



# TURKANA UNIVERSITY COLLEGE

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



Vision: A globally esteemed university in teaching, research and outreach

Mission: To generate, preserve, utilize and disseminate knowledge through quality teaching, research, innovation and outreach for the advancement of humanity.

Core Values: • Customer focus • Sustainability • Excellence • Integrity • Teamwork

## CITIZEN SERVICE DELIVERY CHARTER

S/ No	SERVICE OFFERED	ROOM/OFFICE	OFFICER IN CHARGE	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIMELINE
1	Response to phone calls (Landline or any other official line)	Reception desk	Receptionist/office assistant	Phone call	Free	15 seconds
2	Response to Enquiry by walk- in clients	All offices	All section heads	Walk-in and make an enquiry	Free	1 minute
3	Response to correspondence	All offices	Registrar Administration/ Head of Sections	Written (Correspondence Letters)	Free	5 working days
		All offices	Registrar Administration/ Head of Sections	Email and Social Media (Twitter, Facebook and YouTube)	Free	1 Working day
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	Response to public complaints and grievances	Registry	Registrar Administration	Make a complaint	Free	1 working day
7	Resolution of complaints	Registry	Registrar Administration	Make a verbal or written complaint	Free	14 working days
8	Registration of Suppliers	Procurement	Procurement officer	Dully filled application form company profile, Certificate of incorporation/registration/PIN certificate Valid tax compliance certificate/exemptions Original bank statements Copy of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport	Free	14 working days
9	Processing of tenders	Procurement	Procurement officer	Submit bids for goods and services	Free	90 days
10	Notification of successful and unsuccessful bidders	Procurement	Procurement officer	Access e-procurement portal for notification	Free	1 working day
11	Payment for goods and services received	Finance Office	Finance Officer	L.P.O/Invoice certificate of completion/Goods/services received	Free	60 days from the date of receipt of the invoice
12	Teaching Services	Lecture Halls	Teaching Staff	Curriculum/Students	As per the approved Fees Structure	14 weeks
13	Extension Services	Office of Director Extension Services	Director, Research and Extension	Linkages	Free	Immediately
14	Recruitment of staff	Human Resource Office	Registrar Administration	Make a formal application based on the advert	Free	90 days
15	Processing of applications for admission into University programmes	Academic Affairs Office	Registrar Academic Affairs	A duly completed applications 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
16	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 Honours, Upper Division or Lower Division with 2 years post qualification experience PhD: Masters Degree	As per the approved Fees Structure	14 days
17	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
18	Processing of Transcripts	Academic Affairs Office	Registrar Academic Affairs	Completion of specified academic year	Free	1 month after Senate's approval
19	Issuance of Transcripts	Academic Affairs Office	Registrar Academic Affairs	Successful completion of academic year	Free	1 day
20	Replacement of lost Transcripts	Academic Affairs Office	Registrar Academic Affairs	Written request	Kshs. 100	1 day
21	Clearing students upon completion of studies	Academic Affairs Office	Registrar Academic Affairs	Duly completed clearance form	Free	2 days
22	Issuance of certificate	Academic Affairs Office	Registrar Academic Affairs	Evidence of clearance	Free	1 day
23	Clearance of staff on Exit	Human Resource Office	Registrar Administration and Heads of sections	Duly completed clearance form	Free	2 days
24	Library Services	Library	Librarian	Borrower's cards User ID cards	Free	9am – 8pm weekdays
25	Providing binding services	Library	Librarian	Evidence of payment	As per the approved prices	1 hour
26	Counselling Services (Individual/group Counselling)	Counselling Office	Counselor	Bonafide student or staff	Free	8 a.m – 5 p.m. weekdays
27	Outreach Services to Community	Community Liaison Office	Community Liaison Officer	Identification of a need and on request	Free	Within 2 weeks
28	Transport Services	Transport	Registrar Administration	Duly filled transport request form	Free	2 days
29	Repair and Maintenance Services	Estates Office	Estates Officer	Duly filled request forms	Free	Within 2 days
30	Payment of Part-time Lecturers	Finance Office	Finance Officer	Submission of mark sheets, attendance sheets, scripts: Duly	Free	7 days
31	Processing of request for information	Administration	Registrar Administration	Make a request for information	Free	21 days
32	Disposal of obsolete Stores	Procurement	Procurement officer	Submission of bids	Free	60 days from the date receipt of the advertisement
33	Public Participation in policy making process	All offices	Registrar Administration	Familiarization with issues and active participation	Free	1 working day

For complaints, compliments or suggestions, Contact the University Chairperson (Vice Chancellor ) at Turkana University College, a Constituent College of Masinde Muliro University.  
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**QUALITY SERVICE IS YOUR RIGHT**