



TURKANA UNIVERSITY COLLEGE

SCHOOL OF SCIENCE AND TECHNOLOGY

DEPARTMENT OF BIOLOGICAL AND PHYSICAL SCIENCES

SERVICE DELIVERY CHARTER

S/N O	Service Offered	Room/Office	Officer in Charge	Requirements	Charges	Timeline
1	Academic Programmes (Undergraduate & Postgraduate)	Department Office	Chairman of Department (CoD)	Completed application form, relevant academic qualifications	Application Fee	2 days
2	Lectures and Tutorials	Lecture Rooms	Course Lecturers	Enrollment in the course, attendance, and participation	No additional charges	As per Semester Calendar
3	Research Support and Collaboration	Science Lab, Department Office	Research Coordinator	Research proposal, supervisor approval	Research materials costs	3 days
4	Laboratory Access	Science Laboratories	Lab Technologist In-charge	Valid student ID, lab safety briefing/training	Laboratory fees (where applicable)	2 days
5	Academic Advising and Mentorship	Department Office or Lecturer's Office	Assigned Academic Advisors / Lecturers	Academic transcript, study plan	No charges	1 week
6	Management of Enquiries, Complaints, Compliments and Suggestions	Department Office	Chairman of Department (CoD)	Receipt of enquiries, complaints, compliments and suggestions	No charges	7 days
7	Student Support & Career Guidance	Student Support Office	Career Guidance Officer/Lecturers	Student ID, description of issue or request	No charges	2 days

S/N O	Service Offered	Room/Office	Officer in Charge	Requirements	Charges	Timeline
8	Community Outreach Programs	Department Office or Event Venue (TBD)	Community Outreach Coordinator	Registration for activity, event details	No charges	1 month
9	Academic Field Trips/Practical Exposure	Department Office or Field Site	Field Study Coordinator	Field study registration, equipment, safety clearance	Field trip costs (if applicable)	Confirmed within 2 weeks of request
10	Laboratory Equipment & Material Requests	Science Laboratories	Lab Technologist In-Charge	Request for equipment/materials, supervisor approval	Material costs	7 days

Kwa Malalamishi, Pongezi au Mapendekezo
Wasiliana na Mkuu wa Chuo,
Chuo Kikuu Kishirikishi Cha Turkana
S.L.P 69- 30500, Lodwar
Nambari ya simu: +254(0724178505)
Tovuti : www.tuc.ac.ke
Barua pepe: info@tuc.ke
au enquiries@tuc.ac.ke
twita : @turkanauniversity facebook : <https://www.facebook.com/Turkunicollege/>

The Principal
Turkana University College
Box 69-30500 Lodwar
[Tel:+254\(0\)0724178505](tel:+254(0)0724178505)

Email: info@tuc.ke au enquiries@tuc.ac.ke

HUDUMA BORA NI HAKI YAKO

