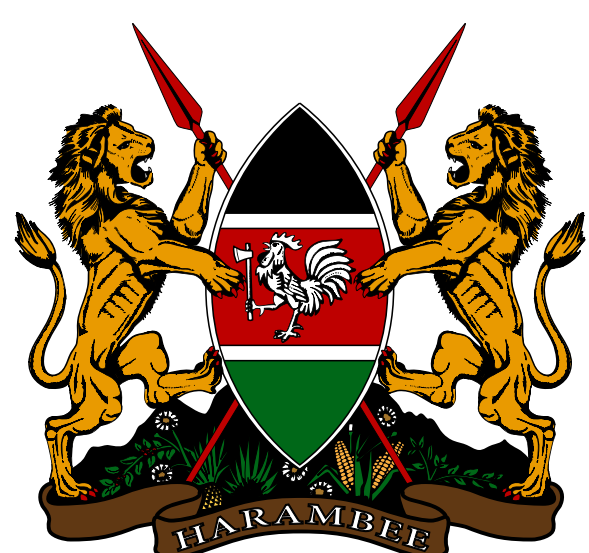




REPUBLIC OF KENYA



THE TECHNICAL UNIVERSITY OF KENYA

Education and Training for the Real World

S/No.	Service or Good	Requirements to obtain Service or Good	Cost of Service/ Good (If any)	Timeline
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: a) During each admission cycle for Diploma and Undergraduate students b) Continuously for postgraduate applications - Prospective students to be guided on the registration process including how to download admission letters	- Nil - Nil	- Continuous 2 months before the reporting date
4	Staff Identity Card	All staff will be issued with University identity cards	As per the Regulations	10 days after being employed
5	Student Identity Card	All students will be issued with University identity cards	As per the regulations	10 days after being admitted
6	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	1st day of admission 1st day of admission
7	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
8	Attachment	All students on attachment will be examined	As per the approved fees	During the attachment period
9	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
10	Examination Results	Provisional results and transcripts will be released to all students at Faculty level	Nil	5 weeks from date of last exam paper
11	Certification	Students will be issued with certificates	Nil	Within two months after graduation
12	Research, Consultancy, Innovation and Enterprises	Proposals for research, consultancy, partnerships and innovations will be acknowledged and responded to accordingly	Nil	7 days
13	Student Welfare	Services to students in respect to accommodation, catering, sports, health and chaplaincy, will be delivered professionally and in a timely manner	Nil	1 day
14	Employment	- Advertised job applications will be processed upon receipt - All interviewed candidates will be notified of the interview outcome	- Nil - Nil	1 month after close of deadline 14 days after the interview
15	Tenders for provision of services and goods	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	Free downloads	14 days for National Tenders and 21 days for International Tenders 28 days for evaluation and award process for all Tenders
16	Payment for supply of goods and service	Submitted invoices will be paid upon delivery of required services/goods	Nil	30 days after receipt of an invoice
17	Leasing of facilities	Facilities will be hired out for approved functions depending on their availability	As per the approved rates	3 days
18	Counseling and VCT Services	Will be offered to willing members	Nil	2 days

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
 2nd 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: _____

Prof F.W.O. Aduol
 Vice-Chancellor

11 May 2022



ISO 9001:2015 Certified