

CUSTOMER SERVICE CHARTER

DeKUT is a premier institution of higher learning that is anchored on three pillars in her quest to fulfill her mandate as a public university. The three pillars are quality education, quality research and quality community services. This service charter focuses on delivering on these pillars.

The service charter is an expression of our commitment to improving our service and communication with the public. The charter is also our public declaration to our esteemed customers of our commitment to the delivery of efficient, effective and quality services.

The Service Charter seeks to enlighten the public on the services provided by DeKUT. The service charter forms a social contract between DeKUT and the public and is a key reference point on how effective our service delivery is. It is simplified and put in an easy to follow and understand format so that any customer can make reference within a short period and get relevant person or department for the service being sought. We recognize our obligations to operating within the charter in the spirit of offering quality technological education which is the driving force for economic empowerment across the globe.

