



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	Admissions	Meeting University Senate approved minimum admission requirements	Nil	Prospective students guided on registration and download of admission letter 2 months before reporting date
2	Teaching	Payment of prescribed fees & registration	Nil	As per Senate approved Schedules
3	Examinations	Payment of prescribed fees & registration	Nil	As per Senate approved schedules
4	Graduation	Clearance form, hire of academic dress and payment of prescribed fees	As per approved rates	As per Senate approved schedules
5	Mentorship, counselling and career guidance	Adherence to University regulations and Core Values	Nil	Within timelines specified in University policies
6	Co-curricular activities	Joining clubs, societies and professional bodies	Nil	Every academic year
7	Student Welfare Services	Fully registered student	Nil	Senate approved calendar
8	Innovation	Adherence to applicable laws & policies	Nil	Approved calendar
9	Consultancy & Enterprise	Adherence to applicable laws & policies	Nil	Approved calendar
10	Management of Human Resource	Adherence to statutory, regulatory and relevant policies	Nil	Senate approved calendar
11	Management of Physical facilities & Infrastructure	Adherence to statutory, regulatory and policy guidelines	Nil	Senate approved calendar
12	Management of Financial Resources	Adherence to statutory, regulatory and policy guidelines	Nil	As per the approved timelines and in conformity with policies

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