

<table>
<thead>
<tr>
<th>No.</th>
<th>SERVICE</th>
<th>OBLIGATION</th>
<th>COST in KSh</th>
<th>TIMELINE (Within)</th>
</tr>
</thead>
</table>
| 1.  | Enquiries | • Phone calls will be answered promptly  
• A customer will be attended to promptly and satisfactorily | • Nil  
• Nil | • 3 rings  
• 15 minutes |
| 2.  | Response to correspondences | • All mails will be acknowledged appropriately  
• All mails will be responded to/acted on | • Nil  
• Nil | • 18 hours on work days  
• 7 days |
| 3.  | Management of Academic Programmes | • The University will provide a platform for online applications  
• Prospective students are issued with admission letters | • Nil  
• Nil | • Continuous  
• 2 months before the reporting date |
| 4.  | Identity Cards | • All staff will be issued with University identity cards  
• All students will be issued with University identity cards | • As per the regulations  
• As per the regulations | • 14 days after being employed  
• 14 days after being admitted |
| 5.  | Accommodation | • The University will ensure equity, transparency and fairness in allocation of institutional hostel space  
• The University will provide a list of vetted and recommended private hostels for consideration by students | • As per the regulations  
• As per the regulations | • 1st day of admission  
• 1st day of admission |
| 6.  | Education and training: Certificate, Diploma, Undergraduate and Graduate programmes | • All academic programmes will be offered to qualified candidates | • As per the approved fees  
• As per Senate-approved regulations | |
| 7.  | Attachment | • All students on attachment will be examined | • As per the approved fees  
• During the attachment period | |
| 8.  | Examinations: Done at the end of every semester/term | • All students who meet the requirements will be examined | • As per the approved fees  
• Last 2 weeks of the semester/term | |
| 9.  | Examination Results | • Provisional results and transcripts will be released to all students at Faculty level | • Nil  
• 5 weeks from date of last exam paper | |
| 10. | Certification | • Students will be issued with certificates | • Nil  
• Within two months after graduation | |
| 11. | Research, Consultancy, Innovation and Enterprises | • Proposals for research, consultancies, partnerships and innovations will be acknowledged and responded to accordingly | • Nil  
• 7 days | |
| 12. | Student Welfare | • Services to students in respect to accommodation, catering, sports, health and chapelancy, will be delivered professionally and in a timely manner  
• The University will ensure equity, fairness and transparency in award of bursaries to deserving students | • Nil  
• 1 day | |
| 13. | Employment | • Advertised job applications will be processed upon receipt  
• All interviewed candidates will be notified of the interview outcome | • Nil  
• 1 month after the interview | |
| 14. | Tenders for Suppliers | • All tenders will be advertised in the print media and prequalified suppliers invited to buy tenders.  
• Submitted invoices will be paid upon delivery of required service/goods | • As per the tender documents  
• Nil | • 30 days after closing date  
• 30 days after receipt of an invoice |
| 15. | Leasing of facilities | • Facilities will be hired out for approved functions depending on their availability | • As per the approved rates | • 3 days |
| 16. | Counseling and VCT Services | • Will be offered to willing members | • Nil | • 2 days |

“Committed to Courtesy and Excellence in Service Delivery”

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to:

1. The Vice-Chancellor, Technical University of Kenya - Tel: +254 (020) 3343672, 2219929, Ext 233 or email: vc@tukenya.ac.ke
2. The Chief Executive Officer, Commission for Administrative Justice (Ombudsman) - Tel 2303000

‘HUDUMA BORA NI HAKI YAKO’

Signed: ……………………………………………… Date: …………………………….. 29/10/2018

Prof. F.W.O. Aduol  
Vice-Chancellor

ISO 9001:2008 Certified