



MOI UNIVERSITY

Nurturing Innovation and Talent

VISION

To be the university of choice in nurturing innovation in Science, Technology and Development

MISSION

To preserve, create & disseminate knowledge, conserve and develop scientific, technological and cultural heritage through quality and relevant teaching and research; to create a conducive work and learning environment and work with stakeholders for the betterment of the society.

COMMITMENT TO SERVICE DELIVERY

The University is committed to providing the following services timely, efficiently and effectively.

NO	SERVICE	REQUIREMENT	SERVICE POINT	CHARGES (KSH)	TIME LINE
1	Student Admission	Meet the criteria for specific programmes	Admissions Section – Government Sponsored Students	As per KUCCPS placement requirement	One month to reporting date
			Respective Schools – Privately Sponsored Students Undergraduate Diploma Postgraduate	Non-refundable application fees Undergraduate – Kes. 1,000 Diploma – Kes. 500 Postgraduate – Kes. 2,000	
2	Teaching	• Payment of specified tuition and other fees • Course registration • Class attendance	Schools/ Departments	As specified in the fee structure	As per timetable/schedules approved by Senate
3	Examination	• At least 80% class attendance • Student ID • Examination card	Respective Schools	As specified in the fees structure	As per Examination Almanac approved by Senate
4	Graduation	Completion of programme and approved list by Senate and Council for sealing	Respective Schools	Convocation and graduation fees	As per Graduation Almanac approved by Senate
5	Issuance of Academic Transcripts and Certificates: Provisional Transcripts Final Transcripts Certificates	Provisional Transcripts and final Diploma Transcripts: Student ID and approved results by School Boards	Respective Schools	Free	Before the next Academic year
		Approved results by Senate and National ID Dully filled clearance form KCSE Certificate or Equivalent National ID/Passport	Examination Section	• Free for first Transcripts • Specified fee for replacement and additional Transcript • Storage charge of Kes. 1,000 per year after the first two years of graduation	Within two months after graduation
6	Library Services	Registration for membership Student/Staff ID	Library Department	Free	Stipulated opening hours
7	Processing and Awarding of Tenders	Dully completed tender documents	Procurement Department	Downloaded copy – Free, Institution supplied copy – Kes. 1,000	As stipulated in the advertisement notice
8	Payment for Goods and Services	Receipt of Invoice, Delivery Note, Goods Receipt Note and Pink Copy of Local Purchase Order.	Finance Department	Free	30 days after receipt of invoice
9	Recruitment, Placement and Promotion of Staff	Meet the criteria as per advertisement and Scheme of Service	Human Resource Department	Free	3 months after close of advertisement
10	Student Welfare Services	Student ID Registered student in a semester	Dean of Students Office Catering and Hostels Directorate of International Programmes, Linkages and Alumni	As stipulated in Accomodation and Catering rates. As stipulated	Continuous
11	Health Services	Staff/Student ID Community outpatient card	University Hospital/Clinics	Staff/Students – Free Community – Specified fees	Opening hours
12	Research and Innovation	Adherence to the University Research and Intellectual Property Policy, Research Permit from National Commission for Science, Technology and Innovation or accredited authority where applicable	Directorate of Research	Payment of statutory fees where appropriate	As per approved schedule of programmes
13	Extension and Outreach Services	Planned outreach and extension activities	Extension and Outreach Department	Free	As per schedule of events approved by Senate
14	Safety and Security Services	Planned safety and security activities and procedures	Safety and Security Department	Free	Continuous
15	Enquiries	Specific enquiry	Customer care/Frontline desk(s)	Free	Immediate

PROF. ISAAC S. KOSGEY, Ph.D.
VICE - CHANCELLOR

Date: May, 2018

Any service that does not conform to the above standards, Access to information Act 2016 and the provisions of Article 10 of the Constitution or any officer who does not live up to the commitment of courtesy and excellence in service delivery should be reported to:

The Vice - Chancellor, Moi University
P.O. Box 3900 - 30100, Eldoret
Tel: 0790 940 508 | 0736 138 770 | 0771 336 911
Email: info@mu.ac.ke

OR

The Ombudsman
Commission on Administrative Justice
West End Towers, 2nd Floor Waiyaki Way Westlands,
P.O. Box 20414 - 00200, Nairobi.
Tel: +254020 2274046, Toll Free Line: 0800 221 349
Email: certificationpc@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT