 **KINANGOP TECHNICAL AND VOCATIONAL COLLEGE** 

**CITIZENS SERVICE DELIVERY CHARTER**

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| **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 COMMITED 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)

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