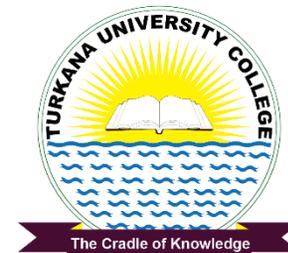




REPUBLIC OF KENYA



# TURKANA UNIVERSITY COLLEGE

## Open Distance Electronic Learning SERVICE DELIVERY CHARTER

SN	Service Offered	Officer In Charge	Requirements	Charges	Timeline
1	Providing Information	ODEL Office Administrator	Specify the Enquiry/requests for information	Free	Immediately
2	Processing of application for admission into University Online Programs	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
3	Management of correspondence	ODEL Office Administrator	Receipt of correspondence	Free	7 days
4	Management of complaints, compliments and suggestions	Principal	Receipt of complaints, compliments and suggestions	Free	7 days
5	Registration of students into University programs	ODEL ICT Technician	Admission letter and original academic certificates, Passport size photographs documents	Payment of fees	1 day
6	Orientation of new students	Director	Successful completion of the registration process	Free	1 day
7	Online Lesson Facilitation	Academic Staff	Curriculum/Students	As per the approved Fees Structure	14 weeks
8	Online Library Services	Librarian	User Identification cards	Free	14 weeks
9	Examinations	Deans of Schools	Examination Cards	Payment of Fees	2 Weeks

10	Payment of Module Developers	Finance Officer	Submission of Approved Module, Duly filled claim forms	Free	7 days
11	Payment of Facilitators	Finance Officer	Submission of marksheets, attendance sheets, scripts: Duly filled claim forms	Free	7 days

<p><b>Kwa Malalamishi, Pongezi au Mapendekezo</b>  <b>Wasiliana na Mkuu wa Chuo,</b>  <b>Chuo Kikuu Kishirikishi Cha Turkana</b>  <b>S.L.P 69- 30500, Lodwar</b>  <b>Nambari ya simu: +254(0724178505)</b>  <b>Tovuti : <a href="http://www.tuc.ac.ke">www.tuc.ac.ke</a></b>  <b>Barua pepe: <a href="mailto:info@tuc.ke">info@tuc.ke</a></b>  <b>au <a href="mailto:enquiries@tuc.ac.ke">enquiries@tuc.ac.ke</a></b>  <b>twita : @turkanauniversity facebook : <a href="https://www.facebook.com/Turkunicollege/">https://www.facebook.com/Turkunicollege/</a></b></p>	<p>The Principal  Turkana University College  Box 69-30500 Lodwar  <a href="tel:+254(0)0724178505">Tel:+254(0)0724178505</a></p> <p><b>Email: <a href="mailto:info@tuc.ke">info@tuc.ke</a> au <a href="mailto:enquiries@tuc.ac.ke">enquiries@tuc.ac.ke</a></b></p>
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**HUDUMA BORA NI HAKI YAKO**

