



REPUBLIC OF KENYA



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

## PROCUREMENT & SUPPLY CHAIN SERVICES SERVICE DELIVERY CHARTER

S/No.	Service or Good	Requirement to obtain Service or Good	Cost of Service/ Good (If any)	Timeline
1.	Procurement Planning	<ul style="list-style-type: none"> <li>Procurement plans shall be received from all heads of sections</li> </ul>	Nil	<ul style="list-style-type: none"> <li>4 months before beginning of the financial year</li> </ul>
2.	Prequalification of suppliers and contractors	<ul style="list-style-type: none"> <li>Approved procurement plans</li> </ul>	Nil	<ul style="list-style-type: none"> <li>14 days</li> </ul>
3.	Disposal of obsolete asset	<ul style="list-style-type: none"> <li>Request to dispose be receive from user departments</li> </ul>	Nil	<ul style="list-style-type: none"> <li>At least annually</li> </ul>
4.	Facilitate procurement of goods and services	<ul style="list-style-type: none"> <li>Approved request/ Budget Procurement plan</li> <li>Products/service specifications</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Annually and on need basis</li> </ul>
5.	Issuance of procured goods& services	<ul style="list-style-type: none"> <li>Verification/ Acceptance</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within one (1) day after approval</li> </ul>
6.	Issuance of requisitioned stockable materials	<ul style="list-style-type: none"> <li>Approved requisition</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within one (1) day</li> </ul>
7.	Invitation to tender	<ul style="list-style-type: none"> <li>Need</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Continuous</li> </ul>
8.	Receipt of tender documents	<ul style="list-style-type: none"> <li>Submission of tender documents within stipulated deadline</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within the stipulated deadline</li> </ul>
9.	Invitation to tender opening	<ul style="list-style-type: none"> <li>Appointment to the tender committee</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within the stipulated deadline</li> </ul>
10.	Notification of award/regret	<ul style="list-style-type: none"> <li>Submitted tenders</li> <li>Contact details</li> </ul>	Nil	<ul style="list-style-type: none"> <li>Within the stipulated deadline</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**


The Technical University of Kenya  
P.O. Box 52428 - 00200, Nairobi-Kenya  
Tel: +254 (020) 3343672 / 2219929  
Email: [vc@tukenya.ac.ke](mailto:vc@tukenya.ac.ke)  
Web: [www.tukenya.ac.ke](http://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](mailto:complain@ombudsman.go.ke), [info@ombudsman.go.ke](mailto: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