



## KIBRA TECHNICAL & VOCATIONAL COLLEGE

### CUSTOMER SERVICE DELIVERY CHARTER



Service	What You Need to Do	Charges	Delivery Timeline
<b>Helpdesk / Verbal Enquiry</b>	Approach courteously with clear enquiry	Free	Within <b>1 minute</b> at reception/service points
<b>Telephone Response</b>	Call the official institutional line	Free	Within 15 seconds or <b>5 rings</b>
<b>Written Correspondence</b>	Submit formal request in writing	Free	Acknowledge within <b>24 hours</b> ; resolve in <b>5 working days</b> (or 30 days for complex matters)
	Email and Social Media (Twitter, Facebook & Youtube)	Free	1 working day
<b>Processing of request for information</b>	Formal application based on the advert	Free	<b>90 Days</b>
<b>Admission Applications</b> 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
<b>Trainee Registration</b> (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 <b>2nd week of opening</b>
<b>Training Delivery</b>	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
<b>Assessments (Internal/External)</b>	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
<b>Special/Supplementary Assessments</b>	Apply and pay special/supplementary assessment fee per paper	Supplementary fee per paper is KES. 300	Held during <b>first week</b> of term or per exam timetable
<b>Library &amp; Information Services</b>	Be a bonafide student or staff, present Kibra TVC ID	No additional cost	Access during official opening hours
<b>Academic Records (Reports / Transcripts / Result Slips)</b>	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 <b>2 day</b> after department academic awards.

<b>Graduation &amp; Certificate Issuance</b>	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)
<b>Guidance &amp; Counselling</b>	Be bonafide student or staff	Free	Ongoing service during operating hours
<b>Registration of Suppliers</b>	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
<b>Processing of Tenders</b>	Submit bids for goods and services	Free	<b>90 days</b>
<b>Notification of successful and unsuccessful bidders</b>	Access e-procurement portal for notification	Free	<b>1 working day</b>
<b>Payment for Supplies and Services (procurement)</b>	Submit Local Purchase Order/Local Service Order, Delivery notes, Certificate of Work Done Goods Received Note Invoice	No extra charge	Payment within <b>90 days</b> or per contractual agreement
<b>Disposal of obsolete stores</b>	Submission of Bids	Free	<b>60 days</b> from the date of advertisement
<b>Public participation in policy making process</b>	Familiarization with issues and active participation	Free	<b>90 Days</b>
<b>Recruitment of Staff</b>	Make formal application based on the advert	Free	<b>90 Days</b>
<b>Hiring of College Facilities or Services</b>	Submit formal request	Charged per agreement/value of service, product or facility	Delivered as per mutually agreed terms
<b>Complaint Handling</b>	Submit formal complaint (in writing)	Free	Acknowledge immediately Resolved within <b>1 working day</b> or <b>7 working days</b> 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/](mailto:principal@kibratvc.ac.ke/) [complaints@kibratvc.ac.ke](mailto: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