



MAASAI MARA **UNIVERSITY**

SERVICE DELIVERY CHARTER

2019 Revised Edition

Forward

Maasai Mara University seeks to be a world-class university committed to excellence in service delivery. The University offers market-driven programmes, consultancy and research for sustainable development. Our core values appreciate that customer satisfaction is key in achievement of the University's core mandate. This service charter aims to increase customer satisfaction through effective and efficient service delivery. The service charter identifies the key services provided by the various University departments and sections and provides the requirements and time-frames for each service. Implementation of this Service Charter is expected to create a customer friendly environment giving the University a competitive edge in provision of higher education and other attendant services. The University strongly believes that quality service to our customers is their entitlement and that they have a right to expect it from us.

I wish to re-affirm the University's commitment to our clients in providing excellent services. On behalf of the management, we undertake to deliver on our promises to our clients.

PROF. KITCHE MAGAK
Ag. VICE-CHANCELLOR

Table of Contents

Forward.....	1
Table of Contents.....	2
Introduction	4
1. Vision.....	5
2. Mission	5
3. Core Values	5
4. Core Mandate	5
4.1 Teaching	5
4.2 Research & Consultancy.....	5
4.3 Community Service	5
5. Structure of Governance.....	5
6. Our Commitment:.....	6
7. Clients and Stakeholders.....	6
8. Clients Expectations:.....	2
9. Clients Obligations	2
10. Handling of Customer Feedback.....	2
11. University Administrative Divisions	2
11.1 Academic and Student Affairs Division	2
11.1.1 Senate Secretariat Services.....	2
11.1.2 Admissions Services	2
11.1.3 Examinations and Timetabling Services.....	3
11.1.4 Schools	4
11.1.5 Library Services	5
11.1.6 Students Affairs Services.....	6
11.1.7 Centre of Innovations, New and Renewable Energy	7
11.2 Administration, Finance and Planning Division	8
11.2.1 Human Resource Services.....	8
11.2.2 Transport Services.....	9
11.2.3 Health Services.....	10
11.2.4 Estates Services.....	11
11.2.5 Accommodation Services.....	12
11.2.6 Catering Services.....	12
11.2.7 Performance Contracting and Quality Management Systems	13
11.2.8 Central Services.....	14
11.2.9 Financial Services	14
12. Other offices that report directly to the Vice-Chancellor.....	17

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

12.1	University Council Matters	17
12.2	Procurement Services	17
12.3	Information, Communication and Technology Services	18
12.4	Internal Audit Services	18
12.5	Legal Services	19
12.6	Security & Safety Services	19
12.7	Quality Assurance Services	20
12.8	Office of the Ombudsman.....	20



Introduction

Maasai Mara University Service Charter sets the scope and standards of service rendered to our students, staff and stakeholders, we are committed to the provision quality service to our clients and stakeholders. We have presented our commitments to you and invite your feedback on how to serve you better.

Feedback can be addressed directly to the following offices:

Vice-Chancellor	vc@mmarau.ac.ke
DVC (A&SA)	dvc.asa@mmarau.ac.ke
DCV(AF&P)	dvc.afp@mmarau.ac.ke
Registrar Academic Affairs	reg.aa@mmarau.ac.ke
Registrar Administration	reg.admin@mmarau.ac.ke
Dean School of Arts and Social Sciences	dean-arts@mmarau.ac.ke
Dean School of Science and Information Sciences	dean-science@mmarau.ac.ke
Dean School of Education	dean-education@mmarau.ac.ke
Dean Tourism, Hospitality and Leisure Studies	dean-tnrm@mmarau.ac.ke
Dean School of Business and Economics	dean-business@mmarau.ac.ke
Dean Natural Resources and Animal Sciences	
Dean School of Health Sciences	
Dean of Students	dos@mmarau.ac.ke
Director, Gender & Culture	gender-culture@mmarau.ac.ke
Director, Graduate Studies	graduatestudies@mmarau.ac.ke
Director, Linkages, Collaborations & Marketing	linkages-marketing@mmarau.ac.ke
Directorate of Quality Assurance	qa@mmarau.ac.ke
Director Timetabling	directorttmu@mmarau.ac.ke
Head, Health Services	healthservices@mmarau.ac.ke
Finance Department	finance@mmarau.ac.ke
Finance Officer	fo@mmarau.ac.ke
Library Department	library@mmarau.ac.ke
General enquiry	info@mmarau.ac.ke
Procurement	procurement@mmarau.ac.ke
Admissions	admissions@mmarau.ac.ke
Public Complaints Department	publiccomplaints@mmarau.ac.ke

1. Vision

To be a World Class University Committed to academic Excellence for Development

2. Mission

To provide quality University education through innovative teaching, research and consultancy services for development

3. Core Values

Excellence
Teamwork
Professionalism
Equity and Social Justice
Creativity and innovativeness

4. Core Mandate

The Maasai Mara University mandate is to teach, conduct research and provide consultancy services in accordance with the Maasai Mara University order 2008 and other relevant laws

The core mandate of Maasai Mara University are:

4.1 Teaching

To provide and advance university education and training to appropriately qualified candidates, leading to the conferment of degrees and award of diplomas and certificates

4.2 Research & Consultancy

To participate in the discovery, transmission and preservation and enhancement of knowledge and to expand opportunities for higher education and research.

To provide a hub of knowledge that can be used to respond to challenges characteristic of the environment in which we exist. This involves innovative solutions for sustainable development.

4.3 Community Service

Participate in (Corporate Social Responsibilities) CSR activities to the benefit of the institution, stakeholders and the community.

5. Structure of Governance

Maasai Mara University is a body corporate constituted in accordance with Public Universities Act, 2012 of the laws of Kenya.

Chancellor: Head of the University

University Council: Supreme Organ charged with the governance control and administration of the University

Vice-Chancellor: Academic and administrative head of the University and the accounting officer.

Deputy Vice-Chancellor (Administration, Finance and Planning): Head of administration, Finance and Planning Division responsible for human resource management, finance, assets, planning, accommodations, catering services and transport services.

Deputy Vice-Chancellor (academic and Students Affairs): Head of academic division responsible for development of syllabi and regulations, examinations, postgraduate studies, research, admissions, academic staff training and head of students' affairs.

Senate: Supreme academic organ that determines and oversees all academic programmes and students' affairs at the university.

University Management Board: Coordinates the University Development plans, ensures efficient management of resources and makes proposals to the council and senate on policies that have a university wide application.

6. Our Commitment:

In our service delivery, we shall endeavor to:

- Provide quality and timely services in a courteous manner.
- Be none-discriminatory in-service delivery
- Attend to customer needs with urgency and confidentiality
- Uphold transparency and accountability at all times.
- Uphold and practice fair judgment at all times
- Be creative and innovative in improvement of our services and processes
- Discharge our duties with commitment and professionalism
- Be prudent in utilization of resources
- Uphold Conscious balance in distribution of opportunities and benefits derived from the university's programmes and projects
- Develop and support our staff to deliver these commitments.

7. Clients and Stakeholders

The Maasai Mara University clients and stakeholders are comprised of the following:

- Students
- Parents
- Staff
- Suppliers of goods and services
- The General Public
- Development partners
- Research collaborators
- Linkage partners
- Business partners
- National Treasury
- Commission for University Education
- Higher Education Loans Board
- Student Unions
- Other Universities

- Kenya Education Network Trust (KENET)
- Alumni
- Ministry of education
- KUCCPS
- And all other relevant government agencies/regulatory bodies

8. Clients Expectations:

Our clients expect efficient and effective provision of services; we affirm our commitment as follows:

- Be courteous and timely in responding to requests and queries
- Be transparent and accountable
- Be fair and just
- Offer quality teaching and training
- Timely payment for service
- Prompt response to client requests and feedback
- Official working hours are weekdays (Monday - Friday) 8.00 am - 5.00 pm

9. Clients Obligations

The University expects its clients to:

- Treat staff with respect, courtesy and integrity
- To provide accurate information to enable us respond to your concerns.
- Give feedback on services provided and suggestions for improvement
- Adhere to rules and regulations governing the University
- Exercise restraint and sense of responsibility in handling issues of mutual concern.
- Demand quality services
- Make requests for information with clarity and allow reasonable time for response
- Prompt payments for services.

10. Handling of Customer Feedback

- Acknowledge client's letters within seven (7) days.
- Respond to correspondence within 7 days
- Attend to telephone calls within the third (3rd) ring (30 sec).
- Receive all clients in a courteous manner and attend to them within three (3) minutes of arrival at reception.
- Our clients should forward all complaints and suggestions to the Divisional heads, and in case of appeals to the Vice-Chancellor.
- Address complaints within twenty-one (21) days.
- Attend to clients' needs promptly and with appropriate confidentiality.
- Provide information on services offered in the University instantly.

11. University Administrative Divisions

Maasai Mara University is comprised of two (2) administrative divisions, namely

- Academic and Student Affairs
- Administration, Finance and Planning.

The services provided and service targets in each of the divisions are as indicated below:

11.1 Academic and Student Affairs Division

The Division is charged with the provision of the following services: admissions, teaching and research, consultancy, examinations, certification and student welfare.

The Division also provides academic support such as Library services and the allocation of resources for academic purposes as well as providing secretariat to Senate and its Committees.

11.1.1 Senate Secretariat Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Issue of notice for Regular/special meetings and circulation of agenda documents	None	Free	Five (5) working days before the meeting
2	Communication of decisions of Senate/Committees to officers to act on agreed resolutions	None	Free	Within three (3) working days after the meeting
3	Forwarding of minutes to Chair of Senate for approval	None	Free	Ten (10) working days after the meeting
4	Circulation of minutes to members	None	Free	Within (2) days after receipt of signed minutes from the Chairperson

11.1.2 Admissions Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Processing and dispatch of admission letters for Government Sponsored Students (GSSP)	List of Admitted applicants from the Kenya Universities and Colleges Central Placement Services (KUCCPS)	Free	Two weeks after receipt of list from KUCCPS.
2	Processing Applications for Privately Sponsored Students (PSSP):			
2.1	Certificate Programmes	KCSE mean grade of D+	Kshs. 500	Within Seven (7) working

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

2.2	One-year Diploma Programmes	KCSE mean grade of C plain or a Credit at Certificate level	Kshs. 500	days of receipt of the duly filled application forms together with the relevant academic and professional certificates.
2.3	Two-year Diploma Programmes	KCSE mean grade of C- or a Credit at Certificate level	Kshs. 500	
2.4	Undergraduate Degree Programmes	KCSE mean grade of C+ or a Credit at Diploma level or 2 principals and 1 subsidiary pass at A level	Kshs. 1,000	
2.5	Masters Programmes	Relevant Bachelor's degree at 1 st Class or 2 nd Class Upper Division, or 2 nd Class Lower Division with two years work experience	Kshs. 2,000	
2.6	Ph.D Programmes	Relevant Masters degree	Kshs. 2,000	
3	Registration of New Students	<ul style="list-style-type: none"> • Original letter of Admission • Original Certificates • Duly filled registration forms 	Semester fees as per the prevailing fee schedules	
4	Registration of Continuing Students (every semester)	Access the University Student Portal	Semester fees as per the prevailing fee schedules	Within one day. (Registration closes at the end of the third week of the semester)
5	Response to written correspondence	Correspondence	Free	Within seven (7) working days

11.1.3 Examinations and Timetabling Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Issuance of Certificate	<ul style="list-style-type: none"> • Clearance Certificate • Graduation Fee Receipt • Original National Identity Card 	Free	2 weeks after Graduation

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

		<ul style="list-style-type: none"> Hiring of gown form 		
2	Production of examination papers	<ul style="list-style-type: none"> Examinations Paper Photocopier 	Free	2 weeks to start of examinations
3	Production of examinations attendance list	<ul style="list-style-type: none"> Clearance of fees 80% class attendance 	Free	2 weeks to start of examinations
4	Issuance of examination papers to invigilators	<ul style="list-style-type: none"> Examinations collection form 	Free	As scheduled on the examinations timetable
5	Safe keeping of examination returns	<ul style="list-style-type: none"> Incident forms Examination attendance lists 	Free	At the end of the examinations session

11.1.4 Schools

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Registration of students for courses	Access to University Students Portal	Semester fees as per the prevailing fee schedules	Within 3 Weeks of opening dates
2	Teaching	<ul style="list-style-type: none"> Syllabi Preparation of Course Outline Teaching Timetable 	Semester fees as per fee payment policy	Minimum of 2 to 5 contact hours per week depending on course
3	Issuance of Provisional Transcripts	Access to University Student Portal	Semester fees as per fee payment policy	2 months after the examinations
4	Clearance of students at end of studies	Duly Filled Requisition Form	Free	1 day
5	Issuance of attachment letters	Duly Filled Attachment Form	Free	1 day
6	Teaching Practice / Practicum	As per the curricular	Compliance with fee payment policy	3 Months
7	Issuance of course outlines	<ul style="list-style-type: none"> Course Registration First Lecture attendance 	Compliance with fee	During the first Lecture

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

			payment policy	
8	Administration of C.A.T's	C.A.T 1 C.A.T 2	Compliance with fee payment policy	4 th -6 th week 8 th -10 th week Of the semester
9	Release of C.A.T Marks	Filled CAT Mark Release Form	Compliance with fee payment policy	2 weeks before the examinations
10	Research Proposal Defense	Plagiarism clearance certificate Signed copy of students Proposal	Compliance with fee payment policy	2 weeks after submission of the proposal to the department
11	Thesis / Project Examination	<ul style="list-style-type: none"> • Submission of six spirally bound copies by the student • Plagiarism clearance certificate 	Compliance with fee payment policy	Within 2 months after submission
12	Signed Forwarded Payment Claims Forms for Part-Time Lecturers	<ul style="list-style-type: none"> • Appointment letter • Submission of marked scripts • Duly filled claim form • Examination attendance list • Lecture Class attendance 	Free	1 Day

11.1.5 Library Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Registration of Library users	Student/Staff ID Card	Fee Compliance for students	5 minutes
2	Charging of information resources	Student/Staff ID	Free	5 minutes
3	Discharging of information resources	Student /Staff ID	As per the specified fee	5 minutes

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

4	Acquisition of information resources	Book selection list.	Free	Within the first quarter of academic year
5	Information literacy skills provision	user request	Free	Within one day
6	Student/Staff Clearance	Completed clearance form	Free	5 minutes
8	Request for Reference Materials	Student /Staff ID	Free	30 minutes
9	Binding	Binding request form	As per the prevailing charges	2 days

11.1.6 Students Affairs Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Management of SOMMU elections			
	i) Advertisement of Independent Student Electoral Commission (ISEC) membership	<ul style="list-style-type: none"> Evidence of dissolution of Student Governing Council (SGC) Evidence of appointment of election officials 	Free	One week as per the MMUSA constitution
	ii) Interview of ISEC members	<ul style="list-style-type: none"> Student ID Application letters Must be forth year 	Free	One week after advertisement of ISEC
	iii) Advertisement of MMUSA positions	<ul style="list-style-type: none"> Election Clearance Form Filled nomination form 	Free	One week after appointment of ISEC
	iv) Election of MMUSA officials	<ul style="list-style-type: none"> Ballot papers Ballot boxes Voters register 	Free	Within 2 weeks after the formulation of the electoral college
	v) Swearing In	<ul style="list-style-type: none"> Duly signed election results 	Free	Within 7 days after elections
3.	Processing of Documents			
	i) Processing of Maasai Mara University Students Bursary	Duly filled application form	Free	6 weeks after the deadline of applications
	ii) Leave of Absence	Duly filled form and forwarded by the Heads	Free	One day

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

		Depts and Deans of schools		
	iii) Deferment form	Duly filled form and forwarded by the Heads Depts and Deans of schools	Free	One day
	iv) Bonafide form	Duly filled application form	Free	One day
4.	Registration of clubs and societies	i. Application letter ii. Proposed constitution iii. Letter from patron or patrons	Free	Two weeks
5.	Management of clubs and societies	i. Schedule of semester club activities ii. Record of accomplished activities	Free	Semester
6.	Guidance and Counselling	Client	Free	1-2 hours
7.	Management of Games and sports	i. Calendar of semester events ii. List of participants	Free	Semester
8.	Facilitation during demise of a student	i. Confirmation of death	Free	2 days
		ii. Notification letter to University management	Free	1 day

11.1.7 Centre of Innovations, New and Renewable Energy

NO	SERVICE	REQUIREMENTS	CHARGES (KSH)	TIME LINE
1.	Requests to visit the center for study purpose	A completed visit request form	Ksh.50/= for primary learners and ksh.100/= for secondary and college student free free	3 weeks
2.	Request for center fliers	Request	free	Immediately
3.	Request to carry out research at the center	A completed research request form	free/specified fees	3 weeks
4.	Request for supply of center products such as soap, descale,	Approved request memo for internal request and completed request	As per approved and specified costs per product	3 weeks

	biogas and briquettes	form for external requests		
5.	Requests for partnership	A completed partnership request form	Free/specified fees	2 days

11.2 Administration, Finance and Planning Division

The Division is charged with the following responsibilities: Administration (Human Resource Management, Health Care Services, Central Services, Development and Estates Services, Catering Services, Accommodation Services, and Transport Services), Financial Management, Planning, Performance Contracting and Quality Management Systems. The head of the division is the Deputy Vice-chancellor (Administration, Finance and Planning).

11.2.1 Human Resource Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1. Recruitment & Selection				
1.1	Advertising for vacant positions	<ul style="list-style-type: none"> Request from user departments Approved staff establishment Budget Allocation 	As per prevailing market rates	7 days
1.3	Shortlisting of applicants	<ul style="list-style-type: none"> Application documents Summary of applicants Copy of the advert 	Free	7 days After deadline
1.4	Interviews	<ul style="list-style-type: none"> Short-listed candidates Minutes of shortlisting committee Interview panel Interview guide 	Free	14 days After shortlisting
1.5	Issuance of appointment letters	<ul style="list-style-type: none"> Minutes of the interviewing panel Scored Interview guide 	Free	14 days after interviews
1.6	Receiving and registration of new employee's & verification of documents	<ul style="list-style-type: none"> Original certificates and testimonials Original appointment letter. Personal identification documents 	Free	Within 1 day
2.	Processing of Leave Application	<ul style="list-style-type: none"> Approved leave roster. 	Free	1 day

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

		<ul style="list-style-type: none"> • Leave request at least 14days before the scheduled leave 		
3. Processing of Salaries				
3.1	Processing of Pay Change Advice	Approved payment documents	Free	By 15 th day of every month
3.2	Processing of payroll	Approved pay change Advice.	Free	By 28 th day of every month
3.3	Processing of statutory dues	Statutory requirements	Free	As per the legal provisions
4.	Handling of Disciplinary cases	Relevant Policy and legal framework	Free	Within 90 days
5.	Processing of Appeals on disciplinary Decisions	Letter of appeal	Free	Within 35 days after receipt of verdict of disciplinary committee
6.	Processing of staff Training requirements	<ul style="list-style-type: none"> • Formal requests/Training Needs assessment • Relevant approvals 	As per the recommendation of the training committee.	As per the training schedules
7.	Processing of staff Promotions	<ul style="list-style-type: none"> • Requests from staff. • Existence of vacancy • Availability of budget • Appropriate qualifications • Relevant recommendations/Approvals 	Free	Upon approval by Appointments and promotion committee
8.	Staff performance Management	<ul style="list-style-type: none"> • Development of Departmental plans • Performance evaluation meetings • Performance negotiations and agreements • Performance appraisal committee meetings 	Free	30 th June 1 st week of July. Last week of July. August

11.2.2 Transport Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
------	-----------------	-------------	---------------	----------

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

1.	Transport service requisition	<ul style="list-style-type: none"> Approved memo Filled requisition form 	Free	At least 7 day prior to the trip/ calendar of events
2	Servicing of university vehicles	<ul style="list-style-type: none"> Service cards Work ticket 	As per prevailing charges	As per the recommendation in the service card
3	Repairs & maintenance	<ul style="list-style-type: none"> Repairs/maintenance Reports Relevant approvals 	As per prevailing charges	As per the recommendation of the service providers
4.	Response to emergency cases	Emergency Alert	Free	As per emergency situation and protocol

11.2.3 Health Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Health records Processing and retrieval of Health records	Valid Identification documents.	As per the relevant approved medical schemes	5 minutes
2	Triage Taking of vital signs Triage	Patient file.	As per relevant medical schemes	5 minutes As per the prescription requirement
3	Consultation i) Clerking of patients ii) Diagnosis	Patient file	As per relevant medical schemes	Within 20 minutes
4	Laboratory Testing	Laboratory Request Form	As per the prevailing charges	Within 30 minutes
	Random Blood Sugar/Fasting	Lab request form		5 mins
	Blood group and Rhesus factor	Lab request form		10 mins
	Full Hemoglobin	Lab request form		5 mins
	Blood slide for Malaria	Lab request form		20 Mins
	Samonela antigen	Lab request form		15 Mins
	H.Pylori Antibody/Antigen test	Lab request form		15 Mins
	Brucella Test	Lab request form		20 mins
	Erythrocytic sedimentation rate	Lab request form		1 Hour
	HIV Test	Lab request form		15 Mins

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

	Urinalysis	Lab request form		20 Mins
	Pregnancy detection test PDT	Lab request form		5 mins
	Stool for ova and cysts	Lab request form		20 Mins
	Other specialized tests	Lab request form		Within 60 Minutes
5	Pharmacy Dispensing of drugs Medication Therapy Management (MTM) Drugs reconciliation	Prescription form MTM forms Drugs Reconciliation Forms	As per the prevailing charges	Within 30 Mins
6	Reproductive Health Services Mother Child Health (MCH) Vaccination/Immunization Family Planning	MCH Card/Booklet Immunization Booklet Patient Request	As per the prevailing charges	10 mins 5 mins 10 Mins
7	HTS Counselling Testing	Patient request	Free	30 Mins
8	Processing Referrals	Referral Form	As per the prevailing charges	10 Mins

11.2.4 Estates Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Repairs	<ul style="list-style-type: none"> Report from user department Assessment report Relevant Approvals 	As per assessment report	2 days depending on scope
2	Maintenance	<ul style="list-style-type: none"> Maintenance schedule / reports Relevant Approvals 	As per prevailing charges	As per the maintenance schedule

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

3	Construction Designs and preparation of Bill of Quantities	Approved project proposal	Free	As per the complexity of the design
4	Monitoring of projects	<ul style="list-style-type: none"> • Monitoring plan • Construction designs • Statutory and regulatory requirements 	Free	Continuous
5	Evaluation of projects	<ul style="list-style-type: none"> • Evaluation plan • Construction designs • Statutory and regulatory 	Free	Quarterly

11.2.5 Accommodation Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Room Allocation	<ul style="list-style-type: none"> • Accommodation fee payment slip • Original admission letter / student ID 	As per the prevailing charges	5 min
2	Handling Complains	Request	free	Within 1 day
6	Enquiries	details of specific enquiries	free	Within 10 minutes
7	Processing of Key Replacement	Bank payment slip	As per the prevailing charges	Within 1 day
8	Clearance	Inventory form	free	2 min

11.2.6 Catering Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Provision of meals	<ul style="list-style-type: none"> • Meal Schedule Menu • Cash receipt 	As per menu item	5 mins
2	Provision of outside catering	<ul style="list-style-type: none"> • Approved requests • List of participants • Menu 	As per prevailing charges	Within 1 day after approval

11.2.7 Performance Contracting and Quality Management Systems

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
Performance Contracting Services				
1.	Development of Performance Contract	<ul style="list-style-type: none"> • Inputs from Schools and Departments • Guidelines issued by the Government • Current strategic plan 	Free	30 th June every year
2.	Monitoring implementation of performance contracts	Departmental Performance contracts	Free	Continuous
3.	Preparation of quarterly reports	Quarterly reports from target owners (Evidences for the targets)	Free	By 14 th of every month following the end of quarter
4.	Submission of quarterly reports to the relevant Government departments and Ministries	<ul style="list-style-type: none"> • Prepared and approved report • Expects of Council minutes 	Free	Not later than two weeks after the end of the quarter
6.	Evaluation of performance contract	<ul style="list-style-type: none"> • Annual performance contract report • Evidences of implementation 	Free	By end of July each year
Quality Management Services				
7.	Internal Quality Audits	<ul style="list-style-type: none"> • Audit plan • Audit programme • ISO standards • Audit check lists • Audit forms • Audit criteria 	Free	As per Audit program
8.	Surveillance Audits	<ul style="list-style-type: none"> • Audit plan • Audit programme • ISO standards • Audit check lists • Audit forms • Audit criteria 	As per prevailing charges	As per the contract between KEBS and the University
9	Implementation of corrective actions	<ul style="list-style-type: none"> • Corrective action request forms • Audit reports • Audit criteria 	Free	After every audit and as need arises

11.2.8 Central Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Cleanliness of the University	Work schedule	Free	Continuous
2.	General Support Services	Approved requests	free	within a day

11.2.9 Financial Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
Students Finance Services				
1	Clearance of students	<ul style="list-style-type: none"> • Clearance Form • Fee statement • Student Id 	Free	Within 2 days
2	Posting of fee payments	<ul style="list-style-type: none"> • Bank statements 	Free	Within 1 day
3	Refund of overpayments	<ul style="list-style-type: none"> • Clearance Form • Fee statement • Student Id 	Free	Within 5 days
Salaries				
4	Payment of salaries	Approved Payroll	Free	By 28 th day of every month
5	Payment of part time lecturers	Approved claimed form, examination attendance sheets, appointment letter.	Free	By 8 th of every month.
6	Payment of casual wages	Approved engagement letters and muster roll	Free	By 5 th of every month.
Revenue collection and payment services				
7	Collection of revenue	<ul style="list-style-type: none"> • Bank statements/ Bank in slips/ deposit slips 	Free	30 minutes
8	Banking of collected revenue	cheque	Free	Within 2 days
9	Raising of cheques/ Electronic Funds Transfer/Safaricom Bulk Payment System	<ul style="list-style-type: none"> • Approved payment vouchers • Cheque book • Cheque endorsement registers • EFT payment summaries 	Free	Within 1 day
10	Payments of expense claims and Imprest warrants	<ul style="list-style-type: none"> • Approved payment documents 	Free	Within 2 days

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

		<ul style="list-style-type: none"> Evidence of activity undertaken Availability of supporting documents. EFT payment summaries 		
11	Clearance of surrendered/ accounted imprest	<ul style="list-style-type: none"> Imprest accounting form. Valid supporting documents for activity undertaken. 	Free	Within 2 days of receipt of imprest accounting form.
12	Payment of suppliers	<ul style="list-style-type: none"> Approved (LPO's, LSO's, Contracts PRN's) GRN's, & Invoices ETR receipts Duly filled inspection and acceptance certificates. Approved Payment vouchers 	Free	Within 90 days of receipt of payment documents in Finance.
13	Supplier statements of reconciliation	<ul style="list-style-type: none"> Supplier's statements University supplier statements. Aged supplier payments/ Accounts payable report 	Free	By 5 th day of every subsequent month
14	Payment of statutory deductions.	<ul style="list-style-type: none"> Approved payment vouchers. 	Free	As stipulated in the relevant laws and regulations
Financial reporting Services				
15	Bank reconciliation statements	<ul style="list-style-type: none"> Bank Statement Cash book 	Free	By 5 th of every subsequent month
16	Preparation of annual report and financial statements	<ul style="list-style-type: none"> Trial balance Financial statements Bank reconciliations Fixed assets register Company totals of the payroll. Board of survey for stock take. Payment vouchers Journal vouchers 	Free	Within three months after end of financial year/ compliance with PFM Act 2012.

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

		<ul style="list-style-type: none"> • Supporting schedules. • General ledger extracts • Financial Policies 		
17	Preparation of Quarterly report and financial statements	<ul style="list-style-type: none"> • Trial balance • Financial statements • Bank reconciliations • Fixed assets register • Company totals of the payroll. • Board of survey for stock take. • Payment vouchers • Journal vouchers • Supporting schedules. • General ledger extracts • Financial Policies 	Free	By 15 th of the following month/ compliance with PFM Act 2012.
Budgetary Services				
18	Preparation of annual estimates	<p>Departmental Budget proposals.</p> <p>University-wide budget proposals</p>	Free	By 31 st January of prior year before commencement of financial year.
19	Review of departmental and University-wide budget performance. Preparation of budget variance report.	<ul style="list-style-type: none"> - Approved rationalized budget. - Actual revenue and expenditure. - Approved virements. - Financial statements. 	Free	By 15 th of the following month after end of every Quarter.
20	Annual budget allocation for Departments	Approved rationalized budget	Free	7 days from approval of rationalized budget by the Council
21	Quarterly budget allocation to the departments.	Approved rationalized budget	Free	Within 3 days after end of quarter

12. Other offices that report directly to the Vice-Chancellor

12.1 University Council Matters

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Submission of agenda from respective divisions	Agenda papers	Free	Ten (10) days before the date of the meeting
2	Issuance of notice of meetings	Notice of meetings	Free	Ten (10) days before the date of meeting
3	Presentation of draft agenda to the Secretary of Council	Draft agenda	Free	Fourteen (14) days before the date of meeting
4	Circulation of agenda documents and preparation of services to meetings	Submission of agenda papers	Free	five (5) days before date of meeting except in exceptional cases
5	Production of minutes and forwarding to Council Chairman for approval for circulation	Draft minutes	Free	Within five (5) days after the meeting
6.	Communication of decisions of Council/Committees to Officers to act on agreed resolutions made	Action Points/ memos on Matters arising	Free	Within five (5) days after the meeting

12.2 Procurement Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Registration of Suppliers	<ul style="list-style-type: none"> Registration Documents 	Free	Within 1 week after submission of the documents
2	Sending and Receiving of Request for Quotations (RFQs)	<ul style="list-style-type: none"> Signed Request for Quotation documents Must be on the list of registered suppliers 	Free	Within 7 Days
3	Opening of Quotations / Tenders	Tenders	Free	As per the scheduled time
4	Evaluation of Tenders	Tender documents	Free	Within 30 Days

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

5	Processing of Quotations	Quotation documents	Free	Within 7 Days
6	Approval of RFQ and Tender Awards	<ul style="list-style-type: none"> Signed professional opinion 	Free	Within 7 Days
7	Raising of LPOs/LSOs and Contract Documents	<ul style="list-style-type: none"> Relevant Approvals 	Free	Within 3 Days
8	Receipt of Goods, Service and Works	Delivery Note, Invoice and receipts	Free	Within 2 Days
9	Preparation of reports (quarterly, etc)	<ul style="list-style-type: none"> Approved LPOs /LSOs Signed Contracts 	Free	Within 2 weeks

12.3 Information, Communication and Technology Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	User Support	Written /verbal request	Free	Within 1 day
2	Network Management and communication	Written /verbal request	Free	Within 2 days
3	MMU Website and Social Media updates	Written /verbal request	Free	Within 1 day
4.	Hardware and software maintenance & Data Backup	<ul style="list-style-type: none"> ICT maintenance schedule ICT policy Relevant Approvals 	Free	As per approved ICT maintenance and Data Backup schedule
5.	Repairs of hardware and software	<ul style="list-style-type: none"> User department request Assessment Reports Approvals 	Free	As per assessment reports

12.4 Internal Audit Services

S.No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Assurance on internal controls	<ul style="list-style-type: none"> Procedures Approvals authorizations 	Free	As per audit plan
2	Investigation	<ul style="list-style-type: none"> request for investigation procedures 	Free	As per request

MAASAI MARA UNIVERSITY – SERVICE DELIVERY CHARTER

		<ul style="list-style-type: none"> • approvals • authorization 		
3	Advisory	Audit findings	Free	After audit investigation

12.5 Legal Services

S. No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Provisions of Legal Opinions	Request for an opinion	Free	- 7 days where external lawyers are involved -3 days from the day of receipt (Internal)
2	Litigation	Court documents	Free	As guided by the Law
3	Contract Administration	<ul style="list-style-type: none"> • Draft Contract • Relevant regulations and policies 	Free	7 days from the date of request

12.6 Security & Safety Services

S. No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Maintenance of Law and order	<ul style="list-style-type: none"> • Communication gadgets • Surveillance Vehicle • CCTV Cameras • Security gears 	Free	On daily basis
3	Security Screening	<ul style="list-style-type: none"> • Scanners • Visitors tags • Gate passes 	Free	1 minute
4	Security Investigation	<ul style="list-style-type: none"> • Registers • Incidents reports • Management requests 	Free	Within 2 weeks depending on the case being investigated
5	Protection of University Property	<ul style="list-style-type: none"> • Communication gadgets • Surveillance Vehicle • CCTV Cameras 	Free	On daily basis

		• Security gears		
--	--	------------------	--	--

12.7 Quality Assurance Services

S. No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Curriculum development and Review	<ul style="list-style-type: none"> • University Act 2012 • Universities Regulations • CUE Standards and guidelines • Curriculum development and review policy 	As per prevailing charges	After every 4 years
2	Monitoring curriculum implementation	<ul style="list-style-type: none"> • Class attendance reports • Lecture attendance reports • Examination management report 	Free	Continuous
3	Quality Assurance Audit	<ul style="list-style-type: none"> • Audit criteria 	Free	As per Quality Assurance Audit Plan

12.8 Office of the Ombudsman

S. No	Service Offered	Requirement	Charges (ksh)	Timeline
1	Resolution of Public Complaints	Formal Request in Complaints register	Free	Within 30 Days
2	Facilitate Access to Information (ATI) request	Formal registration of request in the (ATI) register	Free	Within 21 Days
3	Reporting and Evaluation of Complaints Resolution and ATI	Departmental/Sectional Quarterly Reports	Free	At the end of every Financial Year Quarter



Maasai Mara University

P.O. Box 861 – 20500 Narok

Tel: 020- 5131400

E-Mail: info@mmarau.ac.ke

www.mmarau.ac.ke