

# 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 <sup>rd</sup> 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,  
2<sup>nd</sup> 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

# Technical University of Mombasa



**Mkataba wa utoaji huduma kwa wananchi.**

**Maono:** Kuwa Chuo Kikuu cha Kiufundi Chenye Ubora wa Kiwango cha Kimataifa Katika Kuendeleza Elimu, Sayansi na Teknolojia.

**Mbinu:** Kuendeleza Maarifa na Matumizi Yake Kupitia Mafundisho, Utafiti na Ubunifu Kutumikia Sekta ya Viwanda na Jamii.

No.	Huduma / Bidhaa	Mahitaji ya wateja	Ada	Muda
1.	Maulizo	Njia za kuulizia • Maongezi katika dawati la huduma za wateja • Kupitia barua pepe <a href="mailto:info@tum.ac.ke">info@tum.ac.ke</a>	Bure	• Mara moja baada ya malalamiko kuwasilishwa. • ndani ya siku mbili za kufanya kazi kwa barua pepe.
2.	Usajili wa wanafunzi	• Jaza mahitaji ya usajili • Jaza na kuwasilisha fomu iliyopakuliwa kutoka tovuti ya <a href="http://www.tum.ac.ke">www.tum.ac.ke</a>	Ada ya maombi • Shahada ya uzamifu KSh. 2,500/- • Shahada ya uzamili KSh. 1,500/- • Shahada KSh. 1,000/- • Stashahada na Astashahada KSh.500/-	• Barua ya awali ya kujiunga na chuo itatolewa papo hapo. • Barua rasmi ya kujiunga na chuo itapatikana kwenye tovuti ( <a href="http://www.tum.ac.ke">www.tum.ac.ke</a> ) wiki moja baada ya fomu ya maombi ya kujiunga na chuo kupokelwa.
3.	Usajili wa Kozi	• Ni lazima kujaza kitengo cha kozi kilicho mtandaoni	Malipo 100% ya ada ya muhula	Ndani ya wiki tatu za kwanza za muhula.
4.	Uhamisho baina/ndani ya Kitivo	• Jaza fomu ya uhamisho baina/kati ya kitivo • Timiza alama za mkato wa chini	KSh. 500/-	Ndani ya wiki tatu za kwanza za muhula.
5.	Mtihani wa Mwanafunzi	• Malipo 100% ya ada • Kitambulisho cha mtihani • Kitambulisho cha mwanafunzi • Kitambulisho cha Serikali	Malipo 100% ya ada ya muhula	Kutekelezwa kila mwisho wa muhula.
6.	Kutolewa kwa matokeo ya mtihani na Manukuu ya matokeo ya mtihani.	• Lazima awe amejisajili kwa vitengo vya kozi na kufanya mtihani	Bure	Siku 45 baada ya kufanya mtihani wa mwisho.
7.	Mahafali (Graduation)	• Kamilisha masomo katika ngazi husika • Cheti cha kumaliza	Ada husika	Kulingana na Kalenda ya Kitaaluma.
8.	Kutolewa kwa vyeti vya kitaaluma	• Cheti cha kumaliza masomo	Bure	Ndani ya siku za kazi 20 baada ya Mahafali.
9.	Uhakiki wa nyaraka za kimasomo	• Nyaraka asili za kimasomo pamoja na nyaraka zake ghushi, au • Waraka wa muhtasari wa polisi ambapo nyaraka za kitaaluma za mwanzo zilizopotea.	KSh 1000/=kwa kila uhakiki	Masaa 4.
10.	Kupatiwa cheti mbadala iwapo cheti asili kimepotea	• Waraka wa polisi. • Nakaa ya kitambulisho cha kitaifa.	KSh. 500/=kwa kila cheti	Siku 7.
11.	Huduma za malazi	• Kulingana na upatikanaji wa huduma	Adahusika	Siku 1.
12.	Uanachama wa maktaba	• Kitambulisho cha mfanyakazi/mwanafunzi	Bure	Dakika 30.
13.	Majibu kwa malalamiko / pongezi/mapendekezo	• Kupokea malamiko/pongezi/mapendekezo	Bure	Ndani ya siku 5 za kazi.
14.	Kuhudumia simu	• Simu inapopigwa	Bure	Kila mlilo wa tatu.
15.	Afya	• Kadi ya matibabu	Bure	Kuanzia saa mbili asubui hadi saa kumi na moja jioni siku za kazi.
16.	Masaa rasmi ya kazi	• Siku za wiki (isipokuwa siku za mapumziko)	Bure	Saa mbili asubui hadi saa kumi na moja jioni.
17.	Ununuzi wa bidhaa na huduma	• Kama ilivyo kwenyesheria ya Umma ya Manunuzi na utupaji ya 2015. • Miongozo ya kitaifa ya manunuzi na kanuni	Ada husika	Kama ainishwa kwenye matangazo
18.	Malipo ya bidhaa na huduma	• Kama ilivyo kwenye sera ya usimamizi wa fedha	Bure	Siku 90 baada ya kutoa/kuleta huduma/bidhaa.
19.	Ajira za wafanyakazi	• Kulingana na matangazo ya kazi	Bure	Ndani ya miezi 3 baada ya mahojiano.
20.	Kesi za kinidhamu wanafunzi na wafanyakazi	• Kama ilivyoamrisha na Chuo	Bure	Uamuzi utatolewa ndani ya wiki 2 baada ya kusikizwa.

## TUNADHAMINI JUKUMU LA UTOAJI HUDUMA BORA

Huduma yoyote inayotolewa isiyo na viwango vya juu stahiki au afisa yeyote ambaye hajajitolea katika utoaji wa huduma bora lazima kuripotiwa kwa:

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Technical University of Mombasa,  
P.O. Box 90420 - 80100,  
Mombasa - Kenya.

Tel: (254) 41-2492222/3, Fax : (254) 41- 2495632.

Mobile: (254) 0733 955 377/0724955377

Email: [info@tum.ac.ke](mailto:info@tum.ac.ke) or [vc@tum.ac.ke](mailto:vc@tum.ac.ke) website: [www.tum.ac.ke](http://www.tum.ac.ke)

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