

**AIDS CONTROL UNIT**

**SERVICE DELIVERY CHARTER**

<b>S/NO</b>	<b>SERVICE RENDERED</b>	<b>ROOM/OFFICE</b>	<b>OFFICER IN CHARGE</b>	<b>REQUIREMENTS</b>	<b>CHARGES</b>	<b>SERVICE DELIVERY STANDARD(TIME LINE)</b>
1.	providing information regarding AIDS Control unit	Admin Assistant office	Admin Assistant		Free	At most 10 min
2.	Management of external correspondence	Admin Assistant office	ACU coordinator		Free	5min
3.	Management of internal correspondence	Admin Assistant office	Admin Assistant		Free	5min
4.	Responding to telephone	Office administrator's office	Office administrators	Telephone Extension	Free	1min
5.	ACU Meetings	Admin assistants office	ACU Coordinator	Notice to relevant people	Free	2-3 hours limit
6.	Processing of ACU Program	Admin Assistants office	ACU Coordinator	Memo to relevant people	Free	1 week- 4 weeks prior to the programme
7.	New Students orientation	ACU Office	ACU coordinator	Notice to students	Free	1 day
8.	Advocacy for HIV and AIDS Prevention and Education	ACU Office	ACU Coordinator HIV and AIDS Counselor Peer Educators	List of plans	Free	1 day
9.	Care and support services for persons infected and affected with HIV	Admin Assistants office	ACU Coordinator	List of people, Plans of income generating activities	Free	1 month
10.	Conducting HIV and AIDS Research	Research office	In charge research (ACU Committee member)	Research topic	Free	1 month
11.	PEER EDUCATION (BY ICL and Kibabii University)	Coordinator	Coordinator ACU, and Project Manager (ICL)	Personnel ,Time, Money (facilitation) Training venue	Free	REGISTRATION; within 1 week Interview; 30 min
12.	Behaviour change communication	Counselors/ peer educators	Coordinator ACU,HIV and AIDS Counselor, Peer	IEC Material Peer educators Movie clips	Free	Registration Bi-weekly BCCGs meetings conducted

	groups (BCCGS)		educators, Involved partners			
13.	Reproductive health week /culture week VCT	Coordinator	Coordinator ACU,HIV and AIDS Counselor, Peer educators	HTC, Cancer screening STI consumables Condoms IEC Materials	Free	Request for funds- at least 4 weeks in advance Preparation and outsourcing of counselors, facilitators, IEC material and condoms
14.	Peer counselling	Counselors	Coordinator ACU,HIV and AIDS Counselor, Peer educators	IEC Materials Peer educators Condoms	Free	Prompt and subsequent referral to relevant offices
15.	Distribution of bcc and IEC materials	counselors/Peer Educators	Coordinator ACU,HIV and AIDS Counselor, Peer educators	BCC Material, Peer educators, IEC Materials	Free	Prompt depending with availability
16.	Condom distribution	counselors/ Peer educators	Coordinator ACU,HIV and AIDS Counselor, Peer educators	Condoms, Condom dispensers, peer educators	Free	Prompt depending with availability
17.	Seminars, trainings and workshops	Coordinator	Coordinator ACU	Time, Money, Venue counselors, facilitators, IEC material, condoms	Free	Source for funds Preparation and sourcing of counselors, facilitators, IEC material and condoms