



REPUBLIC OF KENYA



**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	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiries by walk-in clients	Walk-in and make enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4	Response to public complaints and grievances	Make a complaint	Free	1 working day
5	Resolution of Complaints	Make a verbal or written complaint	Free	14 working days
6	Registration of supplier	<ul style="list-style-type: none"> <li>• Duly filled application form</li> <li>• Company profile</li> <li>• Certificate of Incorporation/ Registration</li> <li>• PIN certificate</li> <li>• Valid Tax Compliance</li> <li>• Certificate/Exemptions</li> <li>• Original Bank Statement</li> <li>• Copy of Certificate of Registration with relevant regulatory bodies</li> <li>• Non-refundable fee payment receipt</li> <li>• Copies of Annual Return Forms filled by Company Registry</li> <li>• National ID/Passport</li> </ul>	Free	14 working days
7	Processing of tenders	Submit bid for goods and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services received	LPO/Invoice, Certificate of completion/Goods/Services received	Free	60 days from the date of receipt of the invoice
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11	Public participation in policy making process	Familiarisation with issues and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 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

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  
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:

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

Date: 29<sup>th</sup> May, 2024



ISO 9001:2015 Certified