



MAASAI MARA UNIVERSITY
DIRECTORATE OF QUALITY ASSURANCE
SERVICE DELIVERY CHARTER

1.	Curriculum development and Review	University Act 2012 Universities Regulations and Standards CUE guidelines Existing University curriculum Curriculum review and development policy	As per prevailing charges	As need arises
2.	Monitoring curriculum implementation	Class attendance reports Lecture attendance reports Examination management report	Free	Continuous
3.	Quality Assurance Audit	Audit criteria	Free	Once in every semester

Committed to Courtesy and Excellence in Service Delivery

Any service 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 :

(a) The Vice-Chancellor Maasai Mara University, P.O BOX 861-20500, Narok.

Tel: 0202066042, **Email:** vc@mmarau.ac.ke

or

(b) The commission Secretary/Chief Executive Officer, Commission on Administrative Justice: West End Towers, 2nd Floor, Waiyaki Way, Nairobi. P.O BOX 20414-00200, Nairobi.

Tel: +2540202270000. **Email:** certificationpc@ombudsman.go.ke

Website: www.ombudsman.go.ke

HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO



CHUO KIKUU CHA MAASAI MARA

KURUGENZI YA KUHAJIKISHA UBORA

HATI YA KUTOA HUDUMA

	HUDUMA	MAHITAJI	ADA	MUDA
1.	Ukuzaji na Kupitiwa kwa Mitaalaa	Sheria ya Chuo ya 2012 Kanuni na viwango vya Chuo Mwongozo wa CUE Mitaalaa iliyopo ya Chuo Sera ya kupitia na ukuza mitaalaa	Kulingana na malipo yaliyomo	Kulingana na mahitaji
2.	Usimamizi wa utekelezaji wa mitaalaa	Ripoti za mahudhurio ya darasa Ripoti za mahudhurio ya mihadhara Ripoti za usimamizi wa mitihani	Bila malipo	Endelezi
3.	Ukaguzi wa kuhakikisha ubora	Vigezo vya ukaguzi	Bila malipo	Mara moja kila semia

Uajibikaji kwa Nidhamu na Ubora katika Utoaji wa Huduma

Huduma yoyote ile isiyopatana na kanuni zilizopo hapo juu au Afisa yeyote asiyewajibika kinidhamu au asiyetoa Huduma Bora aripotiwe kwa;

(a) **Naibu Wa Chansela, Chuo Kikuu cha Maasai Mara**, S.L.P. 861-20500, Narok.
Nambari ya Simu: 0202066042, Barua Pepe: vc@mmarau.ac.ke

au

(b) **Katibu/Mkurugenzi Mkuu, Halmashauri ya Haki ya Kiutawala**, Jumba la West End Towers, Orofaya Pili, Barabara ya Waiyaki, Nairobi. S.L.P. 20414-00200, Nairobi.
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