



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	• Students Admission.	<ul style="list-style-type: none"> • Fulfill admission requirements. • Fill and submit application forms downloaded from www.tum.ac.ke • OR complete the online application. 	Application fee: <ul style="list-style-type: none"> • Ph.D. KSh. 3,000/- • Masters KSh. 2,000/- • Bachelors KSh. 1,500/- • Diploma and Certificate KSh. 1,000/- • Short Course KSh. 500/- 	• Provisional admission shall be issued within one day and confirmation within one month
2	• Course unit registration.	• Register in the appropriate Student Management Information System (SMIS) provided.	• Payment of requisite fees.	• Within the first three weeks of the Semester.
3	• Inter/Intra School transfer.	• Fulfill minimum course requirements.	• KSh. 1000/	• Within the first three weeks of the Semester.
4	• Student Examination.	<ul style="list-style-type: none"> • 100% fee clearance. • Must be registered in the SMIS. • Students' ID and appropriate identification documents. 	• Payment of 100% specified Semester fee.	• Administered at the end of every semester.
5	• Release of examination results.	• Must have registered for the course units and sat for the examination.	• Nil.	• 45 days after the last examination paper
6	• Graduation.	• Successfully met the minimum programme requirements.	• Specified fee.	• As per the academic calendar
7	• Issue of Academic Certificates and transcripts.	• Clearance certificate.	• Nil.	• Within 20 working days after graduation.
8	• Certification of Academic Documents.	• Original Academic document plus photocopies of the same.	• KSh. 1000/= per certification.	• 4 Hours
9	• Replacement of lost Academic Transcripts.	<ul style="list-style-type: none"> • Police Abstract and Affidavit. • Copy of National Identity Card. 	• KSh. 1000/= per transcript.	• 7 working days
10	• Supervision of Students' attachment.	• As per the industrial attachment policy.	• Payment of requisite fees.	• Within 8 weeks.
11	• Supervision of Students' undergraduate projects.	• As per the approved curriculum.	• Nil.	• Project supervision and examination should be completed before the final examination
12	• Supervision of Postgraduate Research and Thesis.	• Submission of research project and thesis by a student.	• Payment of requisite fees.	• Programme time duration.

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.
 Tel: (254)41-2492222/3, 0208095365/8
 Mobile: (254) 0733 955 377
 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

Working Hours

Monday - Friday 8-00AM - 5-00PM

Closed on Weekends and public Holidays
 except where indicated