



REPUBLIC OF KENYA



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

COMMUNICATION AND PUBLIC AFFAIRS SERVICES SERVICE DELIVERY CHARTER

S/No.	Service or Good	Requirement to obtain Service or Good	Cost of Service/ Good (If any)	Timeline
1.	Enquiries	<ul style="list-style-type: none"> Emails will be responded to promptly A customer will be attended to promptly and satisfactorily 	Nil Nil	<ul style="list-style-type: none"> 8 hours on work days 15 Minutes
2.	Correspondence	<ul style="list-style-type: none"> All mails will be acknowledged appropriately and promptly All mails will be responded to / acted on 	Nil Nil	<ul style="list-style-type: none"> 8 hours on workdays 7 days
3.	Editing & Designing IEC material.	<ul style="list-style-type: none"> Written information and images from the requesting department. 	Nil	<ul style="list-style-type: none"> 3 days
4.	Media Services -Photography, -videography, -social media, -coverage by external media, - publicity, etc.	<ul style="list-style-type: none"> Written information and images of the event from the requesting office. 	Nil	<ul style="list-style-type: none"> 48 hours prior to an event
6.	Speech writing/ Editing	<ul style="list-style-type: none"> A write-up on the theme by the requesting office. 	Nil	<ul style="list-style-type: none"> 5 days prior to an event

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


The 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:


Prof. Dr.-Ing. Benedict M. Mutua, PhD, Rer. Nat
Vice-Chancellor

Date: 29th May, 2024



ISO 9001:2015 Certified