



## INTERNATIONAL OFFICE

### SERVICE DELIVERY CHARTER

#### *Vision statement*

“To be the leading Center for DeKUT on all matters relating to internationalization of the University.”

#### *Mission statement*

“To provide a resourceful, welcoming and supportive atmosphere for international students and staff; as well as DeKUT students and staff embracing diversity, cultural sensitivity and harmonious integration; spurring excellence of the University internationally.”

S/No.	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1.	Provide efficient and effective Services	None	Free	At all times
2.	Serving our clients with dignity,courtesy and respect.	None	Free	At all times
3.	Adhere to ethical and equitable service provision	None	Free	At all times
4.	Uphold transparency and accountability	None	Free	At all times
5.	Attend to telephone calls	None	Free	20 seconds
6.	Reply to routine correspondences	None	Free	48 Hours
7.	Addressing complaints and suggestions from our customers	None	Free	7 days from date of receipt

8.	Accommodation booking for all University's international guests	Confirmation of visit	Free	1month prior to arrival
9.	Airport transfers	Flight ticket	Free	On arrival Booking done a week before
10.	Processing immigration documents (Work Permit, Special Pass, Student/Internship Pass)	Required documents as per eFNS portal checklist	Free	3 Months prior to arrival
11.	Notification of acceptance	None	Free	Within 2 days of acceptance of student
12.	Organizing and coordinating the reception and orientation of international students	None	Free	One week before arrival of student
13.	Assigning offers to students	None	Free	Within 2 days after request by student.

The International Office is located at the Main Campus, Resource Center1 1<sup>st</sup> Floor and Resource Center3 2<sup>nd</sup> Floor is operational between 8.00 a.m. - 1.00 p.m. and 2.00-5.00 p.m. from Monday to Friday

In case of complaints or compliments regarding the services offered please contact:

HoD, International Office:

Email: [internationaloffice@dkut.ac.ke](mailto:internationaloffice@dkut.ac.ke)

Cell phone: 0110002411

Or Vice-Chancellor: [vc@dkut.ac.ke](mailto:vc@dkut.ac.ke)