

TOM MBOYA UNIVERSITY COLLEGE

(A Constituent College of Maseno University)

CITIZENS' SERVICE DELIVERY CHAPTER

The University College is committed to providing the following services in a timely manner, efficiently and effectively

	SERVICE /GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD(IF ANY)	TIMELINE
1	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Nil	♦ Email enquiries within two (2) days ♦ Postal enquiries within seven (7) days
2	Response to complaints, Compliments or suggestions	Receipt of Complaints, Compliments or Suggestion	Nil	♦ Acknowledgement within a day ♦ Feedback within seven (7) days
3	Admission of Regular (GoK) students	♦ KUCCPS Admission list	Nil	Within 2 months of receipt of admission
	Admission of Self-sponsored students	♦ Minimum course entry requirements ♦ Payment of application fee	Application fee: ♦ Kshs. 1500/=	Within 1 month of application
4	Teaching	♦ Registration of Units ♦ Class attendance ♦ Learning materials	As per fee structure	Fourteen (14) weeks of the semester
5	Examinations	♦ 80% class attendance ♦ Student ID card ♦ Examination card	As per fee structure	In the last three(3) weeks of the semester
6	Recruitment of Staff	♦ Existence of a vacancy ♦ Receipt of application letter with copies of Certificates, transcripts and Curriculum Vitae. ♦ Invitation for interview	Nil	Within three (3) months from the closing date of applications
7	Response to successful and unsuccessful candidates after interview	Contact details: ♦ Email address ♦ Telephone no.	Nil	Within one (1) month after the date of the interview
8	Health care services	♦ Student identification card	As per fee structure	Immediate
9	Payment of creditors and other contracted services	♦ Duly signed invoices ♦ Approved claim	Nil	Within 90 days of receipt of documents As per contract
10	Establishment of collaborations, linkages and partnerships	Signing of the Memorandum of Understanding	Determined by case to case basis	Within three (3) months

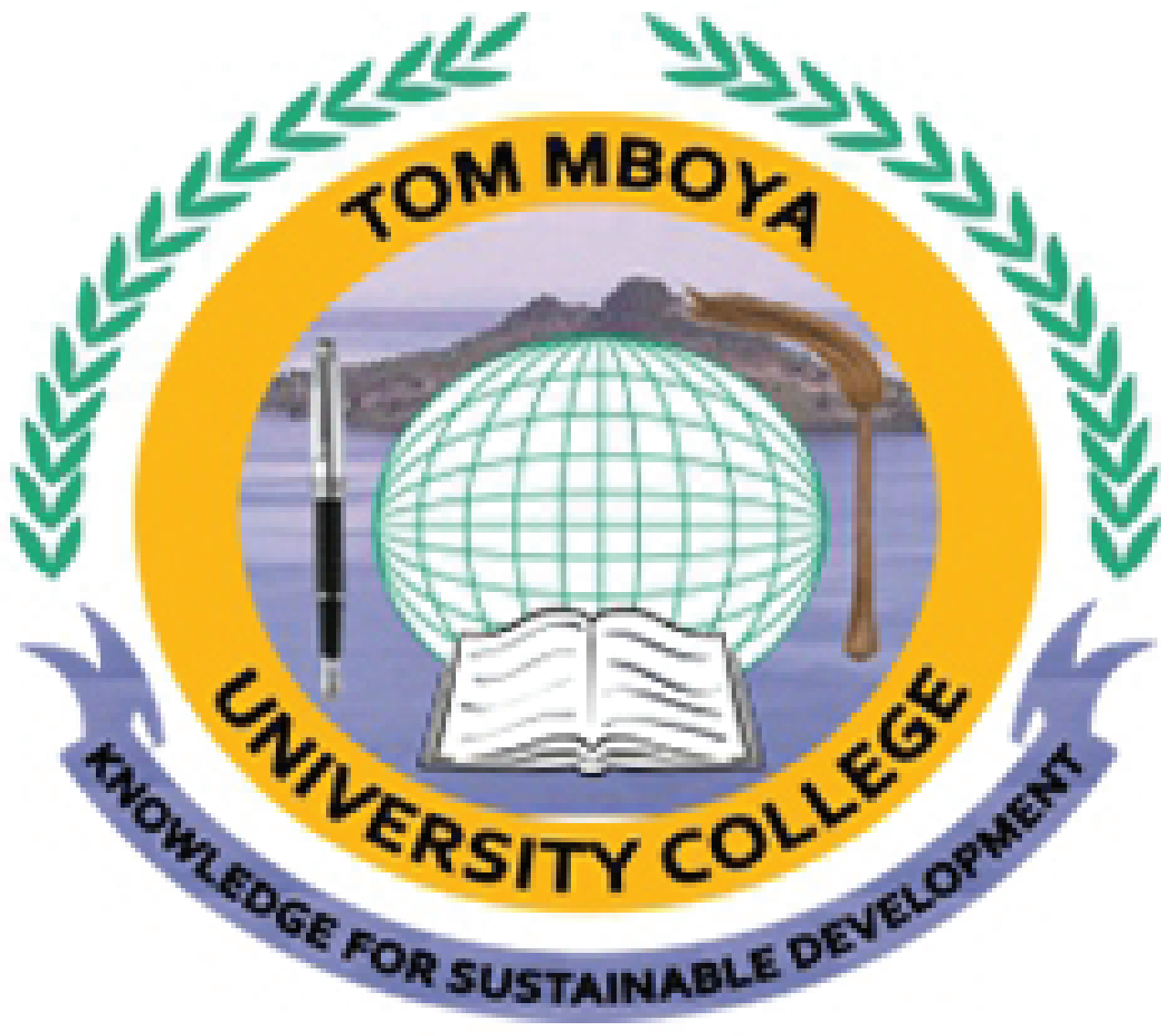
WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery Should be reported to:

The Principal
Tom Mboya University College
P.O.Box 199-40300 HOMA BAY.
Tel +254 (0)59 20090/0746401703/0746401706
Email: principal@tmuc.ac.ke
Email: complaints@tmuc.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



TOM MBOYA UNIVERSITY COLLEGE

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HATI YA KANUNI ZA UTOAJI HUDUMA

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	HUDUMA	MAHITAJI YA KUPEWA HUDUMA	GHARAMA	MUDA
1	Kujibu maswali	Uwazi wa ombi au utashi na kufunua kamili ya kile kinachohitajika	Hakuna malipo	♦ Chini ya siku kwa maulizo ya barua pepe ♦ Chini ya saba kwa maulizo barua ya posta
2	Kujibu malalamiko, pongezi au mapendekezo	Kupokelewa kwa malalamiko, pongezi au mapendekezo	Hakuna malipo	♦ Chini ya siku moja kutambua kupokea ♦ Chini ya siku saba kwa majibu kupeanwa
3	Kukubalika kwa wanafunzi wanaodhaminiwa na serikali	♦ Orodha ya wanafunzi waliokbaliwa na KUCCPS	Hakuna malipo	Chini ya miezi miwili baada ya kupata orodha kutaka KUCCPS
	Kukubalika kwa wanafunzi wanaojidhamini	♦ Kutimiza viwango tarajiwa vya kozi husika ♦ Kulipa karo	Ada ya maombi ya kozi ♦ Ksh. 1500/=	Chini ya miezi mmoja baada ya kupokea maombi
4	Kufundisha	♦ Usajili wa masomo ♦ Kuhudhuria darasa ♦ Vyombo vya masomo	Kulingana na karo ya kozi	Majuma 14 ya muhula
5	Kutahini	♦ Asilimia 80 ya mahudhuria ya darasa ♦ Kitambulisho cha mwanafunzi ♦ Kadi ya mitihani	Kulingana na karo ya kozi	Majuma 3 ya mwisho wa muhula
6	Uajiri	♦ Uwepo wa nafasi ya kazi ♦ Kupokea barua za maombi na nakala za vyeti, hati za maandishi na vita ya mtaala ♦ Kuitwa kwa mahojiano	Hakuna malipo	Chini ya miezi tatu baada ya terehe ya mwisho ya kutuma maombi
7	Majabu kwa waliofanikiwa baada ya mahojiano	♦ Barua pepe ♦ Nambari ya simu	Hakuna malipo	Chini ya mwezi 1 baada ya mahojiano
8	Huduma za kiafya	♦ Kitambulisho cha mwanafunzi	Kulingana na karo ya kozi	Papo hapo
9	Malipo kwa wadai	♦ Stakabadhi za kudai zilizojazwa na kuidhinishwa	Hakuna malipo	♦ Chini ya siku 90 baada ya kupokea stakabadhi ♦ Kulingana na mkataba
10	Maanalizi ya stakabadhi za mahusiano	Kusainiwa kwa kumbukumbu ya uelewa	Hakuna malipo	Chini ya siku 30 baada ya kuidhinishwa

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