



REPUBLIC OF KENYA



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

## HEALTH AND WELLNESS SERVICES SERVICE DELIVERY CHARTER

S/No.	Service or Good	Requirement to obtain Service or Good	Cost of Service/Good (If any)	Timeline
1	Outpatient care for students	Bona fide Technical University of Kenya students in Session.	Nil	8am - 5pm
2	Outpatient care for staff and dependents	As per terms of service	Nil	8am - 5pm
3	Laboratory	Dully filled Clinician form from Clinician	Nil	8am - 5pm
4	Pharmacy	Valid University prescription authorized by University Clinician	Nil	8am- 5pm
5	Ambulance	Authorization by Chief Medical Officer	Nil	Offered 24hrs
6	Counseling and psycho-social support	Referrals or voluntary presentation	Nil	8am - 5pm
7	Comprehensive HIV and AIDS Prevention and Support	Referrals or Voluntary presentation	Nil	8am - 5pm
8	Prevention and management of alcohol and drug abuse	Referrals or Voluntary presentation	Nil	8am - 5pm


### 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  
2<sup>nd</sup> 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: 29<sup>th</sup> May, 2024



ISO 9001:2015 Certified