



TAITA TAVETA UNIVERSITY COLLEGE

(A Constituent College of Jomo Kenyatta University of Agriculture and Technology)



Service Delivery Charter

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VISION

To be a premier institution in education, training, research, innovation and community outreach for sustainable development

MISSION

To produce leaders and professionals in engineering, science and entrepreneurship through knowledge creation, dissemination and application for socio-economic development.

Core values

- Result oriented
- Quality
- Transparency and accountability
- Innovativeness
- Professionalism and ethical conduct

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1.0 INTRODUCTION

Taita Taveta University College, a constituent college of Jomo Kenyatta University of Agriculture and Technology, is a public institution established via Legal Notice No. 156 of 2011. It is a young but dynamic institution strategically located off the Mombasa- Nairobi highway, with a staff and student population that mirrors Kenya's cultural and linguistic diversity. The College also has a constant presence of international scholars through its established international linkages with reputable universities across the world. We are committed to providing our stakeholders with the highest quality of service at all times and at each service point. The College recognizes that employees are the driving force behind our ability to provide and sustain a high standard of service to our stakeholders. Accordingly, great attention is and will continue being placed on attracting, recruiting, retaining and empowering a team of staff with the right attitude, skills and competencies.

The Taita Taveta University College Service Delivery Charter therefore represents our public commitment, at institutional, departmental and individual level, on the delivery of the highest quality of services to all stakeholders. It articulates the services we offer, identifies the various categories of our stakeholders, provides quality benchmarks on which our services are to be evaluated, outlines the requirements expected of our clients to facilitate fulfilment of our commitments, and conveys the avenues and modalities for redress in cases where our services to stakeholders do not resonate with the commitments we have made and standards we have set. Each department and section in the university college has developed an expanded departmental service delivery charter that gives detailed commitments that not only aligns with but also informed the development of this consolidated service charter. Overall, this charter therefore establishes service standards that guide the daily interaction between staff and our stakeholders.

1.1 Our Vision

To be a premier institution in education, training, research, innovation and community outreach for sustainable development.

1.2 Our Mission

To produce leaders and professionals in engineering, science and entrepreneurship through knowledge creation, dissemination and application for socio-economic development.

1.3 Our Core Values

The University College shall hold the following values:

- a) **Result oriented:** The University is committed to budgeting and planning that is geared toward achieving desired results with minimum expenses
- b) **Quality:** All work done in the University College shall ensure products of the highest standard are achieved
- c) **Transparency and accountability:** The University College is committed in ensuring all dealings will be open and accountable to stakeholders
- d) **Innovativeness:** In the face of many challenges, innovation is championed to ensure set targets are achieved.
- e) **Professionalism and ethical conduct:** The University College shall ensure Staff uphold the highest professional and ethical standards in their assignments

1.4 Our Core Functions

The core functions of Taita Taveta University College are as expressly provided in the Taita Taveta University College Legal order No. 156 of 2011, namely:

- a) To provide facilities for university education;
- b) To promote the integration of teaching, research and effective application of knowledge and skills to the life, work and welfare of the citizens of Kenya;
- c) To participate in the research, transmission and preservation and enhancement of knowledge and to stimulate the intellect participation of students in the economic, social, cultural, scientific and technological development of Kenya;
- d) To provide and advance university education and training to appropriately qualified candidates, leading to the conferment of degrees and award of diplomas and certificates and such other qualifications as the Council and the Senate shall from time to time determine and in so doing, contribute to manpower needs; and
- e) To conduct examinations for such academic awards as may be provided in the statutes pertaining to the University College;

Flowing from the above functions, our services have been identified and listed under the two divisions as established in the university, namely: the academic division and the administrative division.

1.5 Our Stakeholders

The key stakeholders of Taita Taveta University College comprise the following:

- Students
- Staff
- Parents
- National Government
- County Government
- Ministry of Education
- Commission for University Education
- Commission for Science Technology and Innovation
- Jomo Kenyatta University of Agriculture and Technology
- Higher Education Loans Board
- Development partners
- Research Institutions
- Professional Associations/Bodies
- Alumni
- Industry/employers
- Suppliers
- Media
- Civic society
- Credit institutions
- Secondary schools
- Community in Taita Taveta

1.6 Our Service Principles

In our service delivery, we pledge to:

- Receive and serve our stakeholders with courtesy, respect and dignity.
- Render our services with the highest level of professionalism and ethical conduct.
- Uphold the highest level of confidentiality when dealing with personal information.
- Ensure impartiality in dealing with all stakeholders.
- Utilize resources cost-effectively.
- Embrace, deploy and uphold best practices geared towards stakeholder satisfaction.
- Ensure 'the' quality culture underpins all our services

1.7 What Stakeholders May Expect

In our general service delivery, our clients may expect to:

- Receive courteous and professional service
- Get optimum value for any money they may invest in our services and products
- Receive timely and accurate response to requests and enquiries.
- Be treated with impartiality at all our service outlets.
- Be accorded appropriate confidentiality.
- Be served in a secure and conducive environment.

1.8 What we expect from Stakeholders

In order to ensure a mutually beneficial relationship that facilitates adherence to the service standards we have committed ourselves to, it is important to ascertain what we expect from stakeholders. Accordingly, in our general service we expects stakeholders to:

- Treat our staff with respect and due courtesy.
- Provide sufficient and accurate information that will enable us respond to requests and complaints promptly.
- Provide relevant documentation when or as may be required.

- Honour their obligations to the institution, including prompt payment of fees and levies.
- Provide feedback and comments on the service provided.

1.9 Handling of Complaints

Taita Taveta University College believes that stakeholder's complaints are of great value to our institution not only because they give us an opportunity to improve our services but also enable of us to sustain and/or restore stakeholder-confidence in our university college. Accordingly, our stakeholders may expect that:

- Complaints received will be acknowledged within two (2) working days either in writing or through telephone.
- Complaints will be resolved and responded to within five (5) working days. Where a complaint cannot be resolved within the stipulated time frame, the stakeholder will be contacted either in writing or by telephone and will be updated until the matter has been fully resolved.
- Each staff who receives a complaint will own it and follow through to resolution.

1.10 Whom to contact incase of variation of service from commitment

For any questions, complaints and grievances concerning the quality of service, stakeholders may communicate with the Deputy Principal (Administration, Finance and Planning) via:

Telephone +254-(0)202437266 or e-mail: dp-afp@ttuc.ac.ke.

Or, if the question, complaint or grievance involves the office of the Deputy Principal, stakeholders may contact the Principal via:

Telephone +254-(0)202437266 or e-mail: principal@ttuc.ac.ke

2.0 PRINCIPALS OFFICE

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days
2.	Response to complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days
3.	Establishment of collaborations, linkages and partnerships	Signing of the Memorandum of Understanding	Determined by case to case basis	Within three (3) months
4.	Up-scaling of research and innovation products through licensing, joint venture and assignment	Compliance with TTUC Intellectual Property Policy and payment of required fee	Determined by case by case basis	Within three (3) months
5.	University college Systems Maintenance and Development	Compliance with the University college regulations.	Free	Feedback within a day

2.1 Security Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days
2.	Response to complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
3.	Protection of University College resources	University property and its stakeholders	Free	On a daily basis/Continuous
4.	Investigate crime, accidents and incidents.	Reported complaint	Free	Feedback/Reports within 24hrs
5.	Liaison services with other agencies.	University stakeholders	Free	Continuous/on a need be basis
6.	Evaluation and maintenance of safety and security equipment	Maintenance schedule	Free	Routine every six (6) months
7.	Conduct of emergency preparedness verification.	Emergency preparedness schedule	Free	As per schedule (at least twice a year)
8.	Dealing with sick students/emergencies in the students' Halls at night.	Sickness/emergency report	Free	Immediately report is received
9.	Safe custody and movement of University College keys.	Faculty/Staff request	Free	Continuous
10.	Providing security checks for visitors to the University.	i) Provide identification document. ii) Clarity on purpose and place of intended visit.	Free	Clearance within five (5) min.
11.	Booking in and out of University College vehicles and visitors.	i) Signed work ticket ii) Transport movement form with authorized signature	Free	Within five (5) min.

2.2 Legal Services

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
2.	Response to complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days
3.	Legal advise	Presentation of case	Free	Feedback within a day
4.	Preparation of Contracts	Requisite legal documents	Free	Within five (5) days
5.	Preparation of Memorandum of Understanding	Relevant information	Free	Within five (5) days
6.	Facilitate application and registration of intellectual property rights	Background of invention to be protected and any other relevant document to that effect	Free	Three (3) weeks

2.3 Internal Audit Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days
2.	Response to complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days
3.	Providing independent assurance to the Audit Committee of the University College Council and Management on the implementation and effectiveness of the internal control systems.	Statutory	Free	Quarterly or as maybe directed by Council
4.	Evaluating the effectiveness of the system of risk identification and management and suggesting improvements as appropriate.	Management request	Free	On request, within agreed timeline.

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
5.	Assessing the cost effectiveness and efficiency in the utilization of resources for the achievement of University College's objectives.	Availability of relevant documents Approved Audit work plan	Free	Continuous reports to Management and quarterly reports to Audit Committee of Council
6.	Verifying the reliability and integrity of financial data.	Availability of relevant documents/records Approved Audit Work Plan	Free	Continuous reports to Management and quarterly reports to Audit Committee of Council
7.	Carrying out compliance audits with policies, laws, rules and regulations.	Statutory and approved Audit Work Plan Availability of relevant documents/records	Free	Continuous reports to management and quarterly reports to Audit Committee of Council
8.	Providing secretariat services to the Audit Committee of the University College Council.	Duly constituted Council	Free	Continuous
9.	Ensure that resources including assets are preserved and protected and used for the benefit of the University College	Statutory and approved Audit Work Plan Availability of relevant documents	Free	Continuous reports to management and quarterly reports to Audit Committee of Council

2.4 Public Relations Office

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days
2.	Response to complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
3.	Dissemination of the University information to the public.	Approval from relevant Management authority	As per prevailing rates	Press releases to the media within 24hours after an event.
4.	Developing content and updating the University website	Approval of content from relevant management authority	Free	Within 24hrs upon approval
5.	Production of the University Newsletters diaries, calendars, magazine, and souvenirs.	Approval by relevant Management Authority	As per prevailing rates	As per approved schedules
6.	Offering of Photography/Video and Audio Services within the University	Requisition form for the event to be covered duly filled, submitted at least three days to the event and authorised	Free (for Official events) Private and external events at an agreed fee	Feedback on request within 24hrs
7.	Marketing of the University programmes and events using various mediums	Approved programmes and admission schedules from the responsible schools	As per approved budget	Within three (3) days of approval

3.0 DEPUTY PRINCIPAL ADMINISTRATION FINANCE AND PLANNING OFFICE

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required.	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days. iii) Postal enquiries within seven (7) days.
2.	Response to complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days
3.	i) To engage in fair and transparent procurement of goods, works and services ii) To pay for all goods, works and services rendered.	i) To submit their bids in the prescribed manner ii) To submit invoices promptly	Free	i) Adhere to timeliness prescribed in the regulations ii) Within 90 days of receipt of invoice
4.	To provide general security in the College	To cooperate with security guidelines	Free	24hrs a day
5.	To support needy students by employing them in work study	Request should be made to the relevant office at least 1 month before	Free	Within three (3) week
6.	To provide transport for students on official trips	Book transport at least 2 weeks in advance	Free	Approval within 24 hrs.
7.	To provide health services to staff and their dependents	To visit the health unit whenever the need arises for necessary advice	Free	Prompt
8.	To provide catering services	To present themselves within the given time and pay the required amounts	Free	Breakfast 6.30 - 8.30am Lunch 12.30 -14.00pm Supper 17.00 - 20.00pm
9.	To provide a conducive learning environment	Cooperation and commitment to adhering to TTUC Environmental policy	Free	All the time

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
10.	i) To issue receipts for all fees and charges collected ii) To disburse money for student activities as per policy. iii) To provide updates on fee balances	i) To present an authentic deposit slip ii) To make claims or requests 2 weeks in advance iii) To provide name, year of study, program and Registration number	Free	i) Within three (3) days for receipts ii) Within four (4) days of approval iii) At the end of the semester or upon request.
11.	To provide transport for staff on official duties	Book transport at least 3 days in advance	Free	Approval within 24 hrs
12.	To provide medical health services to staff and their dependents	To visit the health unit with staff ID whenever the need arises for necessary advice	Free	Prompt
13.	To recruit staff in fair and transparent manner	Application letter with full contacts including e-mail for feedback	Free	i) Acknowledgement with fourteen (14) days ii) Action within sixty (60) days
14.	To promote staff in fair, transparent and just manner	To meet the requirements	Free	Timeliness
15.	Offer counselling services to staff	To report challenges and cooperate with the counsellor.	Free	Prompt
16.	To provide efficient and reliable ICT hardware and software enabled services	Have authorization to use the requested hardware and/or software	Free	i) Prompt ii) Provide staff with official email address within three (3) days of appointment. iii) Provide help desk services within one (1) hr of registering the request.

3.1 Procurement Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquires within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestions	Free	<ul style="list-style-type: none"> i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Preparation of Master Procurement Plans	Receipt of Approved Departmental Procurement Plans by 31 st January	Free	By 15 th February every year
4.	Prequalification of suppliers/ Annual Tendering	<ul style="list-style-type: none"> i) Obtain Tender document(s) ii) Meet Statutory requirements as stipulated in the tender document 	Free (If downloaded Online) Up to a maximum of KSHS 1,000	Feedback on prequalification/ annual tendering within thirty (30) days from tender opening
5.	Evaluation and award of open tender	<ul style="list-style-type: none"> i) Obtain Tender document(s) ii) Meet Statutory requirements as stipulated in the tender document 	Free (If downloaded Online) Up to a maximum of KSHS 1,000	<ul style="list-style-type: none"> i) Feedback on award within thirty (30) days from opening of tenders. ii) Preparation and signing of form of contract within fourteen (14) days from date of notification of award.
6.	Procuring of goods services and works for internal departments	<ul style="list-style-type: none"> i) Approved procurement plan ii) Approved Purchase material requisition form from relevant office 	Free	<ul style="list-style-type: none"> i) Quotations sourced and opened within seven (7) days ii) Evaluation done within fifteen (15) days from date of opening iii) Award made within thirty (30) days from the date of opening iv) Notification of award within seven (7) days of award
7.	Issue of Materials to internal Departments	Approved Store Requisition Voucher	Free	Promptly

3.2 Finance Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Fee collection from students	Payment of requisite fees	Free	Immediately
4.	Issue of receipts	Bank deposit slip	Free	Within 48 hours
5.	Issue of revenue collection status to Management	As per standing authorization	Free	Daily (weekdays)
6.	Payment of salaries	Duly authorized payroll	Free	By last day of every month
7.	Remittance of statutory deductions	Statutory	Free	As per legal requirements
8.	Issue of P9 tax forms	Personal file number	Free	By 31 st January of every year.
9.	Processing of Benevolent claim	On receipt of approval	Free	immediately
10.	Processing and payment of gratuity	On receipt of approval	Free	Within thirty (30) days
11.	Payment of Claims	On receipt of approval Attachment of relevant form of proof for expenditure incurred	Free	Within twenty one (21) days on receipt of approval
12.	Payment of Imprest requisitions	Approved imprest forms	Free	Within three(3) days
13.	Payment of creditors	Delivery note Submission of invoice	Free	Within sixty (60) days on receipt of invoice
14.	Preparation of Annual budget	Approved departmental work plan Approved departmental budgets	Free	By 15 th February of every year.

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
15.	Issuance of monthly statements to vote holders on status of Vote	as per applicable regulation	Free	By 10 th of the preceding month
16.	Preparation of annual financial statements	Statutory	Free	Within 2 months of the closure of the financial year.

3.3 Catering Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquires within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Consultations and inquiries	Requests for services/products.	Free	8.00 am – 5.00 pm daily.
4.	Provision of meals to <ul style="list-style-type: none"> i) Students in the mess ii) Staff and students (Texas) 	Pay As You Eat (P.A.Y.E) receipt.	As per the item cost	Daily as follows: Breakfast – 6.30 am to 8.00 am Lunch - 12.30 am to 2.00 pm Supper - 5.30 pm to 8.00 pm
5.	Provision of meals to staff and students (Cafeteria)	Pay As You Eat (P.A.Y.E)	As per the item cost	Continuous Monday to Friday as follows: Breakfast – 10.00 am to 12.00 am Lunch - 12.00 pm to 3.00 pm
6.	Catering for Divisional, Departmental and Sectional meetings	Duly filled and approved requisition forms received at least 2 days before the event	As per the item cost	Provided at the time stated on the request form

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
7.	Catering for seminars, conferences and parties	i) Duly filled and approved booking form ii) Two weeks' notice required prior to event	As per the item cost	Within stated time of the event.

3.4 Estates Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Repair services	WorkSHSeet requests forms duly filled and submitted at least 3 days before expected repairs (except for emergencies)	Free	i) Immediate for emergencies ii) within 7 days depending on weight of work
4.	Maintenance Services	Approved maintenance schedule	Free	As per maintenance schedule.
5.	Water supply within the university	Approved water distribution schedule	Free	Continuous
6.	General Maintenance of compound	As per maintenance schedule	Free	Continuous
7.	Waste Disposal	Waste put at collection points	Free	Daily

3.5 Health Unit

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to in-quires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic en-quires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Com-plaints, or Sugges-tions	Receipt of Complaints, Compliments or Sug-gestion	Free	i) Acknowledge-ment within a day ii) Feedback within seven (7) days.
3.	Reception	i) Student ID ii) Staff ID iii) Dependant ID iv) Out Patient Depart-ment card	Free	Promptly
4.	Consultation	i) Patient medical file ii) Patient medical Card	i) Students – Free ii) Staff and dependants KSHS 100 each iii) Others - KSHS 50	Within 30 minutes from time received from reception

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
5.	Laboratory	Duly filled Lab request form by the clinician	Depends with the test i) Bs-Widal test - KSHS 50 ii) Blood- grouping KSHS 100 iii) HIV test -Free iv) Rheumatoid –factor – KSHS 100 v) Urinalysis – KSHS 100 vi) Stool for ova and cysts – KSHS 70 vii) Pregnancy test – KSHS 100 viii) Sputum for AAFBs -KSHS 100 ix) VDRL test – KSHS 100 x) Blood sugar – KSHS 100 xi) Hepatitis A/B – KSHS 100	Within 1hr
6.	Minor surgery Stitching	Consent from patient	i) Students Free/Staff/dependents free ii) Others – KSHS 500	15- 45min
7.	Circumcision	Consent from the patient	All – KSHS 1,000	Within 1hr
8.	Dressing	Patient notes	i) Free students ii) Staff/ dependants – KSHS 100 iii) Others - KSHS 50	Within fifteen (15) min and before midday

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
9.	Reproductive health i) ANC ii) Family Planning iii) MVA	i) Anti Natal Card ii) Mother and Child booklet iii) Consent form patient and consultation notes	Students and staff - Free Others – KSHS 50	1 hour
10.	Dispensing of drugs	Prescription from clinician	i) Students/ Staff/dependants – Free ii) Others - as per cost of drugs	5 – 10 min

3.6 Administration

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquiries within two (2) days iii) Postal enquiries within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Inquires/ information	Specify the inquiry/Requests for Information, Officers and Service required	Free	Immediately
4.	Attendance to phone calls	Telephone call	Free	The 3 rd ring
5.	Response to Correspondence (including application for employment)	Receipt of Correspondence	Free	Within two (2) Weeks
6.	Response to complaints, or Suggestions	Receipt of written Complaints, Compliments or Suggestion	Free	Within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
7.	Recruitment of Staff	i) Existence of a vacancy, ii) Receipt of application letter with copies of Certificates and transcripts iii) Curriculum Vitae	Free	Results of Interview within fourteen (14)days
8.	Industrial Attachments	i) Application letter ii) Institutional letter iii) Insurance	Applicable fees	As need arises
9.	Staff Promotions	i) Availability of Vacancy ii) Availability of funds iii) Fulfilment of requisite criteria for the position	Free	As per approved schedule
10.	i) Clearance of Staff on termination of appointment ii) Clearance of Staff on Demise	Duly completed clearance form	Free	Within seven days(7) days

3.7 Transport Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
3.	Academic trips/Field trips for students	i) Approved trip schedule) from the DP (ARO) ii) Duly signed transport booking forms 10 days before the trip date	i) Bus - KSHS 130 per km ii) mini bus -KSHS 90 per Km iii) Vans - KSHS 70 KSHS per km	Promptly when vehicle is available
4.	Students social trips(group trips)	Duly signed and approved booking forms submitted 10 days before the date of trip Approved schedules and transport booking forms Patron must be member of staff to accompany the students	i) Bus -KSHS 130KSHS per km ii) Mini bus – Ks 90 per km iii) Vans – KSHS 70 per km	Within 3 days subject to vehicle availability
5.	Sports and Games trips Staff trips	Approved schedules and the transport booking form fully signed	i) Bus - KSHS 130 per km ii) Mini bus – KSHS 90 per km iii) Vans - KSHS 70 per km	Promptly subject to availability of the Vehicle
6.	Preventive maintenance and Vehicle service	As per the manufacturers manual repair books	As per prevailing costs	As per approved schedule
7.	Vehicle request and reservation	Duly filled and authorised Transport requisition form submitted three(3) days before the date of trip	Pay applicable fees	Immediately
8.	Telephone reservation	Reported Emergency case duly fill booking form and have it authorised after the trip	free	Promptly

4.0 DEPUTY PRINCIPAL ACADEMIC RESEARCH AND OUTREACH OFFICE

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquires within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Client / Customer relations	i) Come in person. ii) Call and present issue. iii) e-mail issue	Free	Immediately
4.	Request for service	Use the communication channels provided.	Free	Feedback within 7 days.
5.	Admission i) Certificate ii) Diploma iii) Bachelor iv) Master v) Doctor of Philosophy	i) Provide Certified copies of Certificates/Result slips ii) Provide Certified copies of National Identification Card or Passport iii) Passport size photographs iv) Submit duly completed application forms v) Satisfy minimum admission requirements a. Certificate C-(Minus) b. Diploma C (Plain) c. Bachelor C+ (Plus) d. Masters - Upper Second Class Honours degree e. PhD - Master's Degree	Application fees: Certificate KSHS 500.00 Diploma KSHS 1,000.00 Bachelors KSHS 1,500.00, Masters KSHS 1,500.00, PhD KSHS 3,000.00 (OR as shall be reviewed from time to time)	i) Acknowledgement-5 working days after receipt of application ii) Notification about admission- 21 working days after receipt of application

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
6.	Registration and orientation	Upon registration, a student shall be issued with i) clear guidelines on academic programmes, ii) examination rules, iii) Students ID iv) fees structure, v) Student support services and disciplinary procedures.	Free	1 week
7.	Teaching and examination	i) Payment of requisite fees ii) Signing of nominal rolls iii) Attendance of classes iv) Issuing examination registration cards	As shall be prescribed from time to time	16 weeks
8.	Issuance of Result slip	Completion of semester	Free	Thirty (30) working days after the senate exams approval
9.	Issuance of Transcript	Completion of academic year	Free	Forty (40) working days after the end of academic year senate exams approval
10.	Conferment of awards	i) Successful completion of academic programmes	Graduation fee 3,000.00 or as may be prescribed for specific programmes and reviewed from time to time	As approved by senate
		Course	Course Duration	
		a. Diploma	18 months	
		b. B.Sc/B.com/BPS	4 years	
		c. B.Sc Engineering	5 years	
		d. Masters	2 years	
e. PhD	3 years			
		ii) Payment of all required fees iii) Official Clearance certificate	Free	

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
11.	Issuance of Certificate	Conferment of awards	Free	14 working days after graduation
12.	Disciplinary Case	Appropriately submitted cases	Free	Completed Within 30 days
13.	Post graduate supervision	i) Successful development and presentation of proposal, ii) Timely submission of progress reports, presentation in conference, the thesis by student as per set timelines/schedules	Free	within two (2) weeks after receiving a project or thesis
14.	Complaints resolution	i) Duly filed complaints ii) Entered in the complaints register	Free	Acknowledge within 7 days
15.	Library services	i) Attendance to library ii) Reference/ Enquiries	i) Free for registered students ii) Free for students and staff	i) Registration within 24 hours ii) Continuous -from 8.00 a.m. to 10.00 p.m. on weekdays and 8.00 a.m. to 5.00 p.m. on Saturdays
16.	i) Internal attachment ii) External attachment	i) Attendance by Student ii) Participation by Student	Payment of requisite fees per year	As per semester schedule
17.	Release of results	Sitting of examinations	Free	i) Provisional after College Examiners Board Approval ii) Final after Senate Board of Examiners
18.	Research, consultancy and outreach	i) Submission of Proposal ii) Availability of sponsorship iii) Memorandum of understanding iv) Submission of timely progress reports	Dependent on research budget	Continuous
19.	Chaplaincy services	Voluntary participation	Free	Chaplaincy shall be open from 8.00 a.m. to 10.00 p.m. on weekdays.

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
20.	Guest Speakers	Timely request Participation by students	Free	Continuous service
21.	Visiting/Adjunct Lecturers	Timely request for position	As per university policy	Continuous service
22.	Academic trips	i) Payment of trips fees ii) Submission of trip request 3 weeks before the trip iii) Participation by students and staff iv) Submission of trip report	Payment of academic trip fees as prescribed in the fees breakdown	Continuous service
23.	Sports and Games	i) Payment of activity fees ii) Registered team member iii) Compliance with class attendance requirements. iv) Participation in sports and games	Payment of activity fee as prescribed in the fees breakdown	Continuous service
24.	Students Counselling Services	i) Individual report to the Students Counsellor ii) Co-operation with the counsellor iii) Attendance to counselling sessions	Free	Continuous service

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
25.	Accommodation Services i) Allocation of rooms: a. Continuing students b. New students ii) Clearance of students from hostels iii) Checking IN and OUT of University guests	Provision of receipt for payment of room charges and fees Notification of arrival and departure dates	i) Payment of accommodation fee KSHS 6800 Per year or as shall be prescribed from time to time ii) Free iii) Free	i) 4 weeks before end of academic. New students on the reporting day. ii) Day of departure iii) Same day

4.1 Library Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquiries	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Reference	Membership, user identification card	Free	Continuous
4.	Registration	Identification card/ Admission letter	Free	Within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
5.	Issuing Library Materials	<ul style="list-style-type: none"> i) Membership, ii) Students/Staff Identification card iii) Borrower's pockets 	Free	promptly - depending on availability of the material
6.	Accessing Remote Online Information Materials	<ul style="list-style-type: none"> i) Membership ii) Details of the information required 	Free	Users to book a day in advance
7.	Inter Library lending	<ul style="list-style-type: none"> i) Official request of titles of the materials required ii) Name of the institution where the materials are available where applicable. 	Free	Two (2) weeks; depending on availability of the material required
8.	Access on Online Public Access catalogue (OPAC)	Username, password	Free	Instant, depends on internet connectivity
9.	Access to short loan materials	<ul style="list-style-type: none"> i) Membership, ii) User Identification card, iii) Short loan borrower's ticket 	Free	5 Minutes –depends on availability
10.	Links to electronic information from the Library website.	Membership	Free	Continuous updating
11.	User education	<ul style="list-style-type: none"> i) Membership ii) identification card/ admission letter 	Free	Continuous
12.	Clearing users leaving the Institution	<ul style="list-style-type: none"> i) Students/Staff Identification card ii) Borrower's pockets 	Free	promptly
13.	Binding	Printed documents to be bound, damaged books, old newspapers for reference	Charges according to size of the document.	Within 24 hours
14.	Photocopying	Presentation of the document(s) to be photocopied	@ KSHS 2.00 per A4copy	Promptly depending on volumes of materials

4.2 Dean of Students Office

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Student's Welfare Services			
	i) Student Union elections	Application for declared vacant positions Evidence of good conduct and no record of any disciplinary case Evidence of good academic records with no supplementary or repeat	As per Budget	Once yearly, as per approved election schedule
	ii) Provision of spiritual guidance	Booking as per available Schedules	Free	Promptly
	iii) Counselling services:	Need basis/referral Booking as per available schedules	Free	Promptly and continuous
	a) Psychological		Free	Semester and annual schedules
	b) HIV & AIDS	Official request by Student representatives.	Free	
	c) ADSA	Presence of students to given guidance	Free	
	d) Career guidance	Request with clarity on type of accommodation required	Free	Beginning and end of semester
	iv) Confirmation of availability of accommodation	Provide evidence of payment for accommodation services	Free	

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
4.	Sports and Games Services i) Facilitate talent identification ii) Ensure quality instructions. iii) Ensure holistic development of the personality	Voluntary participation	Free	As programmed in each Semester through the year.
5.	Alumni and Students Services i) Update of alumni database ii) Holding alumni reunion iii) Present alumni awards iv) Facilitate fundraising for alumni projects v) Facilitate management of alumni projects vi) Facilitate student exchange programmes vii) Liaison with students' institution of origin viii) Arrange social events ix) Facilitate reception, orientation, settlement and departure	Duly presented list of names and most current contact details by class representatives Alumni present themselves for function Alumni pay any required charges Alumni present themselves to receive awards Alumni volunteer and present themselves for the fundraising events Alumni participate in project development and implementation Students apply in accordance to various calls Students provide information of contact persons and their contacts Students make formal request	Free On Budget allocation As per allocated budget	One (1) month after graduation Once a year On schedule every year As scheduled As scheduled As need Arises As need Arises At least one social event in a semester As need Arises

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
6.	Facilitation of access to HELB Loans and other student sponsorships and subsidies	i) Submission of duly filled HELB application forms ii) Submission of application for other support e.g. CDF	Free	On application

4.3 Halls of Residence Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Allocation of rooms: i) Continuing students ii) New students	Provision of receipt for payment of room charges and fees	Free	i) Four (4) weeks before end of academic year. ii) On the reporting day.
4.	i) Cleaning of common areas ii) Cleaning of rooms	Departure from area to be cleaned	Free	i) twice daily ii) during semester breaks
5.	Provision of newspapers and students mail	Collection by identified student reps	Free	Daily
6.	Clearance of students from hostels	i) Duly completed clearance form ii) Return of the room keys iii) Signing of the checklist	Free	Date of departure
7.	Handling students grievances	Receipt of complaint by students	Free	Within seven (7) days

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
8.	Dealing with sick student in the halls	Reporting of the case	Free	Immediately
9.	Ensuring control of pests and rodents i) During the semester ii) During vacation	i) Reporting of the case. ii) Request for fumigation of all the empty halls	Free	i) Immediately ii) Twice a semester
10.	Garbage collection	Placing garbage at appropriately indicated points	Free	Daily basis
11.	Cleaning of the hostel compound	Cooperation and good cleanliness habits	Free	Within three (3) days
12.	Replacement of lost keys by students	i) Appropriate notification ii) Payment of replacement fee. iii) Clearance by Dean of Students	KSHS 150	Fourteen (14) days
13.	Checking IN and OUT of University guests	Notification of arrival and departure dates	Free	Same day

4.4 Mathematics and Informatics department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquires within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
3.	<p>Student Success</p> <p>i) Promote high level delivery by lecturers in class</p> <p>ii) Encourage students to work hard and attain high grades</p> <p>iii) Provide adequate practical facilities (for units which require practical)</p>	<p>Registration in the Department/faculty</p> <p>Presentation in all lectures, practicals, field trips, handing in of required assignments</p> <p>Students sign class attendance forms</p> <p>Class reps fill in the QA forms</p> <p>Students present themselves for all CATS, hand in all assignments and practicals</p> <p>Students conduct personal reading and literature search in the Library</p> <p>Students use TTUC online reading materials, Fast Internet and computer laboratories</p>	<p>Payment of at least 50% of tuition fees</p> <p>100% Payment of trip, library fees</p> <p>Free</p> <p>Free</p> <p>Free</p> <p>Free</p> <p>Payment of Library and Computer fees</p>	<p>At the beginning of each semester</p> <p>Continuous</p> <p>At the beginning/end of each class/practical/field trip</p> <p>At the scheduled times</p> <p>At the beginning of the semester</p>

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
4.	<p>To support Teaching, Setting, moderating invigilating and Marking Exams</p> <p>i) Teaching from the provided Syllabus</p> <p>ii) Conduct exams</p>	<p>Students read programmes syllabuses</p> <p>Students attend classes</p> <p>Students sign attendance lists</p> <p>Class reps report absence of any Lecturers</p> <p>Students report when unable to attend classes/practicals/field trips/exams</p> <p>Students read examination regulations</p> <p>Students report when unable to attend classes/practicals/field trips/exams</p> <p>Students register for exams and receive and present exam cards</p> <p>Computers</p>	<p>Payment of tuition fees</p> <p>Payment of Examination fees</p>	<p>Fourteen (14) weeks</p> <p>15th and 16th week of the Semester</p>

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
5.	<p>Support coursework assessment</p> <p>Administering and invigilation of CATs and Assignments in a timely manner.</p>	<p>Students attend classes</p> <p>Students sign attendance lists</p> <p>Class reps report absence of any Lecturers</p> <p>Students report when unable to attend classes/practicals/field trips/exams</p>	Payment of Tuition fees	4 th and 8 th week of a semester
6.	<p>Supervising</p> <p>i) Projects</p> <p>ii) Attachment</p>	<p>Students write and present the project proposals</p> <p>Students implement projects</p> <p>Students present progress reports</p> <p>Students defend projects and bind final reports</p> <p>Students attend attachment</p> <p>Students submit final attachment reports</p>	Payment of fees	Throughout the project/attachment period
7.	<p>Encourage Free Interactions</p> <p>i. Encourage students to Freely interact with their lecturers</p>	<p>Class reps organize interaction time in conjunction with COD/course lecturers</p> <p>Students attend interaction time</p> <p>Students sign attendance lists</p>	Free	At scheduled times
8.	<p>Offer career development</p> <p>i. Take students through various courses offered at TTUC</p>	Students present themselves	Free	At scheduled times

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
9.	Instill Discipline i) Encourage students to respect lecturers ii) Promote good dressing code to students / Lecturers iii) Encourage best use of language in student -lecturer communication	Students sign Statutes and Student Code of Conduct Students attend orientation week and interaction times Students sign attendance lists	Free Free Free	At scheduled times
10.	Recommend for a reward for best performing employee	Students participate in the nomination process Selected students present themselves for the award	As per the Policy on Student Awards	End of each semester
11.	Promote Free flow of Information in and out of Department	Students read departmental and university notice boards Students read Chairman's email and make responses/queries on the address provided	Free	Continuous
12.	Develop a sense of community i) Free interactions among lecturers ii) Observe University rules and regulations	Students respond to calls for meetings Students participate actively in joint meetings Student adhere to their code of conduct	Free	Continuous
13.	Encourage individual development	Students make individual requests on their issues	Online Research journals some require payment	Continuous
14.	Developing New Initiatives and Programmes	Students support this activity by giving realistic feedback on their programmes	Free	Continuous

4.5 Business Studies and Economics Department

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
1.	Response to inquires	Clarity of request or wish and full disclosure of what is required	Free	i) Verbal enquiries within a day ii) Electronic enquires within two (2) days iii) Postal enquires within seven (7) days
2.	Response to Complaints, or Suggestions	Receipt of Complaints, Compliments or Suggestion	Free	i) Acknowledgement within a day ii) Feedback within seven (7) days.
3.	Ensure 100% class and examination attendance	Student & Staff fill class attendance and quality assurance forms	Free	As indicated in the approved time table
4.	Unit registration	Students provide evidence of fee payment	Payment of fees	Within the first three (3) weeks of the semester
5.	Administering CATS	Students show evidence of class attendance	Free	During the 4 th , 8 th and 12 th week of the semester
6.	Returning of marked CATs and assignments	Students provide evidence of returned CATs	Free	Two (2) weeks after the CATs was done or assignment submitted
7.	Ensure all programmes have coordinators	i) Students make formal reports where there is no coordinator ii) Students make formal complaints where appointed Coordinators are not available for any consultation	Free	As circulated
8.	Assignment to lecturers to teaching (allocation)	Students make own copies of semester timetables	Free	Three (3) weeks before semester begins
9.	Taking class attendance roll calls for two thirds requirement	Students sign attendance registers	Free	Immediately after or during lectures

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST	TIMELINE
10.	Preparation of exam time tables	i) Students read timetables posted on the notice boards ii) Students notify CODs of any omissions	Free	Two (2) weeks before the start of exams
11.	Administering exams	i) Students register for exams and obtain exam cards ii) Students present themselves for exams iii) Students sign attendance list	Payment of 100% Tuition & exam Fees	15 th and 16 th week of the semester
12.	Processing exams and release of marks	i) Students peruse notice boards for the results ii) Students direct any queries on exam marks to the COD.	Free	As determined by the Senate dates

“Commitment to Courtesy and Excellence in Service Delivery”

Any service 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:

1. The Principal
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Tel: + 254 (020) 2437266
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2. The Deputy Principal
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3. The Deputy Principal
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4. The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
P.O. Box 20414-00200 Nairobi
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Web: www.ombudsman.go.ke

**HUDUMA BORA SI BAHATI YAKO
HUDUMA BORA NI HAKI YAKO**

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