



**THE TECHNICAL UNIVERSITY OF KENYA**  
*Education and Training for the Real World*

# SERVICE CHARTER

S/No.	Service or Good	Requirements to obtain Service or Good	Cost of Service/ Good (If any)	Timeline
1	Enquiries	<ul style="list-style-type: none"> <li>Phone calls will be answered promptly</li> <li>A customer will be attended to promptly and satisfactorily</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 mails will be acknowledged appropriately</li> <li>All mails will be responded to/acted on</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>18 hours on work days</li> <li>7 days</li> </ul>
3	Management of Academic Programmes	<ul style="list-style-type: none"> <li>The University will provide a platform for online applications:               <ol style="list-style-type: none"> <li>During each admission cycle for Diploma and Undergraduate students</li> <li>Continuously for postgraduate applications</li> </ol> </li> <li>Prospective students to be guided on the registration process including how to download admission letters</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Continuous</li> <li>2 months before the reporting date</li> </ul>
4	Staff Identity Card	<ul style="list-style-type: none"> <li>All staff will be issued with University identity cards</li> </ul>	<ul style="list-style-type: none"> <li>As per the Regulations</li> </ul>	<ul style="list-style-type: none"> <li>10 days after being employed</li> </ul>
5	Student Identity Card	<ul style="list-style-type: none"> <li>All students will be issued with University identity cards</li> </ul>	<ul style="list-style-type: none"> <li>As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>10 days after being admitted</li> </ul>
6	Accommodation	<ul style="list-style-type: none"> <li>The University will ensure equity, transparency and fairness in allocation of institutional hostel space.</li> <li>The University will provide a list of vetted and recommended private hostels for consideration by students</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> <li>1<sup>st</sup> day of admission</li> </ul>
7	<b>Education and training:</b> Certificate, Diploma, Undergraduate and Graduate programmes	<ul style="list-style-type: none"> <li>All academic programmes will 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 Senate-approved regulations</li> </ul>
8	Attachment	All students on attachment will be examined	<ul style="list-style-type: none"> <li>As per the approved fees</li> </ul>	<ul style="list-style-type: none"> <li>During the attachment period</li> </ul>
9	<b>Examinations:</b> Done at the end of every semester/term	<ul style="list-style-type: none"> <li>All students who meet the requirements will be examined</li> </ul>	<ul style="list-style-type: none"> <li>As per the approved fees</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>Provisional results and transcripts will be released to all students at Faculty level</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 certificates</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Within two months after graduation</li> </ul>
12	Research, Consultancy, Innovation and Enterprises	<ul style="list-style-type: none"> <li>Proposals for research, consultancy, partnerships and innovations will be acknowledged and responded to accordingly</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>7 days</li> </ul>
13	Student Welfare	<ul style="list-style-type: none"> <li>Services to students in respect to accommodation, catering, sports, health and chaplaincy, 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 day</li> </ul>
14	Employment	<ul style="list-style-type: none"> <li>Advertised job applications will be processed upon receipt</li> <li>All interviewed candidates will be notified of the interview outcome</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>1 month after close of deadline</li> <li>14 days after the interview</li> </ul>
15	Tenders for provision of services and goods	<ul style="list-style-type: none"> <li>All Annual Tenders and Prequalification of suppliers will be advertised on the University Website and shared on the Public Procurement Information Portal and/or two dailies with high circulation</li> </ul>	<ul style="list-style-type: none"> <li>Free downloads</li> </ul>	<ul style="list-style-type: none"> <li>14 days for National Tenders and</li> <li>21 days for International Tenders</li> <li>28 days for evaluation and award process for all Tenders</li> </ul>
16	Payment for supply of goods and service	<ul style="list-style-type: none"> <li>Submitted invoices will be paid upon delivery of required services/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 an invoice</li> </ul>
17	Leasing of 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>3 days</li> </ul>
18	Counseling and VCT Services	<ul style="list-style-type: none"> <li>Will be offered to willing members</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>2 days</li> </ul>

**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**  
 Technical University of Kenya  
 P.O. Box 52428 - 00200, Nairobi-Kenya  
 Tel: +254 (020) 3343672 / 2219929  
 Email: vc@tukenya.ac.ke  
 Web: www.tukenya.ac.ke

**The Commission Secretary/Chief Executive Officer**  
 The Commission on Administrative Justice  
 2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi  
 P.O Box 20414-00200, Nairobi  
 Tel: 020-2270000/2303000/263765  
 E-mail: complain@ombudsman.go.ke, info@ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO**

Signed:  Date: 11 May, 2022  
 Prof F.W.O. Aduol  
 Vice-Chancellor