

MAASAI MARA UNIVERSITY



SERVICE DELIVERY CHARTER

2024 Revised Edition

Foreword

Maasai Mara University is focused on innovation and empowerment for societal transformation. It offers competitive academic programmes, consultancy and research for sustainable development. Our core values appreciate that customer satisfaction is key in achievement of University's core mandate. This service charter is geared towards increased customer satisfaction through effective and efficient service delivery. The Service Charter identifies the key services provided by the various University departments and sections and provides the requirement and timeframe for each service. Implementation of this Service Charter is expected to create a customer friendly environment giving the University a competitive edge in provision of higher education, the University strongly believes that quality service to our customers is their entitlement and they have a right to demand for it.

I wish to re-affirm the University's commitment to our clients in providing excellent services. On behalf of the University Management, we undertake to deliver on our promises to our clients.

PROF. P. ALOO-OBUDHO
VICE-CHANCELLOR

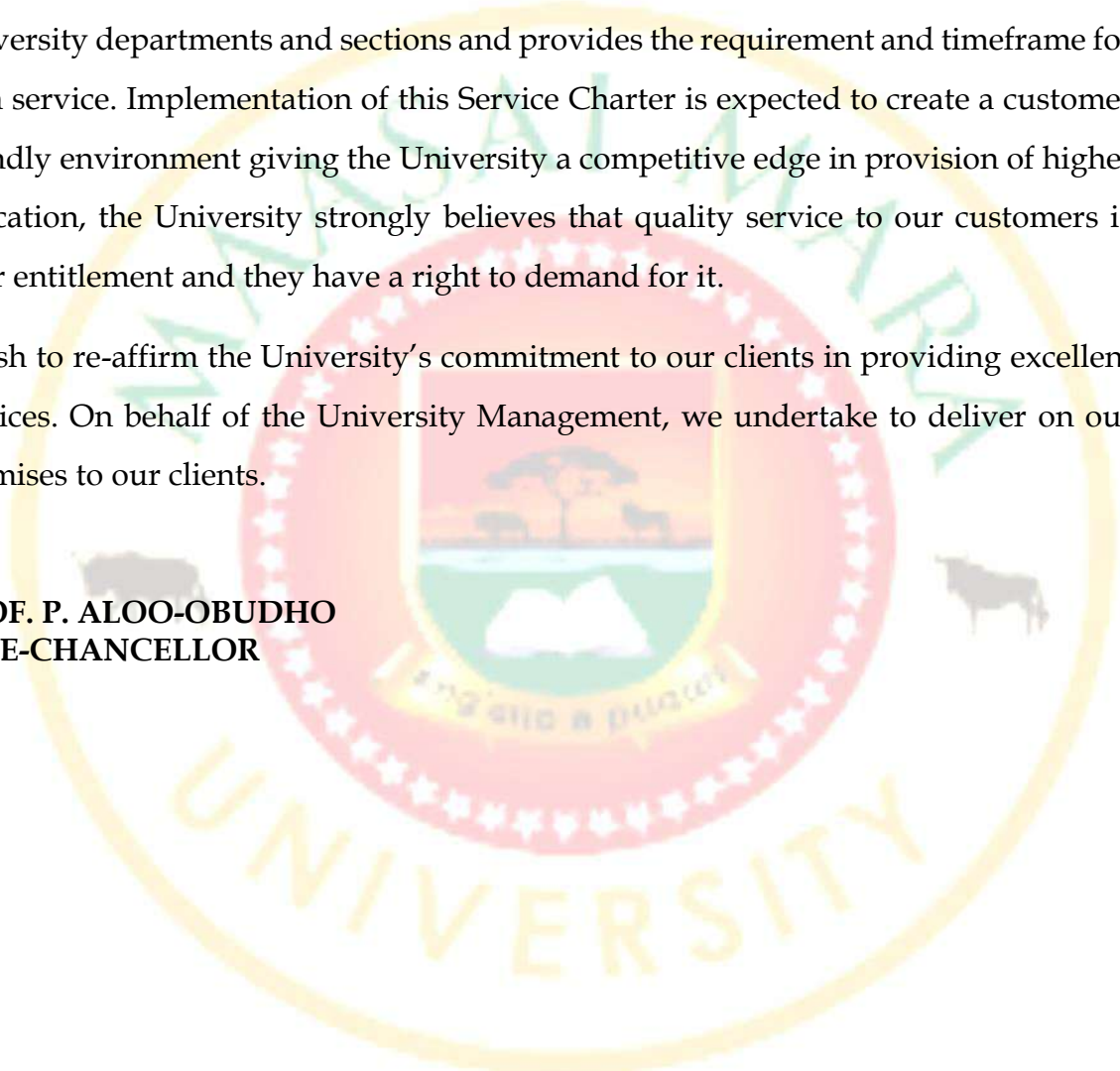
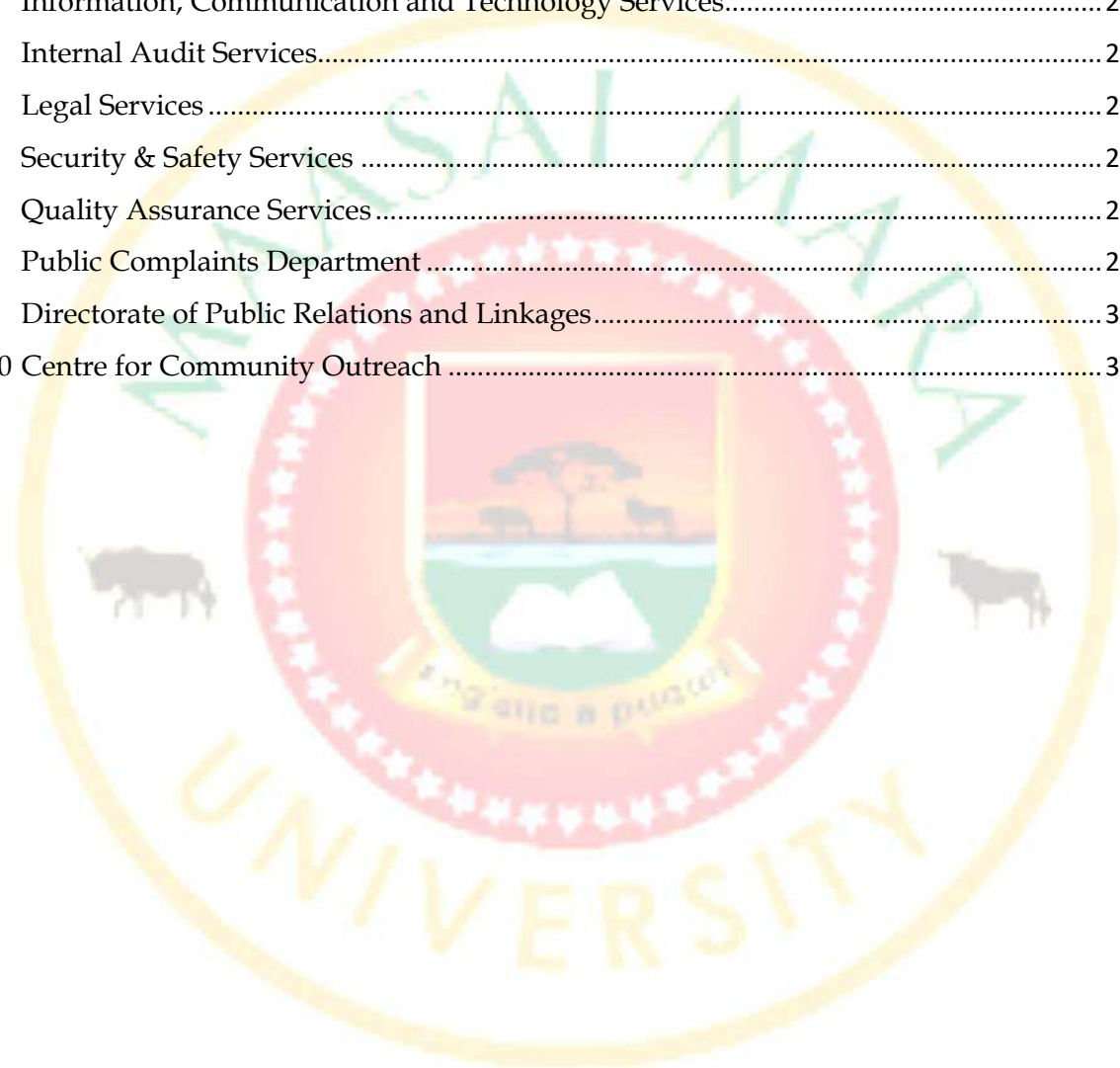


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Introduction

Maasai Mara University Service Charter sets the scope and standards of service rendered to our students, staff and stakeholders, we are committed to the provision quality service to our clients and stakeholders. We have presented our commitments to you and invite your feedback on how to serve you better.

Feedback can be addressed directly to the following offices:

Vice-Chancellor	vc@mmarau.ac.ke
DVC (A&SA)	dvc.arsa@mmarau.ac.ke
DCV(AF&S)	dvc.afp@mmarau.ac.ke
Registrar Academic Affairs	reg.aa@mmarau.ac.ke
Registrar Administration	reg.admin@mmarau.ac.ke
Dean, School of Arts, Social Studies, Humanities and Creative Economy	dean-arts@mmarau.ac.ke
Dean, School of Pure, Applied and Health Sciences	dean-science@mmarau.ac.ke
Dean, School of Education	dean-education@mmarau.ac.ke
Dean, School of Natural Resources, Environmental Studies and Agriculture	dean-snr@mmarau.ac.ke
Dean, School of Business and Economics	dean-business@mmarau.ac.ke
Dean, School of Tourism and Hospitality	dean-sthis@mmarau.ac.ke
Dean of Students	dos@mmarau.ac.ke
Director, Gender & Culture	gender-culture@mmarau.ac.ke
Director, Board of Postgraduate Studies	graduatestudies@mmarau.ac.ke
Director, Public Relations and Linkages	linkages-marketing@mmarau.ac.ke
Director, Quality Assurance	qa@mmarau.ac.ke
Head, Health Services	healthservices@mmarau.ac.ke
Finance Department	finance@mmarau.ac.ke
Chief Finance Officer	fo@mmarau.ac.ke
Library Department	library@mmarau.ac.ke
General enquiry	info@mmarau.ac.ke
Procurement	procurement@mmarau.ac.ke
Admissions	admissions@mmarau.ac.ke
Public Complaints Department	publiccomplaints@mmarau.ac.ke

1. Vision

A University focused on innovation and empowerment for societal transformation.

2. Mission

To provide quality University education through innovative teaching, research and consultancy services for development

3. Mandate

The Maasai Mara University mandate is to teach, conduct research and provide consultancy services in accordance with the Maasai Mara University order 2008 and other relevant laws

4. Core Values

- Excellence
- Innovation
- Productivity
- Accountability
- Collaboration
- Equity

5. Core Mandate

The core mandate of Maasai Mara University are:

5.1 Teaching

To provide and advance university education and training to appropriately qualified candidates, leading to the conferment of degrees and award of diplomas and certificates

5.2 Research & Consultancy

To participate in the discovery, transmission and preservation and enhancement of knowledge and to expand opportunities for higher education and research.

To provide a hub of knowledge that can be used to respond to challenges characteristic of the environment in which we exist. This involves innovative solutions for sustainable development.

5.3 Community Service

Participate in (Corporate Social Responsibilities) CSR activities to the benefit of the institution, stakeholders and the community.

6. Structure of Governance

Maasai Mara University is a body corporate constituted in accordance with Public Universities Act, 2012 of the laws of Kenya.

Chancellor: Head of the University

University Council: Supreme Organ charged with the governance control and administration of the University

Vice-Chancellor: Academic and administrative head of the University and the accounting officer.

Deputy Vice-Chancellor (Administration, Finance and Strategy): Head of Administration, Finance and Strategy Division responsible for human resource management, finance, assets, planning, Health Services, catering services and transport services.

Deputy Vice-Chancellor (Academic and Students Affairs): Head of academic division responsible for development of syllabi and regulations, examinations, postgraduate studies, research, admissions, academic staff training and head of students' affairs.

Senate: Supreme academic organ that determines and oversees all academic programmes and students' affairs at the university.

University Management Board: Coordinates the University Development plans, ensures efficient management of resources and makes proposals to the University Council and Senate on policies that have a university wide application.

7. Our Commitment:

In our service delivery, we shall endeavor to:

- Provide quality and timely services in a courteous manner.
- Be none-discriminatory in-service delivery
- Attend to customer needs with urgency and confidentiality
- Uphold transparency and accountability at all times.
- Uphold and practice fair judgment at all times
- Be creative and innovative in improvement of our services and processes
- Discharge our duties with commitment and professionalism
- Be prudent in utilization of resources
- Uphold Conscious balance in distribution of opportunities and benefits derived from the university's programmes and projects
- Develop and support our staff to deliver these commitments.

8. Clients and Stakeholders

The Maasai Mara University clients and stakeholders are comprised of the following:

- Government Ministries, Departments and other related agencies
- Industry/Market
- Staff
- Parents/ Guardians

- County Governments
- Civil Society
- Media players
- Students
- Suppliers/
- Contractors
- Development Partners
- Local Community
- Alumni
- Regulatory bodies

9. Clients Expectations:

Our clients expect efficient and effective provision of services and the University affirm its commitment as follows:

- Be courteous and timely in responding to requests and queries
- Be transparent and accountable
- Be fair and just
- Offer quality teaching and training
- Timely payment for services

10. Clients Obligations

The University expects its clients to:

- Treat staff with respect, courtesy and integrity
- To provide accurate information to enable us respond to your concerns.
- Give feedback on services provided and suggestions for improvement
- Adhere to rules and regulations governing the University
- Exercise restraint and sense of responsibility in handling issues of mutual concern.
- Demand for quality services
- Prompt payments for services.

11. Handling of Customer Feedback

- Response to phone calls (Landline or any other official line) within 15 seconds.
- Response to enquiry by walk-in clients within 1 minute.
- Respond to written correspondence (Letters) within 5 working days.
- Respond to Email and social media (Twitter, Facebook & YouTube) correspondence within 1 working day.
- Response to public complaints and grievances within 1 working day.
- Resolution of complaints within 14 working days.

12. University Administrative Divisions

Maasai Mara University is comprised of two (2) divisions, namely

- Academic and Student Affairs
- Administration, Finance and Strategy

The services provided and service targets in each of the divisions are as indicated below:

12.1 Academic and Student Affairs Division

The Division is charged with the provision of the following services: admission of students, teaching and research, consultancy, examinations, certification and student welfare.

The Division also provides academic support such as Library services and the allocation of resources for academic purposes as well as providing secretariat to Senate and its Committees.

12.1.1 Senate Secretariat Services

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Issue of notice for Regular/special meetings and circulation of agenda documents	None	Free	Five (5) working days before the meeting
2.	Communication of decisions of Senate/Committees to officers to act on agreed resolutions	None	Free	Within three (3) working days after the meeting
3.	Forwarding of minutes to Chairperson for approval	None	Free	Ten (10) working days after the meeting
4.	Circulation of minutes to members	None	Free	Within (2) days after receipt of signed minutes from the Chairperson

12.1.2 Admissions Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Processing and dispatch of admission letters for Government Sponsored Students (GSSP)	List of Admitted applicants from the Kenya Universities and Colleges Central Placement Services (KUCCPS)	Free	One week after the declaration of placement results by Kenya Universities and colleges Central Placement Service.
	Processing Applications for Privately Sponsored Students (PSSP):			
2.	Certificate Programmes	KCSE mean grade of D+	Kshs. 500	Within Seven (7) working days of

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3.	One year Diploma Programmes	KCSE mean grade of C plain or a Credit at Certificate level	Kshs. 500	receipt of the duly filled application forms together with the relevant academic and professional certificates.	
4.	Two-year Diploma Programmes	KCSE mean grade of C- or a Credit at Certificate level	Kshs. 500		
5.	Undergraduate Degree Programmes	KCSE mean grade of C+ or a Credit at Diploma level or 2 principals and 1 subsidiary pass at A level	Kshs. 1,000		
6.	Masters Programmes	Relevant Bachelor's degree at 1 st Class or 2 nd Class Upper Division, or 2 nd Class Lower Division with two years' work experience	Kshs. 2,000		Within twenty one (21) working days of receipt of the duly filled application forms together with the relevant academic and professional certificates.
7.	Ph.D Programmes	Relevant Masters degree	Kshs. 2,000		
8.	Registration of New Students	<ul style="list-style-type: none"> • Original letter of Admission • Original Certificates • Duly filled registration forms 	Semester fees as per the prevailing fee schedules	Within one day	
9.	Registration of Continuing Students (every semester)	Access the University Student Portal	Semester fees as per the prevailing fee schedules	Within one day. (Registration closes at the end of the third week of the semester)	
10.	Response to written correspondence	Correspondence	Free	Within five (5) working days	

12.1.3 Examinations and Timetabling Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
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1.	Issuance of Certificate	<ul style="list-style-type: none"> • Clearance Certificate • Original National Identity Card • Filled Hiring and Return of gown form 	Free	After Graduation
2.	Production of examination question papers	<ul style="list-style-type: none"> • Exam question Paper • Printer. • Photocopier 	Free	2 weeks to start of examinations
3.	Production of examinations attendance list	<ul style="list-style-type: none"> • Clearance of fees • 80% class attendance 	Free	2 weeks to start of examinations
4.	Issuance of examination question papers to invigilators	<ul style="list-style-type: none"> • Exam collection Register 	Free	As scheduled on the examination timetable
5.	Issuance of examination answer booklets to invigilators	<ul style="list-style-type: none"> • Exam booklet collection Register 	Free	As scheduled on the examination timetable

12.1.4 Schools

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Registration of students for courses	Access to University Students Portal	Semester fees as per the prevailing fee schedules	Within 3 Weeks of opening dates
2.	Teaching	<ul style="list-style-type: none"> • Syllabi • Preparation of Course Outline • Teaching Timetable 	Semester fees as per fee payment policy	Minimum of 3 contact hours per week
3.	Issuance of Provisional Transcripts	Access to University Student Portal	Semester fees as per fee payment policy	2 months after the exams

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4.	Clearance of students at end of studies	Duly Filled Requisition Form	Free	1 day
5.	Issuance of attachment letters	Duly Filled Attachment Form	Free	1 day
6.	Teaching Practice / Practicum	As per the curricular	Compliance with fee payment policy	3 Months
7.	Issuance of course outlines	<ul style="list-style-type: none"> • Course Registration • First Lecture attendance 	Compliance with fee payment policy	During the first Lecture
8.	Administration of C.A.T's	C.A.T 1 C.A.T 2	Compliance with fee payment policy	4 th -6 th week 8 th -10 th week Of the semester
9.	Release of C.A.T Marks	Filled CAT Mark Release Form	Compliance with fee payment policy	2 weeks before the exams
10.	Research Proposal Defense	Plagiarism clearance certificate	Compliance with fee payment policy	2 weeks after submission of the proposal to the department
11.	Thesis / Project Examination	<ul style="list-style-type: none"> • Submission of six spirally bound copies by the student • Plagiarism clearance certificate 	Compliance with fee payment policy	Within 2 months after submission
12.	Approval of Payment Claims Forms for Part-Time Lectures	<ul style="list-style-type: none"> • Appointment letter • Submission of marked scripts • Duly filled claim form • Examination attendance list 	Free	1 Day

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		<ul style="list-style-type: none"> Lecture Class attendance 		
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12.1.5 Library Services

S. No	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Registration of Library users	Student/Staff	Free	Library opening hours
2.	Charging of information resources	Student/Staff ID	Free	Library opening hours
3.	Discharging of information resources	Borrowed Item	As per the specified fee	Library opening hours
4.	Acquisition of information resources	Book selection list.	Free	Within the academic year
5.	Information literacy skills provision	user need	Free	As per set schedule
6.	Student/Staff Clearance	clearance form	Free	5 minutes
7.	Request for Reference Materials	Student /Staff Request	Free	30minutes
8.	Binding	Binding request	As per the prevailing charges	2 days

12.1.6 Students Affairs Services

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Management of MMUSA elections			
	i) Advertisement of Independent Student Electoral Commission (ISEC) membership	<ul style="list-style-type: none"> Evidence of dissolution of Student Governing Council (SGC) Evidence of appointment of election officials 	Free	One week as per the MMUSA constitution
	ii) Interview of ISEC members	<ul style="list-style-type: none"> Student ID Application letters Must be forth year 	Free	Within two weeks after advertisement of ISEC

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	iii) Advertisement of MMUSA positions	<ul style="list-style-type: none"> • Election Clearance Form • Filled nomination form 	Free	Within one week after appointment of ISEC
	iv) Voting for Delegates & MMUSA officials	<ul style="list-style-type: none"> • Ballot papers • Ballot boxes • Voters register 	Free	Within two weeks
	v) Swearing In	<ul style="list-style-type: none"> • Duly signed election results 	Free	Within 7 days after elections
2.	Processing of Documents			
	i) Processing of Maasai Mara University Students Bursary	Duly filled application form	Free	Within 6 weeks after the deadline of applications
	ii) Leave of Absence	Duly filled form and forwarded by the Heads Depts and Deans of schools	Free	One day
	iii) Deferment form	Duly filled form and forwarded by the Heads Depts and Deans of schools	Free	One day
	iv) Bonafide form	Duly filled application form	Free	One day
3.	Registration of clubs and societies	<ul style="list-style-type: none"> i. Application letter ii. Proposed constitution ii. Letter from patron or patrons 	Free	Two weeks
4.	Management of clubs and societies	<ul style="list-style-type: none"> i. Schedule of semester club activities ii. Record of accomplished activities 	Free	Semester
5.	Guidance and Counselling	Client	Free	1-2 hours

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6.	Management of Games and sports	i. Calendar of semester events ii. List of participants	Free	Semester
7.	Facilitation during demise of a student	i. Confirmation of death	Free	2 days
		ii. Notification letter to students & University management	Free	1 day

12.1.7 Directorate of Research and Innovations

S. No.	Service	Requirements	Charges (Ksh.)	Timeline
1.	Research consultancy	A concept or expression of interest in specific research	Negotiated amount	1 month
2.	Verification of external data request for research before approval	Application form NACOSTI permit Research Concept note	Free	1 week
3.	Conference, workshop or seminar collaboration or co-organization	Conference concept note Request letter	Free	2 weeks
4.	Registration of innovations	An innovation disclosure form	Free	1 month
5.	Exhibition of innovations	An innovation disclosure form and presentation	Free	1 month
6.	Training on grant winning research proposal writing	A request memo	Free	2 weeks
7.	Training on innovation matters	A request memo	Free	2 weeks
8.	Incubation of innovations within the University	Innovation disclosure form, innovation registration certificate or application form	Free	1 month

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9.	Commercialization of innovations	A Term sheet (License agreement) An innovation certificate or application letter	Negotiated amounts	1 month
10.	Renewable Energy excursions	A visit request form An introduction letter	Free	1 week
11.	Research in the Renewable Energy Center	A Request form, An introduction letter, A research concept note or proposal	free	3 weeks
12.	Supply of products such as soaps, hand sanitizers, descalsers, fumigants, deodorants, biogas and briquettes	Approved request memo and ERP form for internal requests and completed request form for external requests	As per approved and specified costs per product	1 day
13.	Training on renewable energy production (briquette fuel and biogas) and detergent manufacturing	A request letter	Free	1 week
14.	Big Data Analytics (BDA) collaboration	A request letter A letter of introduction	Negotiated amounts	2 weeks
15.	Coordination of University wide seminars	A seminar schedule from the Schools departments	Free	2 weeks
16.	Coordination of innovation entrepreneurial activities within the University	Concept Notes, Registered innovations	Free	1 month

12.1.8 Board of Post Graduate Studies

S. NO.	Service offered	Requirement	Charges (Ksh.)	Timeline
1	Processing Applications forms for Post graduate students:			
	Masters Programmes	Relevant Bachelor's Degree with 1 st Class Honors, 2 nd Class upper or Lower division.	2,000	Within 21 working days of receipt of dully filled application forms together with relevant academic and professional Certificates
	Ph.D Programmes	Relevant Master's Degree	2,000	
2	Registration of New Postgraduate Students	<ul style="list-style-type: none"> • Original Admission Letter • Original Certificates for verification • Duly filled registration forms 	Semester fees as per the fee structure	Within one day
3	Registration of continuing post graduate students (Every Semester)	Access the University portal	Semester fees as per the fee structure	Within one day (Registration closes at the third week of the semester)
4	Appointment of Supervisors	<ul style="list-style-type: none"> • Recommendation from the School Postgraduate studies committee • Submission of CVs for the recommended Supervisors 	Nil	Within one month
5	Thesis/Project Examination	• Submission of intent to submit form by the	Clearance of the programs fee	Within four weeks

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		<p>student from the relevant school</p> <ul style="list-style-type: none"> • Submission of six spiral bound copies 		
6	Appointment of External & Internal examiners	Submission of CVs of the relevant examiners for consideration & appointment	Nil	Within one week
7	Processing/ Sending Thesis/projects for marking	Marked/ Examined Thesis/ Project from the examiners	Nil	Within One month
8	Oral Examination Presentation	Examined reports	Nil	Within three weeks from the date of receipt of the last report Oral presentation to be done
9	Clearance of Postgraduate students for graduation	<ul style="list-style-type: none"> • Submission of dully completed & signed Plagiarism Certificate • Submission of Correction of the Thesis form • Submission of Thesis Binding Certificate • Submission of Publications (2) for Ph.D and (1) for Masters, both Hard and soft copy • Submission of 8hard bound copies of Thesis/Project and a soft copy of the Thesis 	Nil	Depends on the verdict given to the student during Oral Examination but does not exceed Three months.

12.2 Administration, Finance and Strategy Division

The Division is charged with the following responsibilities: Administration (Human Resource Management, Health Care Services, Central Services, Development and Estates Services, Catering Services, Accommodation Services, and Transport Services), Financial Management, Planning, Performance Contracting and Quality Management Systems. The head of the division is the Deputy Vice-chancellor (Administration, Finance and Planning).

12.2.1 Human Resource Services

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1. Recruitment & Selection				
1.1	Advertising for vacant positions	<ul style="list-style-type: none"> Request from user departments Approved staff establishment Budget Allocation 	As per prevailing market rates	14 days
1.2	Shortlisting of candidates	<ul style="list-style-type: none"> Application documents Summary of applicants Copy of the advert 	Free	7 days After deadline
1.3	Interviews	<ul style="list-style-type: none"> Short-listed candidates Minutes of shortlisting committee Interview panel Interview guide 	Free	14 days After shortlisting
1.4	Issuance of appointment letters	<ul style="list-style-type: none"> Minutes of the interviewing panel Scored Interview guide 	Free	14 days after interviews
1.5	Receiving and registration of new employee's & verification of documents	<ul style="list-style-type: none"> Original certificates and testimonials Original appointment letter. Personal identification documents 	Free	Within 1 day

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2.	Processing of Leave Application	<ul style="list-style-type: none"> • Approved leave roster. • Leave request at least 14days before the scheduled leave 	Free	1 day
3. Processing of Salaries				
3.1	Processing of Pay Change Advice	Approved payment documents	Free	By 15 th day of every month
3.2	Processing of payroll	Approved pay change Advice.	Free	By 25 th day of every month
3.3	Processing of statutory dues	Statutory requirements	Free	As per the legal provisions
4.	Handling of Disciplinary cases	Relevant Policy and legal framework	Free	Within 90 days
5.	Processing of Appeals on disciplinary Decisions	Letter of appeal	Free	Within 35 days after receipt of verdict of disciplinary committee
6.	Processing of staff Training requirements	<ul style="list-style-type: none"> • Formal requests/Trainin g Needs assessment • Relevant approvals 	As per the recommendatio n of the training committee.	As per the training schedules
7.	Processing of staff Promotions	<ul style="list-style-type: none"> • Requests from staff. • Existence of vacancy • Availability of budget • Appropriate qualifications • Relevant recommendation s/Approvals 	Free	Upon approval by Appointments and promotion committee
8.	Staff Performance Management	<ul style="list-style-type: none"> • Development of Departmental plans • Performance evaluation meetings 	Free	30 th June 1 st week of July. Last week of July. August

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		<ul style="list-style-type: none"> • Performance negotiations and agreements • Performance appraisal committee meetings 		
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12.2.2 Transport Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Transport services for members of staff on official duties	<ul style="list-style-type: none"> • Approved memo • Filled Transport requisition form 	Free	At least two (2) working days prior to the trip
2.	Transport services for students' clubs, societies and other groups	<ul style="list-style-type: none"> • Approved memo • Payment of charges as per payment advice 	As per Payment advice	At least five (5) working days prior to the trip/calendar of events.
3.	Servicing of university vehicles	<ul style="list-style-type: none"> • Filled Vehicle Maintenance Job Card 	As per prevailing charges	As per the recommendation in the job card
4.	Repairs & maintenance	<ul style="list-style-type: none"> • Repairs/maintenance Requests vide Vehicle Maintenance Job Card • As per approved maintenance schedule • Relevant approvals 	As per prevailing charges	As per the recommendation of the Job cards/service providers
5.	Response to emergency cases	Emergency Alert	Free	As per emergency situation and protocol
6.	Transport services for members of staff on night duty	Approved memo	Free	As per transport night duty schedule
7.	Transport services for Nursing Students	<ul style="list-style-type: none"> • Approved Memo • Semester transport schedule 	Free	As per transport schedule for Nursing students
8.	University Local Running Transport Services	Request from users	Free	At least two (2) hours before departure

12.2.3 Health Services

S. No.	Customer Support Services	Customer Requirement(s)	Cost of Service	Timeline Proposed for Adoption by MMU
1.	REGISTRY <ul style="list-style-type: none"> • Retrieval of file • Confirmation of documents in the file • Recording the outgoing file register 	University student/staff identity card	Free	10 minutes
2.	NURSING STATION <ul style="list-style-type: none"> • Check vital signs • Record vital signs in the file. • Record file in the outgoing file register 	Personal medical file	Free	5 minutes
3.	CLINICIAN'S OFFICE. Clerking the patients/referrals/reviews	Personal medical file	Free	30 minutes according to presentation
4.	LABORATORY INVESTIGATION as per the laboratory request by the clinician	Laboratory request form. Specimen.	Free	20 minutes to 1 hour 30 minutes (variable)
5.	PHARMACY Dispensing drugs according to prescription	Prescription from the University Doctor/Clinician	Free	5 minutes
6.	INJECTION ROOM/DRESSING Injection according to prescription.	Prescription. Availability of the patient.	Free	10 minutes to 15 minutes
7.	OBSERVATION ROOM	Treatment sheet	Free	Variable

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8.	COUNSELLING SERVICES	Client availability	Free	Within 30 and 120 minutes (Variable)
9.	REFERRAL SERVICES	Request form/ approved referral form	Free	Variable

12.2.4 Estates Services

S. No.	Service Offered	Requirements	Charges (Ksh)	Timeline
1.	General Repairs	<ul style="list-style-type: none"> • Report from user department • Assessment reports • Relevant Approvals 	Free / As per assessment report	2 days depending on scope
2.	Maintenance of University Buildings	<ul style="list-style-type: none"> • Maintenance schedule / reports • Relevant Approvals 	Free / As per prevailing charges	As per the maintenance schedule
3.	Maintenance of Mechanical, sewerage and Plumbing services	<ul style="list-style-type: none"> • Maintenance schedule / reports • Relevant Approvals 	Free / As per prevailing charges	As per the maintenance schedule
4.	Maintenance of Electricity and Generator services	<ul style="list-style-type: none"> • Maintenance schedule / reports • Relevant Approvals 	Free / As per prevailing charges	As per the maintenance schedule
5.	Maintenance of Civil Works and Grounds	<ul style="list-style-type: none"> • Maintenance schedule / reports • Relevant Approvals 	Free / As per prevailing charges	As per the maintenance schedule
6.	Minor works Projects design and preparation of Bill of Quantities	Relevant approvals	Free / As per prevailing charges	As per the complexity of the design
7.	Capital Projects design and	Approved project proposal	Free / As per prevailing charges	As per the complexity of the design

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	preparation of Bill of Quantities			
8.	Monitoring and evaluation of projects	<ul style="list-style-type: none"> Monitoring and Evaluation plan Construction designs Statutory and regulatory requirements 	Free	Throughout the project life
9.	Processing of Annual Environmental Audits	<ul style="list-style-type: none"> Previous year license EIA/EA Individual Expert 	<ul style="list-style-type: none"> EIA/EA Individual Expert specified fees Statutory specified fees 	By 31 st March of prior year before commencement of financial year.

12.2.5 Accommodation Services

S. No	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Room Allocation	<ul style="list-style-type: none"> Accommodation fee payment slip Original admission letter / student ID 	As per the prevailing charges	5 minutes
2.	Handling Complains	Request	free	Within 1 day
3.	Enquiries	details of specific enquiries	free	Within 10 minutes
4.	Processing of Key Replacement	Bank payment slip	As per the prevailing charges	Within 1 day
5.	Clearance	Inventory form	free	2 min

12.2.6 Catering Services (Students Mess)

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Sale of food	<ul style="list-style-type: none"> Meal Schedule Menu Valid payment receipt 	As per indicated price on each menu item	5 mins
2.	Response to enquiry by walk in clients	Subject of Inquiry from walk client	free	1 minute
3.	Response to correspondences	Written correspondence	free	5 working days
		Emails	free	1 working day

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4.	Response to public complaints and grievances	Complaints made in the complaints register	free	2 days
5.	Resolution of complaints	Root cause of the complaint	free	2 working days

12.2.7 Catering Services (Staff Mess)

S. No.	Service Offered	Requirement	Charges (ksh)	Proposed Timeline
1.	Provision of meals	<ul style="list-style-type: none"> Meal Schedule Menu Proof of payment 	As per menu item	5 mins
2.	Food and beverage reservations (bookings)	<ul style="list-style-type: none"> Approved requests (to be submitted 2days to function date) Menu choice 	As per prevailing charges	As specified by the client.
3.	Handling Complaints	<ul style="list-style-type: none"> Make a verbal or written complaint 	Free	Within 5 working days
4.	Response to correspondences (written)	<ul style="list-style-type: none"> Memos or letters 	Free	2 working days / as per indicated deadline.
5.	Response to correspondences	<ul style="list-style-type: none"> Email and social media 	Free	One day
6.	Response to enquiry by clients	<ul style="list-style-type: none"> Written or Verbal 	Free	Within 1 day

12.2.8 Performance Contracting and Quality Management Systems

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
PERFORMANCE CONTRACTING (PC) SERVICES				
1.	Development of Performance Contract	<ul style="list-style-type: none"> Proposals of indicators from stakeholders Guidelines issued by the Government 	Free	30 th June every year
2.	Monitoring performance contracts implementation	Departmental Performance contracts	Free	Continuous

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3.	Preparation of quarterly reports	Quarterly reports from target owners (Evidences for the targets)	Free	By 14 th of every month following the end of quarter
4.	Submission of quarterly reports to the relevant Government departments and Ministries	<ul style="list-style-type: none"> Prepared and approved report Extracts of Council minutes 	Free	Not later than two weeks after the end of the quarter
5.	Evaluation of performance contract	<ul style="list-style-type: none"> Annual performance contract report Evidences of implementation 	Free	By end of July each Financial Year.
6.	Technical assistance on performance contracting	<ul style="list-style-type: none"> Request (either in person, via phone or in writing) 	Free	Within one (1) day of request
7.	Sensitization of staff on Performance contracting	<ul style="list-style-type: none"> Request in writing 	Free	As per request
8.	Provision of performance contract results	<ul style="list-style-type: none"> Request in writing 	Free	Within one day of request
QUALITY MANAGEMENT SYSTEMS (QMS) SERVICES				
9.	Administering QMS internal and surveillance audits	<ul style="list-style-type: none"> Audit Notification Audit program 	Free	As per QMS internal and Surveillance audit schedules
10.	Offering Technical assistance on QMS matters	<ul style="list-style-type: none"> Request Identified need 	Free	Within three (3) days upon receipt of request
11.	Advising the University Management on adherence to QMS as well as emerging issues/concerns from the Audits	Analysis reports and Circulars from KEBS	Free	Three (3) days upon receipt circular/ Audit reports

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12.2.9 Central Services

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Cleanliness of the University Administration and Tuition block	Work Assignment Schedule	Free	At least 2 times a day
2.	General Support Services	Approved Request	Free	Within 2 days of request
3.	Venue Preparation	Approved Request	Free	30 Minutes before time

12.2.10 Financial Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
Students Finance Services				
1.	Clearance of students	<ul style="list-style-type: none"> • Clearance Form • Fee statement • Student Id 	Free	Within 2 days
2.	Posting of fee payments	<ul style="list-style-type: none"> • E-Citizen 	Free	Within 1 day
3.	Refund of overpayments	<ul style="list-style-type: none"> • Clearance Form • Fee statement • Student Id 	Free	Within 5 days
Salaries				
4.	Payment of salaries	Approved Payroll	Free	By last day of every month
5.	Payment of part time lectures	Submission of marks for the semester. Approved claimed form, examination attendance sheets, appointment letter.	Free	By end of every semester.
6.	Payment of casual wages	Approved engagement letters and muster roll	Free	By 5 th of every month.
Revenue collection and payment services				
7.	Collection of revenue	E-Citizen	Free	30 minutes
8.	Banking of collected revenue	cheque	Free	2 days

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9.	Raising of cheques/ Electronic Funds Transfer/Safaricom Bulk Payment System	<ul style="list-style-type: none"> • Approved payment vouchers • Cheque book • Cheque endorsement registers • EFT payment summaries 	Free	Within 3 days
10.	Payments of expense claims and Imprest warrants	<ul style="list-style-type: none"> • Approved payment documents • Evidence of activity undertaken • Availability of supporting documents. • EFT payment summaries 	Free	Within 3 days
11.	Clearance of surrendered/ accounted imprest	<ul style="list-style-type: none"> • Imprest accounting form. • Valid supporting documents for activity undertaken. 	Free	Within 2 days of receipt of imprest accounting form.
12.	Payment of Goods and services received	<ul style="list-style-type: none"> • Approved (LPO's, LSO's, Contracts PRN's) • GRN's, & Invoices • ETR receipts • Duly filled inspection and acceptance certificates. • Approved Payment vouchers 	Free	Within 60 days of receipt of payment documents in Finance.
13.	Supplier statements of reconciliation	<ul style="list-style-type: none"> • Supplier's statements • University supplier statements. • Aged supplier payments/ Accounts payable report 	Free	By 5 th day of every subsequent month
14.	Payment of statutory deductions.	<ul style="list-style-type: none"> • Approved payment vouchers. 	Free	As stipulated in the relevant laws and regulations
Financial reporting Services				

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15.	Bank reconciliation statements	<ul style="list-style-type: none"> • Bank Statement • Cash book 	Free	By 10 th of every subsequent month
16.	Preparation of annual report and financial statements	<ul style="list-style-type: none"> • Trial balance • Financial statements • Bank reconciliations • Fixed assets register • Company totals of the payroll. • Board of survey for stock take. • Payment vouchers • Journal vouchers • Supporting schedules. • General ledger extracts • Financial Policies 	Free	Within three months after end of financial year/ compliance with PFM Act 2012.
17.	Preparation of quarterly report and financial statements	<ul style="list-style-type: none"> • Trial balance • Financial statements • Bank reconciliations • Fixed assets register • Company totals of the payroll. • Board of survey for stock take. • Payment vouchers • Journal vouchers • Supporting schedules. • General ledger extracts • Financial Policies 	Free	By 15 th of the following month/ compliance with PFM Act 2012.
Budgetary Services				
18.	Preparation of annual estimates	Departmental Budget proposals. University-wide budget proposals	Free	By 31 st January of prior year before commencement of financial year.
19.	Review of departmental and University-wide budget performance. Preparation of budget variance report.	<ul style="list-style-type: none"> - Approved rationalized budget. - Actual revenue and expenditure. - Approved virements. 	Free	By 15 th of the following month after end of every Quarter.

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		- Financial statements.		
20.	Annual budget allocation for Departments	Approved rationalized budget	Free	7 days from approval of rationalized budget by the Council
21.	Quarterly budget allocation to the departments.	Approved rationalized budget	Free	Within 3 days after end of quarter

12.2.11 Directorate of Gender Mainstreaming Equity and Culture Service

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Reporting sexual and gender based violence incidents	<ul style="list-style-type: none"> • Reported cases • Evidence 	Free	Immediately
2.	Reporting on implementation of gender mainstreaming services to the National Gender Commission.	<ul style="list-style-type: none"> • Data from human Resource department 	Free	Every 15 th day of the end of the quarter.
3.	Gender sensitization & training for students and staff including GBV among staff and students.	<ul style="list-style-type: none"> • Banners • Friers • Finances • Sound System • Room • Funds 	Free	2-3 days

12.2.12 Centre for Students Career and Placement Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Staff Mentors Training	Permanent Academic Staff Members	Free	Once a Year
2.	Appointment of Mentors	Appointment Letters to Mentors	Free	Once a Year
3.	Mentee Voluntary Registration	Mentee Voluntary Registration Form	Free	Once a Year

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4.	Allocation of Mentees to Mentors	Mentee Volunteers	Free	Once a Year
5.	Career Guidance and Advising	Student Issues Register	Free	15-30 Min.
6.	Mentorship of students	Students	Free	Continuous
7.	Registration Alumni	Alumni Forms (Online Registration through Students MMara-U Portal)	1000/-	Continuous
8.	Conduct CV Writing & Job Readiness Workshop	4 th Years	Free	Once per semester
9.	Conduct a Career Week	Open Event	Free	Once per year
10.	Conduct Career Talks	All Students	Free	1-2 times per year
11.	Sourcing Internship/ Attachment Opportunities	Requests from Schools	Free	Upon request
12.	Mentorships And Career Visits to Secondary Schools	University Approvals	Free	As per the annual schedule

12.2.13 Directorate of Endowment Fund

S. No.	Service Offered	Requirement	Charges (Ksh.)	Timeline
1.	Feedback on customer enquiries	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & You Tube)		Within 1 day
2.	Response to relevant calls	Develop Proposals on timely basis to react on calls relevant to the University Resource Mobilization.	Free	10 Working Days
3.	Donor Relations	Communicate with donors, provide updates	Free	1-5 Working Days

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		on fund performance, and solicit future donations		
4.	Reporting	Provide regular updates and performance reports to the University Management Board	Free	1-5 Working Days

13. Other offices that report directly to the Vice-Chancellor

13.1 University Council Matters

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Submission of agenda from respective divisions	Agenda papers	Free	Fourteen (14) days before the date of the meeting
2.	Issuance of notice of meetings	Notice of meetings	Free	Fourteen (14) days before the date of meeting
3.	Presentation of draft agenda to the Secretary of Council	Draft agenda	Free	Fourteen (14) days before the date of meeting
4.	Circulation of agenda documents and meetings preparations.	Submission of agenda papers	Free	Seven (7) days before date of meeting
5.	Production of minutes and forwarding to the Secretary of Council for approval for circulation	Draft minutes	Free	Within two (2) days after the meeting
6.	To facilitate signage of minutes once confirmed during a meeting	Confirmed minutes	Free	After the meeting that has confirmed the minutes
7.	Convey Council resolutions to the relevant Heads of Division	Once resolutions have been made by the Council	Free	Three days after a meeting of Council
8.	Continuous skill and knowledge development of members of Council in line with	Facilitate training of members of Council	Fees based on training offered	Each member to undertake at least one training in a given Financial Year

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13.2 Procurement Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Registration of Suppliers	Registration Documents	Free	Within 1 week after submission of the documents
2.	Sending and Receiving of Request for Quotations (RFQs)	Must be on the list of registered suppliers	Free	Within 7 Days
3.	Opening of Quotations / Tenders	Tenders	Free	As per the scheduled time
4.	Evaluation of Tenders	Tender documents	Free	Within 15 Days
5.	Processing of Quotations	Quotation documents	Free	Within 7 Days
6.	Approval of RFQ and Tender Awards	Signed professional opinion	Free	Within 3 Days
7.	Raising of LPOs/LSOs and Contract Documents	Relevant Approvals	Free	Within 3 Days
8.	Receipt of Goods, Service and Works	Delivery Note, Invoice, receipts and credit note where necessary	Free	Within 2 Days
9.	Preparation of reports (quarterly, etc)	<ul style="list-style-type: none"> • Approved LPOs /LSOs • Signed Contracts 	Free	Within 10 days
10.	Disposal of obsolete stores	Submission of bids	Free	60 Days from the date of receipt of advertisement

13.3 Information, Communication and Technology Services

S. No.	Service Offered	Requirement	Charges (ksh)	Timeline
1.	User Support	Written /verbal request	Free	Within 1 day

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2.	Network Management and communication	Written /verbal request	Free	Within 2 days
3.	MMU Website and Social Media updates	Written /verbal request	Free	Within 1 day
4.	Hardware and software maintenance & Data Backup	<ul style="list-style-type: none"> • ICT maintenance schedule • ICT policy • Relevant Approvals 	Free	As per approved ICT maintenance and Data Backup schedule
5.	Repairs of hardware and software	<ul style="list-style-type: none"> • User department request • Assessment Reports • Approvals 	Free	As per assessment reports

13.4 Internal Audit Services

S. No.	Service offered	Requirement	Charges (ksh)	Timeline
1.	Assurance on internal controls, risk management and governance	Required documentation	Free	As per Annual Risk-Based Audit Work Plan.
2.	Investigation	<ul style="list-style-type: none"> • Request for investigation • Required documentation 	Free	As per request
3.	Advisory Services	<ul style="list-style-type: none"> • Request for the advisory • Required documentation 	Free	As per request

13.5 Legal Services

S. No.	Service Offered	Requirement	Charges (Ksh)	Timeline
1.	Provisions of Legal Opinions	Request for an opinion,	Free	3 days, when external lawyers are involved - 7 days from the day of receipt.
2.	Litigation	Court documents	Free	As prescribed by the Court

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3.	Contract Administration	<ul style="list-style-type: none"> • Draft Contract • Relevant regulations and policies 	Free	7 days from the date of request
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13.6 Security & Safety Services

S/No	Service offered	Requirement	Charge (Ksh)	Timeline
1	Maintenance of law and order	<ul style="list-style-type: none"> • communication gadgets e.g., radio calls • surveillance vehicle • CCTV cameras • Security gears 	free	Continuous
2	Security screening	<ul style="list-style-type: none"> • Scanners • Visitors tags • Gate pass 	free	1 minute on daily basis
3	Security investigation	<ul style="list-style-type: none"> • Registers • Incidents reports • Managements requests • Vehicle movement book • Occurrence book (O.B) 	free	variable
4	Protection of university property	<ul style="list-style-type: none"> • Communication gadgets • Surveillance vehicle • CCV cameras • Security gears 	free	Continuous
5	Refilling and servicing of fire equipment	Memo to be approved for tendering process	free	Annually

13.7 Quality Assurance Services

S. No.	Service offered	ITEM Requirement	Charges (ksh)	UNIT Timeline
1.	Curriculum Development and Review	<ul style="list-style-type: none"> • University Act 2012 • Universities Regulations • CUE Standards and guidelines 	<ul style="list-style-type: none"> • As per prevailing charges 	<ul style="list-style-type: none"> • As need arises

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		<ul style="list-style-type: none"> Curriculum development and review policy 		
2.	Monitoring curriculum implementation	<ul style="list-style-type: none"> Class attendance reports Lecture attendance reports Examination management report 	Free	Continuous
3.	Quality Assurance Audit	Audit criteria	Free	As per Quality Assurance Audit Plan

13.8 Public Complaints Department

S. No.	Service offered	ITEM Requirement	Charges (ksh)	Timeline
1.	Resolution of Public Complaints	Formal Request in Complaints register	Free	Within 30 Days
2.	Facilitate Access to Information (ATI) request	Formal registration of request in the (ATI) register	Free	Within 21 Days
3.	Reporting and Evaluation of Complaints Resolution and ATI	Departmental/Sectional Quarterly Reports	Free	At the end of every Financial Year Quarter

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13.9 Directorate of Public Relations and Linkages

S. No	Service Offered	Requirement	Charges (ksh)	Timeline
1.	Preparation of collaboration documents; MoUs, MoAs, etc	<ul style="list-style-type: none"> • Linkages and collaboration policy • Presentation of required legal documents and information • Correspondence documents with the potential partner • Minutes of meetings • List of agreed collaboration areas • Standard Maasai Mara University MoU/MoA template 	Free	Within 30 days
2.	Establishment and Initiation of linkages and collaborations with related institutions and organization in the niche area	<ul style="list-style-type: none"> • Presentation of required legal documents and information • Correspondence documents with the potential partner • Signing of MOUs/MoAs • Minutes of meetings • List of agreed collaboration areas • Standard Maasai Mara University MoU/MoA template 	As per Linkages and collaborations policy/ Determined by case-to-case basis	Within three months
3.	Engagement with industry	Adherence to applicable laws & policies	Free	Approved calendar
4.	Outreach and Liaison activities, community engagement and	Community services and engagements Corporate Social Responsibilities (CSR)	Free	Approved Calendar and work plan
5.	Enhancing Visibility, publicity and Relaying of the University	Communication and marketing policy Official Social Media fora	As per prevailing rates	Press releases/social media uploads within 24

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S. No	Service Offered	Requirement	Charges (ksh)	Timeline
	information to the public	Engaging the mainstream media		hours after an event. Case to case basis
6.	Response to correspondences	Written correspondence (letters)	Free	5 working days
	Response to correspondences	Email and social media (Twitter, Facebook & You Tube)	Free	1 Working days
7.	Marketing of the University programmes and events	<ul style="list-style-type: none"> • Communication and marketing policy • Approved programmes and admission schedules from the responsible schools • Marketing fora invitation letters/emails • Branded University materials • Official social media Mainstream media	As per the approved budget	Within seven (7) days of approval
8.	Corporate Branding	Adherence to applicable laws & policies	Free	Approved calendar
10.	Public Relations - Production of the University Newsletters diaries, calendars, magazines, and Production souvenirs	<ul style="list-style-type: none"> • Approval from the University Management Board • Customer feedback forms 	As per prevailing market rates guided by procurement processes	As per approved schedules

13.10 Centre for Community Outreach

S.NO	SERVICE OFFERED	REQUIREMENTS	CHARGES (KSHS)	TIME-LINE
1.	Provision of tree seedlings to identified community	<ul style="list-style-type: none"> - Tree seedlings - Transport Labour 	Free	Once per semester

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S.NO	SERVICE OFFERED	REQUIREMENTS	CHARGES (KSHS)	TIME-LINE
	beneficiaries through Botanical Tree Nursery Model for planting and growing.			
2.	Monitoring of the planted trees to ensure that they grow.	Respective Schools environmental clubs	Free	Once per semester
3.	Cleaning up activities in Towns, trading Centre's and River banks within Narok County.	<ul style="list-style-type: none"> - Dustbins - Racks - Gloves - Dustcoats - Masks - Sacks - Wheelbarrows - Drinking water/snacks 		Once per semester
4.	Provision of charity services through students clubs like Red cross, Peer Educators among others (care of Students Affairs office) and other possible well-wishers.	<ul style="list-style-type: none"> - Food - Clothes - Beds - Mattresses - Blankets 	Free	Once per semester
5.	Provision of medical services to the community within Narok County through the University Health Unit.	<ul style="list-style-type: none"> - Doctors - Nurses - Medical supplies 	Free	Twice per year
6.	Identification of needy students from Narok County for consideration for Bursaries and scholarships through the Students Affairs office.	<ul style="list-style-type: none"> - List of Needy students - Bursary allocation and scholarships 	Free	Annually
7.	Organizing and Partnering with the local communities and relevant government institutions in cultural exhibitions and events	<ul style="list-style-type: none"> - Facilitation - List of invited/partnered government institutions 	Free	Annually

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S.NO	SERVICE OFFERED	REQUIREMENTS	CHARGES (KSHS)	TIME-LINE
	with a view to empower cultural talents and enhancing the 4 th M (Maa Culture) Pillar.	- Local communities participants		
8.	To organize a stakeholder's breakfast or dinner forum/round table with an aim to motivate them in participation of University activities such as graduation ceremonies.	<ul style="list-style-type: none"> - List of Narok county elected, nominated and Civic leaders - Facilitation for meals - Facilitators 	Free	Twice per year
9.	Community empowerment on: <ul style="list-style-type: none"> - Good governance and leadership skills. - Effects of FGM and local brews/alcoholic drinks. - Good farming practices. 	<ul style="list-style-type: none"> - Facilitators - Training Materials - Food and Drinks - Facilitation 	Free	Twice per year
10.	Identification of secondary schools, hospitals and dispensaries within Narok County which require placement of students for industrial attachment by relevant Schools	List of secondary schools, hospitals and dispensaries to for fair distribution across the County.	Free	Three months every year
11.	Identification of Local Community cohorts requiring livestock services such as artificial insemination, vaccinations among others through the School of Natural Resources (Agriculture Department)	<ul style="list-style-type: none"> - Vaccines and veterinary experts from both the University and the County Government. - Facilitation. 	Free	Annually

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S.NO	SERVICE OFFERED	REQUIREMENTS	CHARGES (KSHS)	TIME-LINE
12.	Provision of mentorship and motivational talks to students.	<ul style="list-style-type: none">- Gowns and Caps- Motivational Speakers- University student's participants.- Facilitation	Free	Annually



Maasai Mara University

P.O. Box 861 – 20500 Narok

Tel: 020- 5131400

E-Mail: info@mmarau.ac.ke

www.mmarau.ac.ke