



KENDEGE TECHNICAL & VOCATIONAL COLLEGE

SERVICE DELIVERY CHARTER

MOTTO: Competence and Honesty



Service Point	Service Rendered	Customer Requirement	Timeline	Charges
Gate	Registration of visitors and motor vehicles Ushering and directing visitors	Official identification documents (National ID/ Passport/Student ID)	Within 5 minutes	Free
Reception	Reception of telephone calls Handling correspondence Directing visitors to the right office Handling complaints	A call Correct address Clarity of purpose of visit Complaint	Within 3 rings Within 5 working days Within 5 minutes As per case	Free
Finance	Payment of Suppliers Receipt of payment Issuance of statements	Correct invoice lodged Bank slips, money orders, Bank drafts, Bankers cheque, EFT transactions Official identification documents	Within 30 days of lodging invoice Issued within 5 minutes Within 5 minutes upon Request	Free
Registrar's office	Response to enquiries Processing of applications Admission Issuance of certificates/transcripts	Enquiry Minimum qualification as per course requirements Meet admission requirements as per the admission letter Official identification, Duly signed clearance form, Successful completion of an academic program	Within 5 minutes Within 5 minutes Within 10 minutes Within 10 minutes	Free
Examination Office	Administration of internal examination Administration of external examination	Fully paid fees, 75% class attendance Fully paid tuition and exam fee, meet examining body requirements	Within 14 days after the last examination paper As per the external examining body	Exam– Free As determined by external examining body
Industrial Liaison Office (ILO)	Facilitating students industrial Attachment Assessment of students on industrial attachment	Full payment of tuition fee Full payment of industrial attachment fee, complete a module	30 days prior to industrial attachment date Within the final two months of attachment	Free Ksh 2,000
Guidance and Counselling office	Guidance and counselling for students and staff	A ready client	As per case	Free
Principal's Office	Administrative issues, public relations and other procedures	Clarity of service required	As per case	Free

Our partner institution



CORE VALUES

Co-operation	Respect and Tolerance	Integrity	Creativity and Innovativeness	Professionalism
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For queries , complaints, compliments or comments contact:

The principal

KENDEGE TECHNICAL AND VOCATIONAL COLLEGE

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Commission on Administrative Justice(CAJ)

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Westlands

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YOU HAVE A RIGHT TO QUALITY SERVICE