



# THE TECHNICAL UNIVERSITY OF KENYA

## SERVICE CHARTER

No	SERVICE	OBLIGATION	COST (Kshs)	TIMELINE (Within)
1	Enquiries	<ul style="list-style-type: none"><li>Phone calls will be answered promptly</li><li>Customers will be attended to promptly</li></ul>	<ul style="list-style-type: none"><li>Nil</li><li>Nil</li></ul>	<ul style="list-style-type: none"><li>3 rings</li><li>15 minutes</li></ul>
2	Response to correspondences	<ul style="list-style-type: none"><li>All e-mails will be acknowledged and kept confidential</li><li>All e-mails will be responded to</li></ul>	<ul style="list-style-type: none"><li>Nil</li><li>Nil</li></ul>	<ul style="list-style-type: none"><li>18 hrs on work days</li><li>36 hrs on weekends</li><li>7 days</li></ul>
3	Management of Academic Programs	<ul style="list-style-type: none"><li>The office of the Academic Registrar shall ensure that prospective students receive their admission letters</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>3 months before admission</li></ul>
4	Admissions	<ul style="list-style-type: none"><li>Done on application using a coupon provided in the advertisement</li></ul>	<ul style="list-style-type: none"><li>As per the regulations</li></ul>	<ul style="list-style-type: none"><li>30 days from opening date</li></ul>
5	Identity Cards	<ul style="list-style-type: none"><li>All students will be issued with Students Identity Cards</li></ul>	<ul style="list-style-type: none"><li>As per the regulations</li></ul>	<ul style="list-style-type: none"><li>30 days on admission</li></ul>
6	Accommodation	<ul style="list-style-type: none"><li>Students Support Services Directorate shall ensure that students are facilitated to get secure and affordable accommodation</li></ul>	<ul style="list-style-type: none"><li>As per the regulations</li></ul>	<ul style="list-style-type: none"><li>1<sup>st</sup> day of admission</li></ul>
7	Training- Certificate, Diploma Degree, Masters and PhD.	<ul style="list-style-type: none"><li>Certificate, Diploma Degree, Masters and PhD. courses shall be offered to qualified candidates</li></ul>	<ul style="list-style-type: none"><li>As per the approved fees</li></ul>	<ul style="list-style-type: none"><li>As per the regulations</li></ul>
8	Attachment	<ul style="list-style-type: none"><li>All students on attachment will be examined</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>During the attachment period</li></ul>
9	Examinations- Done at the end of every semester/term	<ul style="list-style-type: none"><li>All students who meet the laid down examination requirements will be examined</li></ul>	<ul style="list-style-type: none"><li>As per the regulations</li></ul>	<ul style="list-style-type: none"><li>Last 2 weeks of the semester/term</li></ul>
10	Examination Results	<ul style="list-style-type: none"><li>Results shall be released to all students</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>5 weeks from date of last exam paper</li></ul>
11	Certification	<ul style="list-style-type: none"><li>Students will be issued with their certificates</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>3 months after graduation</li></ul>
12	Research, Consultancy, Innovation and Enterprise	<ul style="list-style-type: none"><li>The Deputy Vice Chancellor – Research, Innovation and Enterprise shall assure that innovation and enterprise development is promoted and acknowledge correspondence on proposal requests.</li><li>Provide proposal for discussion</li></ul>	<ul style="list-style-type: none"><li>Nil</li><li>Nil</li></ul>	<ul style="list-style-type: none"><li>24 hrs</li><li>21 days</li></ul>
13	Student Welfare	<ul style="list-style-type: none"><li>Services to students in respect to accommodation, catering, sports, health, chaplaincy, loans and bursaries will be delivered professionally and in a timely manner.</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>1 hr on work days</li><li>12 hrs during weekends</li></ul>
14	Job Applications	<ul style="list-style-type: none"><li>Advertised job applications will be processed upon receipt and successful applicants notified</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>30 days after close of deadline</li></ul>
15	Tenders for Suppliers	<ul style="list-style-type: none"><li>All tenders will be advertised in the print media and prequalified suppliers invited to buy tenders.</li></ul>	<ul style="list-style-type: none"><li>As per the tender documents</li></ul>	<ul style="list-style-type: none"><li>30 days after closing date</li></ul>
16	Payment of Suppliers	<ul style="list-style-type: none"><li>Submitted invoices will be paid upon delivery of required service/goods</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>30 days after receipt of invoice</li></ul>
17	Conference Facilities	<ul style="list-style-type: none"><li>Facilities will be hired out for approved functions depending on their availability</li></ul>	<ul style="list-style-type: none"><li>As per the approved rates</li></ul>	<ul style="list-style-type: none"><li>30 minutes</li></ul>
18	Counseling and VCT Services	<ul style="list-style-type: none"><li>This will be administered to willing members</li></ul>	<ul style="list-style-type: none"><li>Nil</li></ul>	<ul style="list-style-type: none"><li>Promptly</li></ul>

**“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 343672, 2249974 Ext 233**

**2. The Chief Executive Officer, Public Complaints Standing Committee - Tel 2303000**

**‘HUDUMA BORA NI HAKI YAKO’**

Signed: \_\_\_\_\_

*The Vice Chancellor*

Dated: \_\_\_\_\_

*15<sup>th</sup> January 2013*