

Technical University of Mombasa



Citizens' Service Delivery Charter

Vision: A Technical University of Global Excellence in Advancing Knowledge, Science and Technology

Mission: To advance Knowledge and its Practical Application through Teaching, Research and Innovation to serve both Industry and the Community

No.	Services/Goods	Client requirements	Cost	Timelines
1.	Enquiries	Inquiries can be made: · Verbally at the Customer Care desk · through email info@tum.ac.ke	Nil	Immediately for verbal complaints Within two working days for email
2.	Students Admission	· Fulfil admission requirements · Fill and submit application forms downloaded from www.tum.ac.ke	Application fee: · PhD KSh. 2,500/- · Masters Ksh. 1,500/- · Bachelors Ksh. 1,000/- · Diploma and Certificate Ksh. 500/-	Provisional admission shall be downloaded one month upon receipt of a duly filled application form
3.	Course registration	Fill in mandatory online Unit course registration	Payment of 100% Semester fees	Within the first three weeks of the Semester
4.	Inter/Intra faculty transfer	· Inter/Intra faculty transfer form · Fulfil minimum cut off points	Ksh. 500/-	Within the first three weeks of the Semester
5.	Student Examination	· 100% fee clearance · Exam card · Student ID · National ID	Payment of 100% specified Semester Fee	Administered every end of Semester
6.	Release of examination results and provisional transcripts	· Must have registered for the course units and sat for the examination	Nil	45 days after the last paper
7.	Graduation	· Completion of the programme · Clearance certificate	Specified fee	As per the academic calendar
8.	Issue of Academic Certificates.	· Clearance certificate	Nil	Within 20 working days after graduation
9.	Certification of Academic Documents	· Original Academic document plus photocopies of the same, or · Police Abstract where the original academic document is lost.	Ksh. 1,000/- per certification	4 Hours
10.	Replacement of lost Academic Transcripts	· Police Abstract. · Copy of National Identity Card	Ksh. 500/- per transcript	7 days
11.	Accommodation	· When available	Specified fee	1 day
12.	Library membership	· Staff and students ID	Nil	30 Minutes
13.	Response to complaints/compliments/suggestions	· Receipt of complaints/compliments/suggestions	Nil	Within 5 working days
14.	Attendance to telephone calls	· A telephone call	Nil	Every 3 rd ring
15.	Health	· Medical card	Nil	8.00am-5.00pm on working days
16.	Official working hours	· Week days	Nil	8.00am-5.00pm
17.	Procurement of goods and services	· As per the Public Procurement and Disposal Act of 2015. · National procurement guidelines and regulations	Specified fee	As stipulated in the advertisement
18.	Payment of goods and services	· As per the Financial Management Policy	Nil	90 days after delivery
19.	Staff recruitment	· As per the advertisement	Nil	Within 3 months after interview
20.	Students and staff disciplinary cases	· As per the University Statutes	Nil	The verdict will be communicated within 2 weeks after hearing

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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 Vice Chancellor,
Technical University of Mombasa,
P.O. Box 90420 - 80100,
Mombasa - Kenya.

Tel: (254) 41-249222/3, Fax : (254) 41- 2495632.
Mobile: (254) 0733 955 377/0724955377
Email: info@tum.ac.ke or vc@tum.ac.ke website: www.tum.ac.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administration 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

TUM is ISO 9001:2015 Certified