



## KINANGOP TECHNICAL AND VOCATIONAL COLLEGE



### CITIZENS SERVICE DELIVERY CHARTER

SERVICE RENDERED	CUSTOMER OBLIGATION	CHARGES	TIME LINE
Ushering/Registration of visitors & vehicles	Cooperation	Free	Immediately
Receiving visitors and attending to all enquiries	Cooperation and courtesy	Free	Immediately
Directing visitors to the right offices	Cooperation	Free	Immediately
Response to telephone calls	Correct information	Free	Promptly
Receiving payments and issuing receipts	Cooperation	Free	5 minutes
Payment for goods and services	Availing the necessary documents	Free	30-60 days as per contract requirements
Admission and registration of trainees	>> Formal application >> Original academic documents >> Admission letter >> Filled registration documents	Kshs. 500	>> As per advertisement >> Registration done on the first day of reporting 8:00 am and 5:00 p.m
Training and learning	>> Payment of fees >> Attendance of classes >> Adherence to rules and regulations	As per the course requirement	Continuous as per the scheduled timetables
Guidance and counseling	Bona fide student	Free	Continuous
Administration of internal examinations	Class Attendance	Fully paid fees	As per the examination timetable
Administration of external examinations	>> Meet examinations requirements >> Submission of registration documents	As per the respective examination body charges	As per the examination timetables
Issuing exam results: 1. Internal 2. External	Meet relevant requirements  Meet relevant requirements	Free  Clearance of fees for the respective term/module	2 weeks after the exam time  Immediately on receipt from examination body
Issue of certificates	Evidence of clearance from institution	Free	5 minutes
Administration and liaison with stakeholder	Cooperation	Free	The office remains open to prompt responses from 8:00 am-5:00 p.m. on working days.
Response to correspondence e-mail, letters and requests for information	Formal request	Free	>> prompt for routine correspondence >> As per deadline >> 30 days for issue requiring response from governing council
Response to complaints	Formal complaint	Free	Within twenty-one (21) days of receipt of complaint

### MOTTO: SKILLS FOR SELF RELIANCE

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

For any services that do not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

The principal, Kinangop TVC P.O. BOX 267-20319, South Kinangop or call us on 0796 499 244

Email: [kinangoptvc@gmail.com](mailto:kinangoptvc@gmail.com)

Website: [www.kinangoptechnical.ac.ke](http://www.kinangoptechnical.ac.ke)

