



THE TECHNICAL UNIVERSITY OF KENYA

Education and Training for the Real World

SERVICE CHARTER

No.	SERVICE	OBLIGATION	COST in KSh	TIMELINE (Within)
1.	Enquiries	<ul style="list-style-type: none"> Phone calls will be answered promptly A customer will be attended to promptly and satisfactorily 	<ul style="list-style-type: none"> Nil Nil 	<ul style="list-style-type: none"> 3 rings 15 minutes
2.	Response to correspondences	<ul style="list-style-type: none"> All mails will be acknowledged appropriately All mails will be responded to/acted on 	<ul style="list-style-type: none"> Nil Nil 	<ul style="list-style-type: none"> 18 hours on work days 7 days
3.	Management of Academic Programmes	<ul style="list-style-type: none"> The University will provide a platform for online applications Prospective students are issued with admission letters 	<ul style="list-style-type: none"> Nil Nil 	<ul style="list-style-type: none"> Continuous 2 months before the reporting date
4.	Identity Cards	<ul style="list-style-type: none"> All staff will be issued with University identity cards All students will be issued with University identity cards 	<ul style="list-style-type: none"> As per the regulations As per the regulations 	<ul style="list-style-type: none"> 14 days after being employed 14 days after being admitted
5.	Accommodation	<ul style="list-style-type: none"> 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 	<ul style="list-style-type: none"> As per the regulations 	<ul style="list-style-type: none"> 1st day of admission 1st day of admission
6.	Education and training: Certificate, Diploma, Undergraduate and Graduate programmes	<ul style="list-style-type: none"> All academic programmes will be offered to qualified candidates 	<ul style="list-style-type: none"> As per the approved fees 	<ul style="list-style-type: none"> As per Senate-approved regulations
7.	Attachment	<ul style="list-style-type: none"> All students on attachment will be examined 	<ul style="list-style-type: none"> As per the approved fees 	<ul style="list-style-type: none"> During the attachment period
8.	Examinations: Done at the end of every semester/term	<ul style="list-style-type: none"> All students who meet the requirements will be examined 	<ul style="list-style-type: none"> As per the approved fees 	<ul style="list-style-type: none"> Last 2 weeks of the semester/term
9.	Examination Results	<ul style="list-style-type: none"> Provisional results and transcripts will be released to all students at Faculty level 	<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> 5 weeks from date of last exam paper
10.	Certification	<ul style="list-style-type: none"> Students will be issued with certificates 	<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> Within two months after graduation
11.	Research, Consultancy, Innovation and Enterprises	<ul style="list-style-type: none"> Proposals for research, consultancies, partnerships and innovations will be acknowledged and responded to accordingly 	<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> 7 days
12.	Student Welfare	<ul style="list-style-type: none"> Services to students in respect to accommodation, catering, sports, health and chaplaincy, will be delivered professionally and in a timely manner The University will ensure equity, fairness and transparency in award of bursaries to deserving students 	<ul style="list-style-type: none"> Nil Nil 	<ul style="list-style-type: none"> 1 day 10 days
13.	Employment	<ul style="list-style-type: none"> Advertised job applications will be processed upon receipt All interviewed candidates will be notified of the interview outcome 	<ul style="list-style-type: none"> Nil Nil 	<ul style="list-style-type: none"> 1 month after close of deadline 1 month after the interview
14.	Tenders for Suppliers	<ul style="list-style-type: none"> All tenders will be advertised in the print media and prequalified suppliers invited to buy tenders. 	<ul style="list-style-type: none"> As per the tender documents 	<ul style="list-style-type: none"> 30 days after closing date
15.	Payment for supply of goods and service	<ul style="list-style-type: none"> Submitted invoices will be paid upon delivery of required service/goods 	<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> 30 days after receipt of an invoice
16.	Leasing of facilities	<ul style="list-style-type: none"> Facilities will be hired out for approved functions depending on their availability 	<ul style="list-style-type: none"> As per the approved rates 	<ul style="list-style-type: none"> 3 days
17.	Counseling and VCT Services	<ul style="list-style-type: none"> Will be offered to willing members 	<ul style="list-style-type: none"> Nil 	<ul style="list-style-type: none"> 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:

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

Date: 29/10/2018



ISO 9001:2015 Certified