



THE MOMBASA POLYTECHNIC UNIVERSITY COLLEGE

A Centre of Excellence

SERVICE CHARTER

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SERVICE DELIVERY CHARTER

This charter is a commitment by Mombasa Polytechnic University College to improve service delivery to its customers and to all other stakeholders in the Education Sector.

INTRODUCTION

The Mombasa Polytechnic University College is an institution of higher technical education set up by the Government, grant-aided by the Ministry of Science & Technology and managed by the University College Council.

The Polytechnic University College was established by a Legal Notice No. 160 of 23rd August 2007 to undertake research and provide Technical, Industrial, Vocational and Entrepreneurship Training (TIVET).

The University College is managed by a Council, a corporate body which has perpetual succession and a common seal, and in its corporate name may sue and be sued.

The Mombasa Polytechnic University College caters for students who are either sponsored by government, private or self. They undertake training programmes in order

to enhance their performance in their trades. These training programmes lead to professional (artisan, technician and technologists) qualifications.

The Mombasa Polytechnic University College maintains close contacts with public and private sectors, learning institutions and community at large. The types of courses offered are determined by the demand of the public and private sectors of the economy.

1.0 VISION

To be a centre of excellence in technical and vocational educational and training producing highly disciplined and skilled professionals who meet the requirements of local industry and also attractive to the international labour market.

2.0 MISSION

To provide high quality training in specialized disciplines and produce graduates with desirable attitudes, skills and knowledge for the Kenyan labour market and beyond.

The Mombasa Polytechnic University College expects to achieve this through the creation and maintenance of an environment that promotes quality training, provision of proper and adequate training resources and availability of qualified, professional and committed faculty.

This is to be backed up with a continuous corporate strategic management approach while embracing the principles and practice of good governance.

A reinforcement of a nationally and internationally reputable continuous assessment and examinations system is in place to facilitate recognition and demand for qualifications to cap the training strategy.

3.0 OUR MANDATE

- (a) To conduct training at tertiary and degree levels in the following technical and vocational education and training fields:

- (i) Applied Sciences
 - (ii) Building Construction, civil engineering, and allied disciplines
 - (iii) Business and development studies
 - (iv) Computer Engineering and Information and Communication Technology studies
 - (v) Electrical and Electronics Engineering
 - (vi) Mechanical and Automotive Engineering
 - (vii) Media and Graphic Communications
 - (viii) Hospitality and Tourism
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- (b) To determine curriculum appropriate for training of the various manpower categories and specializations required by the labour market through careful selection of available syllabi from local or international institutions recognized by the Ministry responsible for TIVET.
 - (c) To develop and implement curricula in response to the demands of the labour market.
 - (d) To develop, administer and process examinations and award certificates, Diplomas, Higher Diplomas, Degrees and Higher Qualifications to successful candidates.
 - (e) To promote and inculcate entrepreneurial skills and culture within the Polytechnic staff and students.
 - (f) To undertake income generating activities through production, consultancy, and tailor made short courses, part-time courses, equipment and facility hiring and hospitality services to complement government and fees revenue.
 - (g) To promote the development and growth of micro enterprises through provision of consultancy services to entrepreneurs within the immediate community and beyond.
 - (h) To conduct applied research and promote innovation
 - (i) To foster linkages with industry and other institutions for the promotion of quality and relevant training.

4.0 CORE VALUES

The Mombasa Polytechnic University College endeavours to project a supportive corporate culture among its members.

As a result, core values have been identified and selected towards achieving this goal.

These core values shall remain the focal points for observance by the Mombasa Polytechnic University College fraternity and will remain principles guiding the behaviour of all stakeholders.

The Polytechnic Community members are expected to be guided by these values and should uphold them at all times, in all places in conducting Polytechnic business.

- (a). Good corporate governance embracing the principles and practice of:
 - (i) Participative approach to management whereby all stakeholders participate in decisions that directly affects them.
 - (ii) Democracy and fair play in the sharing and allocation of resources.
 - (iii) Transparency in operations
 - (iv) Accountability.
 - (v) Strategic and proactive approach to issues
- (b). Professional and ethical approach to service delivery embracing:
 - (i) Efficiency with efficacy in performance of work and use of resources.
 - (ii) Honesty and trustworthiness in all dealings involving acquisition, utilization and disposal of resources and dealings with other stakeholders.
 - (iii) Quality assurance and enhancement on a continuous basis.
 - (iv) Cleanliness and orderliness for every member and in every area of operation in the Mombasa Polytechnic and sensitivity to environmental issues.
 - (v) Discipline at all times in all areas while carrying out Polytechnic business.
 - (vi) Moral uprightness in dressing, use of drugs and other substances, and language use.
 - (vii) Respect for self and others.

(viii) Equal opportunities to all as far as are practicable.

5.0 OUR COMMITMENT TO CUSTOMERS.

Mombasa Polytechnic University College undertakes to:-

- Provide efficient and effective delivery of services in a timely manner.
- Embrace professionalism and integrity.
- Ensure equity and fairness.
- To be open in information dispensation.
- Accept criticisms positively.
- Provide a conducive working environment in the premises.
- To be accountable and transparent in our operations.
- To offer courteous and timely responses to all enquiries.

6.0 CUSTOMER'S RESPONSIBILITIES.

- Giving in feedback on governance issue.
- Engaging us in constructive criticisms
- Being conversant of the requirements for a given service.
- Demanding high quality services.

7.0 OUR SERVICES

1. Student Admission

After courses have been advertised in the local dailies, selection is done two weeks after expiry of application deadline. Short listed candidates are sent offer letters two weeks after selection.

2. Registration

Upon receipt of offer letter and payment of fees through respective bank accounts, prospective students of Mombasa Polytechnic University College are registered on

opening day up to the end of 1st week of the semester upon production of the following documents.

- a) Genuine Bank deposit slips.
- b) Offer letter.
- c) Copy of National ID Card.
- d) Student Data form.
- e) Four passport size photos.

After registration the student will deposit the Bank slips at the cash office where an official receipt is issued. The student then returns to the Registry section where he is issued with a student ID card.

3. Payment of Fees

- a. New and continuing students are required to pay their fees through the Mombasa Polytechnic University College bank accounts at Standard Chartered and Cooperative Bank respectively. Thereafter they forward the bank slips to the cash office for verification and issuance of official receipts.
- b. Students are issued with fee invoices at the end of every semester.
- c. Students are issued with fee statements upon request as the need arise for such documents from time to time.

4. Accommodation Services

- a. The College has limited modern hostel facilities which are allocated on first come first served basis, upon payment of accommodation fee which depends on the type of room desired. For continuing students, room reservation is allowed upon payment of a reservation fee.
- b. The College has guest rooms within the compound and in the vicinity of the College. These are available on request at a reasonable rate.

5. Catering Services

The Mombasa Polytechnic University College Catering unit offers quality and affordable meals to its students and guests on a cafeteria basis.

6. Dispensary Services

The Mombasa Polytechnic University College dispensary offers treatment for minor medical cases to its students; in case of emergencies and major medical cases the Mombasa Polytechnic University College dispensary refers these to Coast General Hospital promptly.

7. Examinations

- a. For a student to be registered for any examination, he/she must have paid the entire examinations fee for that particular exam.
- b. Upon sitting for any examinations a candidate shall be notified about the outcome of his/her examination four weeks after sitting the last paper.
- c. For students who have missed an examination due to sickness, un-payment of fees, death of a next of kin etc, that student shall be allowed to sit for special exams within the first two weeks of the following semester, provided the faculty/Department/School was notified in writing of such an occurrence by the student.
- d. If a student fails in a maximum of two subjects in an academic year the student shall be allowed to reseat the two papers and pass before proceeding to the next stage.
- e. If a student fails in more than two subjects/units in an academic year, he/she shall re-peat the academic year.
- f. If a student is caught cheating in an examination, he/she will be discontinued from the course.

8. Library Service

a. Membership

A fully registered student of Mombasa Polytechnic University College automatically becomes a member upon being oriented.

b. A penalty of Kshs. 10/- per day is levied on a borrower who delays in returning a borrowed book. If a student loses a book he/she is supposed to replace the same or pay an amount equivalent to the cost of the book.

c. A student ceases to be a member upon completion of he/she course and is cleared if he/she does not have a borrowed book(s)

9. Transport Services

Mombasa Polytechnic University College operates a fleet of roadworthy vehicles which are fully insured. Students of Mombasa Polytechnic University College do need to pay for transport services so long as these are for academic purposes and are mandatory part of the course. Any trips organised by the Department and are not mandatory or they are social trips then the students pay one way fare to the destination. The vehicles are also available on hire to the public at reasonable rates.

10. Supplies Department

The MPCU advertises various tenders at the beginning of every financial year i.e. June/July. Successful bidders shall be notified within thirty days from the date of opening of the tenders. Once goods have been delivered, inspection and verification of the goods is done immediately. Payments shall be made within four weeks after delivery of goods.

Our suppliers are obliged to:-

- Be VAT compliant entities.
- Provide genuine goods at prevailing market prices and on time i.e. 14 days after receipt of local purchasing order.
- Communicate of inability to supply specific goods or services on time due to genuine or circumstances and market price charges.

11. Academic Programmes

Mombasa Polytechnic University College is committed to offering market oriented academic programmes to its students that are geared towards the achievement of Vision 2030. All academic Departments produce timetables for all their classes one week before the commencement of a Semester.

All lecturers will ensure the completion of the curriculum on time before students sit for exam, through quality and innovative teaching methodologies. All Workshops/Laboratories and lecturer rooms shall be maintained to the required hygienic and safety standards.

For a student to graduate, he/she must have fulfilled all the course requirements – including attendance, Continuous Assessment Tests (CATS), Assignments, Labs, Workshop practice, Projects and Examinations.

Summary of the Citizen Service Delivery Charter

Services Rendered	Requirements	User Charges (Kshs)	Time Line
Training. Certificate, Diploma, Higher Diploma, Degree	Certificate D+(plus) Diploma C(Plain) Higher Diploma – any recognised diploma, degree	Range with Courses	1 – 4 years
Admissions	Done on application using a coupon provided in the advertisement.	Kshs 500/=	30 days
Examination Done at the end of every semester	<ul style="list-style-type: none"> - Lesson attendance must be 75 percent. - Must sit all the CATs. - Must be a recognised 	Range from Kshs 600/= to Kshs 1,200/= per paper	21 days to finish

	student		
Examination Results	Clearance certificate	Nil	30 days after the last paper
Certificates	Clearance certificate	Nil	30 days after the release of the results
Professional Consultancy and Engineering Services	Should be able to meet the expenses	Range with the services	Upon Commitment
Conference Facilities	Should be able to meet the expenses	Range with the Services	30 Minutes
Accommodation. <ul style="list-style-type: none"> - Hostel for College Students - Hostel for adults guests. - Student guests - - Executive guests rooms 	Should be able to meet the expenses	- Kshs 6,750/= to Kshs 8,250/=per Semester. - Kshs 300/= per day. - Kshs 250/= per day - Kshs 700/= per day	30 Minutes
Tender Prequalification Results	Should collect and fill the tender document	Kshs 4,000/=	30 days after the closing date.
Payments to Suppliers	Should submit the invoice	Nil	21 days after receipt.
Response to correspondence	Provide up to date addresses	Nil	14 Days after receipts
Counselling and VCT Services	Willingness	Nil	Promptly