

**DIRECTORATE OF QUALITY ASSURANCE & PERFORMANCE MANAGEMENT CITIZENS' SERVICE  
DELIVERY CHARTER**



S/NO	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Responding to Formal Correspondence	Request submitted / received	Free	2 working days
2.	Sensitization/ training	Request submitted/ received from departments	Free	2 weeks
3.	Prepare draft University Performance Contract Submission of Performance Contract Quarterly reports to Council	Receipt of Performance Contract Guidelines	Free Free	3 weeks after receipt of guidelines
4.	Submission of Performance Contract Quarterly reports to Council	Reports to Council		Schedule as per Almanac
5.	Academic Programme Review	End of Programme cycle	Free	2 Week
6.	Submit Performance Contract quarterly reports to Inspectorate of state corporations, Public Service Monitoring and Performance Management Unit and government agencies	As per requirement on Performance Contract	Free	By the 15 <sup>th</sup> day of the month following the end of the quarter
7.	Notice of Internal ISO audits	Audit Programme	Free	1 month to the date of the audit
8.	Appointment of Internal Auditors and Team leader	None	Free	1 month to the date of the audit
9.	Submission of Internal Audit Reports	Audit Plan	Free	1 week (post audit)
10.	Notice of Surveillance Audits by Certification Body	Certification Body Surveillance Schedule	Free	2 days after receipt of notice from Certification Body
11.	Develop and regularly review quality standards and guidelines	Requisite documents	Free	As per end of a cycle
12.	Monitoring of teaching	Approved teaching timetables	Free	Throughout the semester
13.	Conducting course and lecturer evaluation	Course evaluation forms, students, and lecturers	Free	Two weeks before the beginning of the examinations
14.	Monitoring of examination	Approved examination timetable	Free	During the entire period of the examination
15.	Review achievements of the Strategic Plan	Strategic Plan	Free	Mid-stream/ as need arises
16.	Development of an Annual Work plan	Annual work plans from various sections	Free	Every Financial Year

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

Any service/good 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,  
Maseno University,  
P. O. Private Bag  
Maseno.  
Tel. +254-057-351622, 351008, 351011  
Fax: +254-057-351221  
E-Mail: vc@maseno.ac.ke  
www.maseno.ac.ke

The Commission Secretary/Chief Executive Officer, Commission on Administrative 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**