals served	As per the meal times.
10	Disciplinary cases	<ul style="list-style-type: none"> - Timeliness and fairness in the disciplinary process. 	<ul style="list-style-type: none"> - Cooperation. - Honesty. - 	Free	As per the University statutes.
11	Administering of examinations.	<ul style="list-style-type: none"> - Release of approved examination time table in time. - Administer examinations as per approved time table. 	<ul style="list-style-type: none"> - Fee clearance. - Observation of examination rules and regulations. 	Fees payable	As per University calendar.
12	Examination results	<ul style="list-style-type: none"> - Credible evaluation process. - Confidentiality of the evaluation process. - Release of the results on time. 	<ul style="list-style-type: none"> - Check examination results. - Adherence to the examination rules and regulations. 	Upon completion of fees payment	As per the approved semester schedule.
13	Certificates and transcripts	<ul style="list-style-type: none"> - Accurate and comprehensible document. - Safe custody of certificates and transcripts. - Confidentiality. 	<ul style="list-style-type: none"> - Clearance with all departments. - Provide accurate personal data. - Prompt collection. 	Upon completion of fees payment and clearance	Two weeks after graduation.

14	Counseling and VCT services	<ul style="list-style-type: none"> - Quality service. - Confidentiality. 	Cooperation	Free	On the spot
15	Recruitment	<ul style="list-style-type: none"> - Transparent and fair process. - Clear job description and specification - Timely response 	<ul style="list-style-type: none"> - Relevant and accurate information. - Genuine documents. - No canvassing. 	Free	To be completed within two months.
16	Transport	<ul style="list-style-type: none"> - Efficient and reliable system 	<ul style="list-style-type: none"> - Placement of approved request in time. - Prudent use of the vehicles. - Observe transport policy 	As per Transport Policy	One day advance notice.
17	Security	<ul style="list-style-type: none"> - Safe environment. - Timely response to emergencies. 	<ul style="list-style-type: none"> - Volunteer accurate information. - Cooperation. - Personal responsibility. 	Free	On the spot.
18	Tender prequalification	<ul style="list-style-type: none"> - Transparent and fair process. - Clear specifications of goods and services tendered for. 	<ul style="list-style-type: none"> - Full disclosure. - Meet tender document expenses. - High level of integrity 	Tender expenses	As per the procurement rules.
19	Payment to suppliers	<ul style="list-style-type: none"> - Prompt payment as per LPO/contract - Cooperation 	<ul style="list-style-type: none"> - Timely deliveries as per the order. - Quality goods and services as per LPO/Contract, 	Free	Payments within 30 days.
20	Resolving Public Complaints	<ul style="list-style-type: none"> - Prompt complaint resolution. - Friendly channel of raising complaints. - Confidentiality 	<ul style="list-style-type: none"> - Provide accurate and sincere information on the Complaint. - Cooperation 	Free	Within two weeks

MUST IS COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service that does not conform to the above standards or an officer who does not live up to the commitment, courtesy and excellence in service delivery should be reported to:

**The chairman,
MUST Public complaints & resolution
Committee,
Tel: +254 736 651194
Email: complaints@must.ac.ke
Website: www.must.ac.ke**

**The Chief Executive Officer,
Public Complaints Standing Committee,
Tel: +254020 2274046
Toll Free Number: 0800221349
Website: www.ombudsman.go.ke**

Foundation of Innovations.