

# TURKANA UNIVERSITY COLLEGE

(A constituent College of Masinde Muliro University of Science & Technology)

## SERVICE DELIVERY CHARTER

SN	SERVICE OFFERED	ROOM/OFFICE	OFFICER IN CHARGE	REQUIREMENTS	CHARGES	TIMELINE
1.	Teaching Services	Lecture Halls	Teaching Staff	Curriculum/Students	As per the approved Fees Structure	14 weeks
2.	Research Services	Laboratories	Teaching Staff and Technologists	Curriculum/Students	As per the approved Fees Structure	14 weeks
3.	Extension Services	Office of Director Extension Services	Director, Research and Extension	Linkages	Free	Immediately
4.	Providing Information	Reception Desk	Receptionist/Office Assistant	Specify the Enquiry/requests for information or Officer to see	Free	Immediately
5.	Management of external correspondence	Registry	Registrar (Administration)	Receipt of correspondence	Free	7 days
6.	Management of complaints, compliments and suggestions	Registry	Registrar (Administration)	Receipt of complaints, compliments and suggestions	Free	7 days
7.	Processing of application for admission into University programmes	Academic Affairs Office	Registrar Academic Affairs	A duly completed application form Certified copies of certificate or result slips	Certificate Ksh. 1,000 Diploma Ksh. 1,000 Degree Ksh. 1,000 Postgraduate Ksh. 2,000	Within 14 days
8.	Admission of students into University programmes	Academic Affairs Office	Registrar Academic Affairs	Certificate: Mean Grade D+ at KCSE Diploma: Mean Grade C- minus at KCSE Degree: Mean Grade C+ at KCSE or 2 Principles and 1 subsidiary at A-Level Masters: 2 <sup>nd</sup> Class Honors, Upper Division or Lower Division with 2 years post qualification experience PhD: Masters Degree	As per the approved Fees Structure	14 days

9.	Registration of students into University programmes	Academic Affairs Office	Registrar Academic Affairs	Admission letter and original academic certificates, Passport size photographs documents	Full payment of fees	1 day
10.	Processing of Transcripts	Academic Affairs Office	Registrar Academic Affairs	Completion of specified academic year	Free	1 month after Senate's approval
11.	Issuance of Transcripts	Academic Affairs Office	Registrar Academic Affairs	Successful completion of academic year	Free	1 day
12.	Replacement of lost Transcripts	Academic Affairs Office	Registrar Academic Affairs	Written request	Kshs. 100	1 day
13.	Graduating students	Academic Affairs Office	Registrar Academic Affairs	Successful completion of courses Academic dress	Payment of graduation fees	As per academic calender
14.	Clearing students upon completion of studies	Academic Affairs Office	Registrar Academic Affairs	Duly completed clearance form	Free	2 days
15.	Issuance of certificate	Academic Affairs Office	Registrar Academic Affairs	Evidence of clearance	Free	1 day
16.	Accommodation for Resident students	Hostels Office	Catering and Hostels Officer	Duly completed accommodation form: signing rules and regulations governing hostels for TUC students	Payment of accommodation fees	1 day
17.	Recruitment of staff	Human Resource Office	Registrar Administration	Application letter, letter of invitation Letter of appointment	Free	2 Month
18.	Orientation of new students	Academic Affairs Office	Registrar Academic Affairs	Successful completion of the registration process	Free	7 days
19.	Orientation of staff	Human Resource Office	Registrar Administration	Appointment letter	Free	1 day
20.	Clearance of staff on Exit	Human Resource Office	Registrar Administration and Heads of sections	Duly completed clearance form	Free	2 days
21.	Library Services	Library	Librarian	Borrower's cards User ID cards	Free	9am – 8pm weekdays except on Sundays and public holidays
22.	Providing binding services	Library	Librarian	Evidence of payment	As per the approved prices	1 hour
23.	Photocopying printing services	Library	Librarian	Evidence of payment	As per the approved prices	5 minutes

24.	Catering Services	Cafeteria	Catering and Hostels Officer	Meal voucher/payment receipt	Charges as per menu	5 – 10 minutes
25.	Medical Services	University Clinic	Clinical Officer	Bonafide clients	As per University Medical Scheme	24 hour service
26.	HTC Services	HTC Clinic	Clinical Officer	Bonafide clients	Free	8 a.m – 5 p.m. weekdays
27.	Counselling Services (Individual/group Counselling)	Counselling Office	Counsellor	Bonafide student or staff	Free	8 a.m – 5 p.m. weekdays
28.	Outreach Services to Community	Community Liaison Office	Community Liaison Officer	Identification of a need and on request	Free	Within 2 weeks
29.	Transport Services	Transport	Registrar Administration	Duly filled transport request form	Free	2 days
30.	Cleaning Services	Human Resource Office	Registrar Administration	Identification of need and deployment of support staff: Routine	Free	As per duty roster
31.	Repair and Maintenance Services	Estates Office	Estates Officer	Duly filled request forms	Free	Within 2 days
32.	Payment for goods, services supplied to the University	Finance Office	Finance Officer	Existence of order, invoice and delivery note	Free	Within 90 days
33.	Payment of Part-time Lecturers	Finance Office	Finance Officer	Submission of marksheets, attendance sheets, scripts: Duly filled claim forms	Free	7 days

**For Complaints and Compliments please contact**  
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**The Cradle of Knowledge**