



HOME OF GLORY TECHNICAL AND VOCATIONAL TRAINING CENTRE

P O BOX 32-40139, AKALA-KENYA. Tel: +254718464449

website: www.hogtechnical.ac.ke ,Email: homeofgloryalone2@gmail.com

CLIENTS' SERVICE DELIVERY CHARTER

We are committed to providing quality education that nurtures creativity and innovation through integrated research and community outreach for sustainable development

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
GENERAL SERVICE			
• Inquiries (Principal's Office)	• Registration at the gate • Visit/call to secretary's desk	Free	Immediate
• Response to written correspondence	• Contact address	Free	Within 3 days
ACADEMICS			
• Admission of new students	• Duly filled admission form	Free	1 day
• Orientation & induction of students	• New students	Free	Within 2 weeks
• Registration of continuing students	• Payment of specified fees	Free	1 day
• Teaching	• Duly registered student • Student's availability	Free	As per academic timetable
• Notification for collection of certificates	• Receipt of payment	Free	Within 2 weeks
• Library services	• Library card		Immediate
• Industrial attachment placement facilitation	• Course requirement • Attachment fee		At least 3 months to commencement
STUDENT WELFARE			
• Guidance And Counselling	• Client availability		Immediate
• Accommodation	• Payment of specified fees		1 day
• Registration of clubs & societies	• Application letter		Within 2 weeks
EXAMINATIONS			
• Internal Exams	• Exam card	Free	1 day
• Registration for external examinations	• Examinations body requirements		1 day
• Issuance of academic's transcripts			1 day
FINANCE			
• Remittance of statutory deductions	• As per legal requirements	Free	Within 1 month
• Safe of tender documents	• Payment of specified fees	Free	1 day
• Payments of service providers	• As per agreement	Free	Within 90 days
• Issuance of official receipts	• Evidence of payment	Free	Immediate
CORPORATE SOCIAL RESPONSIBILITY			
• Use of playing fields	• Request letter	Free	Upon availability
HANDLING OF PUBLIC COMPLAINTS			
• Acknowledgment of complaint	• File complaint	Free	Within 2 working days
• Response to complaints and feedback	• Resolution of complaint	Free	Within 15 working days
We are committed to courtesy and excellence in service delivery			
HUDUMA BORA NI HAKI YAKO			