



KIBRA TECHNICAL & VOCATIONAL COLLEGE

CUSTOMER SERVICE DELIVERY CHARTER



Service	What You Need to Do	Charges	Delivery Timeline
Helpdesk / Verbal Enquiry	Approach courteously with clear enquiry	Free	Within 1 minute at reception/service points
Telephone Response	Call the official institutional line	Free	Within 15 seconds or 5 rings
Written Correspondence	Submit formal request in writing	Free	Acknowledge within 24 hours ; resolve in 5 working days (or 30 days for complex matters)
	Email and Social Media (Twitter, Facebook & Youtube)	Free	1 working day
Processing of request for information	Formal application based on the advert	Free	90 Days
Admission Applications Artisan (Level 3 & 4), Craft (level 5) Diploma (level 6)	Submit formal application, meet stipulated entry requirements Provision of genuine copies of relevant documents	Admission fee: Five Hundred shillings (KES 500)	Processed within the term's admission schedule
Trainee Registration (Artisan/Craft/Diploma)	Present admission letter (new Trainees) Filled registration forms Provision of original academic and relevant documents All trainees are required to register every term	Full term fee (as per schedule)	Registration done on opening day between 8am and 5 pm; New trainee enrollment closes by 2nd week of opening
Training Delivery	Payment of Fees Attend classes punctually, participate actively, Strict adherence to policies, rules and regulations	Fully paid fees; required materials	Commences upon registration As per the timetable Continuous throughout the year
Assessments (Internal/External)	Payment of exam fees, Submission of registration Documents for external exams Meet assessment requirements Meet attendance criteria (e.g., $\geq 75\%$)	Exam board fees	As per assessment registration deadline As per assessment timetables
Special/Supplementary Assessments	Apply and pay special/supplementary assessment fee per paper	Supplementary fee per paper is KES. 300	Held during first week of term or per exam timetable
Library & Information Services	Be a bonafide student or staff, present Kibra TVC ID	No additional cost	Access during official opening hours
Academic Records (Reports / Transcripts / Result Slips)	Clear fee dues, meet academic milestones (Continuous Assessments, Practical and Summative assessments)	Fully paid fee dues Processing fee of KES. 200 for progress reports Storage fee of KES. 200 for results slips/transcript	Progress reports posted online within 2 day after department academic awards.

Graduation & Certificate Issuance	Complete academic program, Clear fee dues Pay Convocation fee, Submit Kibra TVC ID	Convocation fee as approved by Board of Management	First 2 years after receipt of the certificates from examination body (CDACC, NITA etc)
Guidance & Counselling	Be bonafide student or staff	Free	Ongoing service during operating hours
Registration of Suppliers	Dully Filled Application Form Company Profile Certificate of Incorporation/Registration PIN Certificate Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of certificate of registration with relevant regulatory body Nonrefundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport	Free	4 working days
Processing of Tenders	Submit bids for goods and services	Free	90 days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
Payment for Supplies and Services (procurement)	Submit Local Purchase Order/Local Service Order, Delivery notes, Certificate of Work Done Goods Received Note Invoice	No extra charge	Payment within 90 days or per contractual agreement
Disposal of obsolete stores	Submission of Bids	Free	60 days from the date of advertisement
Public participation in policy making process	Familiarization with issues and active participation	Free	90 Days
Recruitment of Staff	Make formal application based on the advert	Free	90 Days
Hiring of College Facilities or Services	Submit formal request	Charged per agreement/value of service, product or facility	Delivered as per mutually agreed terms
Complaint Handling	Submit formal complaint (in writing)	Free	Acknowledge immediately Resolved within 1 working day or 7 working days for formal complaints that require investigation.

Kibra TVC is committed to courtesy and excellence in service delivery.

Any service rendered/good delivered that does not conform to the required standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Principal, Kibra Technical & Vocational College, P.O. Box 22100-00523 NAIROBI

Cell No: 0716066759 Email: principal@kibratvc.ac.ke/ complaints@kibratvc.ac.ke

Kibra TVC is committed to observing human dignity and rights, equity, social justice, inclusiveness and non- discrimination

Quality service is your Right