**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

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| **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*** | | | |