



MURANG'A UNIVERSITY COLLEGE

SERVICE CHARTER

VISION: To be a University College of Excellence in Training, Research and Innovation for Socio-economic Development.

MISSION: To develop leaders and professionals in Engineering, Science and Entrepreneurship to suit the needs of a dynamic world

MOTTO: Devotion, Efficiency, Integrity

No.	Services offered	Requirements to obtain service	User charge	Time line
1	Customer care reception & enquiries	Present your request appropriately	Free	Within 5 minutes
2	Response to telephone call	Identification of self and accurate presentation of information	Free	Telephone to be answered by second ring
3	Response to written communication	Present your request appropriately	free	Within 14 working days
4	Training	<ul style="list-style-type: none"> • Timely admission of new students (JAB/ SSS) • Registration of students • Fees payment • Admission letter requirements • Class attendance 	Tuition fee as stipulated for each training program	Course duration as stipulated
5	Curriculum evaluation	<ul style="list-style-type: none"> • 75% class attendance • Coverage of syllabus • Sitting and passing continuous tests • Timely payment of exam fees 	As per examination policy in place	Specific examination timetables
6	Transportation	Place requisition appropriately	free	Within 3 days
7	Enterprises unit provision of goods and services	Placement of order	As per cost value of goods/services	Agreed delivery/ collection time
8	Catering	Placement of order	As per cost value of meals	Agreed delivery time
9	Accommodation	Prompt payment of accommodation fee	As per cost of facility	Within 5 days
10	Guidance and counseling	Accurate presentation of information	free	Within 1 day
11	Cleaning	Member of University community	free	continuous
12	Security and safety	Member of University community	free	continuous
13	ICT	As per ICT policy	free	continuous
14	Procurement	Submission of correct documents	Fees as per procurement policy	Set time
15	Health care	Personal presentation and registration	free	Continuous

“Commitment to Courtesy and Excellence in Service Delivery”

Any service that does not conform to the following standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

The Principal, Murang'a University College

Tel 0771463515 and 0771370824 E-mail address: complaints@mruc.ac.ke

The commission Secretary/ Chief Executive Officer, Commission of Administrative Justice, 6th Floor, Deputy President Building, Nairobi.

P.O Box 20414-00200 Nairobi Tel: +254020 2270000 Email: certificationpc@ombudsman.go.ke Web: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

Website: www.mruc.ac.ke



MRUC IS ISO 9001:2008 CERTIFIED