



# KIMANGU DAY SECONDARY SCHOOL SERVICE DELIVERY CHARTER



## 1. Introduction

This Service Delivery Charter outlines the standards of service that students, parents, guardians, and other stakeholders can expect from Kimungu Day Secondary School. It specifies the services offered, timelines for delivery, applicable costs, and responsible officers.

## 2. Our Commitment

Kimungu Day Secondary School commits to providing efficient, transparent, fair, and quality services to all stakeholders while upholding professionalism, integrity, and accountability.

## 3. Service Delivery Principles

Timeliness – Services delivered within stipulated timelines

Fairness – Equal access to services

Quality – High standards supporting academic excellence

Transparency – Clear procedures and costs

### 4.1 Academic Services

Service	Description	Timeline	Cost	Responsible Officer	Notes
Admission Processing	New student registration and admission	Within 7 working days	KSh 500	Admissions Officer admissions@kimangusecondary.sc.ke	Original KCPE required
Issue of Academic Transcripts	Official academic records	Within 3 working days	KSh 300	Academic Registrar academics@kimangusecondary.sc.ke	Written request for alumni
KCSE Registration	National exam registration	As per KNEC calendar	KNEC fees + admin	Examinations Officer exams@kimangusecondary.sc.ke	Deadlines apply
Learning Material Distribution	Textbooks & learning resources	First week of term	Included in fees	Librarian library@kimangusecondary.sc.ke	Issued via textbook card

#### 4.2 Administrative Services

Service	Description	Timeline	Cost	Responsible Officer	Notes
Fee Payment & Receipting	Fees payment and receipts	Immediate	As per fees	Bursar bursar@kimangusesecondary.sc.ke	Bank deposits take 24 hrs
Student ID Issuance	School ID cards	Within 14 days	KSh 200	Dean of Students dean@kimangusesecondary.sc.ke	Replacement KSh 500
Clearance Certificate	School leaving clearance	5 working days	KSh 1,000	Deputy Principal deputy@kimangusesecondary.sc.ke	Fees must be cleared
Parent Meeting Scheduling	Teacher appointments	48 hrs notice	Free	Class Teacher School Office	Consultation hours only

#### 4.3 Student Welfare Services

Service	Description	Timeline	Cost	Responsible Officer	Notes
Guidance & Counseling	Personal & academic counseling	Within 2 days	Free	G&C Teacher counseling@kimangusesecondary.sc.ke	Confidential
Medical Services	First aid and sick bay	Immediate	Free	School Nurse nurse@kimangusesecondary.sc.ke	Hospital referrals at parent cost
Disciplinary Hearing	Disciplinary proceedings	Within 72 hrs	Free	Disciplinary Committee discipline@kimangusesecondary.sc.ke	Parent attendance required
Co-curricular Activities	Sports & clubs registration	First 2 weeks	Varies	Games Teacher games@kimangusesecondary.sc.ke	Medical clearance required

#### 4.4 Boarding Services

Service	Description	Timeline	Cost	Responsible Officer	Notes
Hostel Accommodation	Board allocation	Before term	Boarding fees	Boarding Master boarding@kimangusesecondary.sc.ke	Subject to availability
Meal Services	Daily meals	Daily	Included	Cateress catering@kimangusesecondary.sc.ke	Special diets via medical note

Laundry Services	Uniform washing	Weekly	Included	Matron matron@kimangusecondary.sc.ke	Personal items extra
Leave of Absence	Exit permission	24 hrs notice	Free	Boarding Master boarding@kimangusecondary.sc.ke	Written parent consent

#### 4.5 Support Services

Service	Description	Timeline	Cost	Responsible Officer	Notes
Library Services	Book borrowing	Library hours	Free	Librarian library@kimangusecondary.sc.ke	Late return fines
Laboratory Access	Science practicals	As per timetable	Included	Lab Technician lab@kimangusecondary.sc.ke	Safety gear mandatory
ICT Services	Computer lab access	Scheduled	Included	ICT Teacher ict@kimangusecondary.sc.ke	Supervised sessions
Transport Services	School bus	Scheduled	Termly fee	Transport Officer transport@kimangusecondary.sc.ke	Routes depend on demand

#### 5. Feedback & Complaints

Email: [complaints@kimangusecondary.sc.ke](mailto:complaints@kimangusecondary.sc.ke)

Phone: +254 721 415 851

Complaints Box: Administration Office

Acknowledgement within 24 hours. Resolution within 7 working days.

**Reviewed annually. Last updated: January 2025**

Kimungu Day Secondary School – Nakuru County – 'Aim High!'