



**MINISTRY OF EDUCATION**  
**STATE DEPARTMENT FOR VOCATIONAL AND TECHNICAL TRAINING**  
**KONGONI TECHNICAL AND VOCATIONAL COLLEGE**



Along Eldoret – Kitale Road P.O. Box 45 – 30205 Matunda  
 TEL: 0788-070-303 EMAIL: [kongonitvc@gmail.com](mailto:kongonitvc@gmail.com) WEBSITE: [www.kongonitvc.ac.ke](http://www.kongonitvc.ac.ke)

### KONGONI TECHNICAL AND VOCATIONAL COLLEGE SERVICE DELIVERY CHARTER

S/N	Service/Goods	Requirements To Obtain Services/Goods	Cost In Ksh	Timeline
1.	Registration and directing of visitors, motor vehicle.	National Identification Card, college Identification Card	Nil	3 minutes
2.	Response to enquiries.	Clear Verbal enquiries or communication received.	Nil	1 day,
		Electronic enquires or communication formally received.	Nil	2 days,
		Postal enquiries or communication formally received.	Nil	5 days
3.	Admission of trainees.	Copies of certificates or result slip, national id, Coloured passport size photographs, leaving certificate, Birth certificate, filled application form, original documents for verification.	500	10 minutes
4.	Registration of trainees.	Meet minimum course requirements, Payment of required fee for the course, Filled registration control form.	Nil	Within same day of reporting.
5.	Receipt of payment from customers.	Bank deposit slip, M-Pesa transaction code.	Nil	10 mins
6.	Curriculum delivery.	Registered trainee, class attendance	As per the fee structure	As per the academic policy.
7.	Registration of External Examinations.	Copy of national id, passport size, birth certificate, most recent academic cert, 75% class attendance, Internal exams results.	exam payment receipt as prescribed by the exam body	As per examining body schedule.
8.	Administration of internal examination.	75%class attendance, college trainee Id card.	Nil	As per internal exam schedule.
9.	Issuance of internal examination transcript.	Registered trainee, completion of specified term.	Nil	Within 2 weeks after opening of every term.
10.	Issuance of external examination results.	Dully filled clearance form, National Identification Card.	Nil	10 minutes.
11.	Payment of suppliers	Invoices submitted, valid payment claim.	Nil	Within 90 days on receipt of the invoice

#### “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 and excellence in service delivery should be reported to: - Principal Kongoni technical and vocational college - 0721320423, or the commission secretary/ chief executive officer, commission on administrative justice p o box 20414 - 00200 NAIROBI

Tel;- +254 (0)20 2270000/2303000. Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**