



# KeMU

Kenya Methodist University

## SERVICE DELIVERY CHARTER

	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE	RESPONSIBLE OFFICER
1	Communication: • Telephone • Emails • Correspondence	• Call • Mail Content • Letter	Nil	Immediate or within 24 hours	Registrar, Administration and Planning
2	Admission of students: a) Government Sponsored (GSSP)	• KUCCPS List	Nil	Within 2 months of receipt of admission	Registrar, Academic Affairs
	b) Self-Sponsored (PSSP)	• Minimum Course Entry • Payment of application fee	Application Fee: • Certificate - Ksh. 500 • Diploma - Ksh.1,000 • Degree - Ksh.1,000 • Masters - Ksh.2,000 • PhD - Ksh.5,000	Within 1 month of application	Registrar, Academic Affairs
3	Unit Registration	• Student Unit Registration Form • Finance Clearance	Nil	Within One week	Registrar, Academic Affairs
4	Teaching	• Registration of Units • Class of attendance • Learning Materials	As per Fee structure	The first 14 weeks of the trimester	Chairmen of Departments
5	Examinations	• Two-thirds class attendance • Student ID Card • Examination Card	As per fee structure	In the last 2 weeks of the trimester	Chairmen of Departments
6	Examinations Results Queries	• Result Slips	Nil	Within 1 to 3 hours	Registrar, Academic Affairs
7	Processing of Postgraduate Proposal/ Thesis	• Fulfillment of all requirements	Nil	Within 1 month	Director, Postgraduate Studies
8	Issuance of academic certificate upon graduation and final clearance.	• Successful completion of the course • National ID card/passport • Clearance from the University • Evidence of payment of graduation fee	Nil	One month after graduation	Registrar, Academic Affairs
9	Recruitment: a) Interviews	• Initiation for the interview • Contact Details:	Nil	Within 30 days from the closing date of application	Human Resource Officer
	b) Response to successful candidates after interview	• Email address • Telephone number	Nil	Within 30 days after the date of the interview	
10	Health Care Services	• Staff/ Student identification card • Proof of payment • NHIF Card by members of the public	As per Charges displayed at the Medical facility	Immediate	Clinical Officer In-Charge
11	Processing and awarding of tenders	• Request from the user department • Submission of bid document • Prequalification	Nil	Within 30 days of opening tenders	Chief Procurement Officer
12	Payment of creditors and other contracted services	• Duly signed invoices • Approved claim	Nil	• Within 90 days of receipt of documents (all factors constant.) • As per the contract	Chief Finance Officer
13	Preparation of collaboration documents; MoUs, etc.	• None	Nil	Within 30 days upon approval	Legal Officer
14	Short term training on demand for topical issues in: a) Management b) Data Analysis c) Financial Management d) ICT Programmes and packages e) Technical courses f) Any other areas as advertised.	• Request • Identified need • Payment	As per quotation	As per request	Director, Centre for Leadership and Professional Development

*The future is here!*

### MAIN CAMPUS

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### NAIROBI CAMPUS

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### MOMBASA CAMPUS

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