



REPUBLIC OF KENYA



THE TECHNICAL UNIVERSITY OF KENYA
Education and Training for the Real World

FINANCIAL SERVICES SERVICE DELIVERY CHARTER

S/No.	Service or Good	Requirement to obtain Service or Good	Cost of Service/ Good (If any)	Timeline
1.	Facilitation and confirmation of fee payments	<ul style="list-style-type: none"> Student ID Registration Number Admission letter Bank slip 	Nil	Within two (2) days
2.	Payment of claims and requisitions by staff members	<ul style="list-style-type: none"> Approval 	Nil	Within 7 days upon receipt of approved claim.
3.	Payment of claims to External Suppliers of goods and services	<ul style="list-style-type: none"> Invoices Delivery notes LPOs Contracts Approvals 	Nil	Within 90 days upon receipt of approved claim.
4.	Remittance of Statutory and other deductions	<ul style="list-style-type: none"> Relevant documents 	Nil	As per the prevailing statutory deadlines
5.	Responding to government circulars on budgets and other financial matters	<ul style="list-style-type: none"> Written request Government Circular 	Nil	As per request or government circular requirements.
6.	Facilitation of salary/wages payment	<ul style="list-style-type: none"> Bank Account Authorized payroll 	Nil	Not later than 30 th of every month
7.	Facilitation of financial Reports and internal & external audits	<ul style="list-style-type: none"> Written request 	Nil	Within 10 days of the request
		<ul style="list-style-type: none"> Identified need 		By 30 th September every year
		<ul style="list-style-type: none"> Financial Accounts 		Quarterly for financial reports
8.	Advising the University on financial matters	<ul style="list-style-type: none"> Written Request Identified need 	Nil	As per request

Subject to availability of funds

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