



MKATABA WA UTOAJI HUDUMA ZA WANANCHI

NAMBARI YA UFUATILIAJI	HUDUMA	MAHITAJI YA KUPATA HUDUMA	GHARAMA YA HUDUMA	MUDA WA TUKIO
1.	UTAWALA			
	Kufunguliwa kwa Ofisi	Ofisi zote Hufanya kazi kutoka Jumatatu hadi Ijumaa	Bure	8:00 asubuhi – 5:00 jioni
	Kusajili na kupokea wateja/wageni	Kwandikishana majina yao kwenye kitabu cha wageni na kisha kungoja mwelekeo kutoka kwa afisa msimamizi.	Bure	Kati ya dakika tano
	Kushughulikia Maswali	<ul style="list-style-type: none"> Onyesha heshima na fadhila Sikiliza kwa umakini ili upate Habari sahihi. 	Bure	Kati ya dakika tano
	Majibu kwa mawasiliano, malalamishi, pongezi na maoni.	<ul style="list-style-type: none"> Kuwasilisha mawasiliano, malalamishi, pongezi na maoni. Kuwa mvumilivu, mwenye heshima na adabu. 	Bure	Kati ya siku mbili
	Kupeanwa kwa mapendekezo	<ul style="list-style-type: none"> Hakuna 	Bure	Kati ya saa ishirini nan ne za kutuma ombi
2.	KUTUMA MAOMBI NA USAJILI			
	Usajili wa wanafunzi wenye nia	<ul style="list-style-type: none"> Kujaza fomu za usajili kihalali Lipa karo inayohitajika kwa usajili Hati zingine zinazohitajika ni kama vile; <ul style="list-style-type: none"> Hati ya matokeo na cheti cha kuhitimu Cheti cha kumaliza masomo Pasipoti mbili ukubwa wa picha Cheti cha matibabu ambacho kimejazwa na daktari ambaye amehitimu 	Shilingi mia tano (500)	Kati ya dakika thelatini za kuripoti
	Kupeana kwa vitambulisho vya shule kwa wanafunzi.	<ul style="list-style-type: none"> Usajili 	Bure	Kufikia siku ya tano
	Kupeana kwa kalenda cha matukio chuoni	Ambatana na mpangilio wa Chuo	Bure	Kati ya wiki moja tangu kufunguliwa
3.	MAFUNDISHO			
	Mafundisho binafsi	<ul style="list-style-type: none"> Kulipa na kujisajili Mahudhurio 	Kulingana na karo	Kulingana na ratiba
	Kujisajili kwa mtihani	<ul style="list-style-type: none"> Lipia mtihani na uonyeshe risiti la benki/hawala kwenye ofisi ya fedha 	Kulingana na karo ambayo imetengewa kozi hiyo	Kati ya dakika thelatini za kuletewa kwa risiti la benki
4.	KUTATHMINI WANAFUNZI			
	Mtihani wa shule	<ul style="list-style-type: none"> Kadi ya mtihani Kufanya majaribio yote Mahudhurio ya darasa yasiwe chini ya asilimia tisini (90%) 	Kulingana na karo	Kulingana na ratiba ya mitihani
	Kuweka kwa wanafunzi kwenye kiambatisho cha viwanda.	Kujiweka tayari kwenye mahali ambapo umewekwa	Shilingi elfu mbili (2000)	Wakati wa likizo
	Kutathmini wanafunzi walio kwenye kiambatisho cha viwanda.	Kulingana na ubora wao	Bure	Kati ya wiki sita
5.	KUTHIBITISHWA KWA WANAFUNZI			
	Kupeana nakala 1av yeti vya wanafunzi	<ul style="list-style-type: none"> Wanafunzi ambao wamejisajili kikamilivu Wanafunzi ambao wamemaliza kozi yao na mafanikio Nakala tatu (ambazo zimejazwa kihalali) za fomu za kibali. 	Bure	<ul style="list-style-type: none"> Wiki moja baada ya matokeo Kati ya dakika thelatini baada ya kupeana fomu za kibali
6.	OFISI YA FEDHA			
	Kupeana kwa taarifa ya karo	Fanya ombi kwa ofisi ya fedha	Bure	Kati ya dakika mbili
	Kupokea kwa vifaa vilivyoagizwa	Wasilisha agizo la ununuzi kwa uthibitisho na kutiwa saina.	Bure	Kati ya dakika kumi na tano
	Kulipa wagawaji	Wasilisha ankara kwa afisa wa fedha	Bure	Kati ya siku saba
7.	MAKTABA			
	Weka vitabu na vifaa vingine kwa marejeleo	<ul style="list-style-type: none"> Tumia vitabu vizuri Acha vitabu na marejeleo mengine kwa maktaba baada ya kutumia 	Bure	Jumatatu – Ijumaa 9:00 asubuhi – 5:00 jioni

TUMEJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yoyote/bidhaa inayotolewa ambayo hailingani na viwango vilivyo hapo juu au afisa yeyote ambaye haishi kwa kujitolea kwa heshima na ubora katika utoaji wa huduma inapaswa kuripotiwa kwa:

Principal, Orogare Technical and Vocational College, P.O BOX 356-40204, OGEMBO. SIMU: 0791964600 Barua pepe: orogaretv@gmail.com	Katibu wa Tume/ Afisa mtendaji Mkuu, Tume ya Haki ya Utawala, Ghorofa ya pili, West End Towers, Waiyaki Way, Nairobi. S.L.P 20414-00200 Nairobi Simu: +254 (0)20 2270000/2303000 Barua pepe: feedback@ombudsman.go.ke
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HUDUMA BORA NI HAKI YAKO



CITIZENS' SERVICE DELIVERY CHARTER.

S/No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINE
1.	ADMINISTRATION			
	Opening of offices	All offices shall be fully functional from Monday to Friday	Nil	8:00 am – 5:00 pm
	Registration and ushering customers/visitors	Register their names in the visitors' book and wait for directions from the officer in charge.	Nil	Within 5 minutes
	Handling of enquiries	<ul style="list-style-type: none"> Show respect and dignity Listen carefully to get the right information 	Nil	Within 5 minutes
	Response to correspondence, complaints and suggestions	<ul style="list-style-type: none"> Presentation of correspondences, complaints, compliments and suggestions. Be patient, respectful and courteous 	Nil	Within 2 days
	Issuance of recommendations	<ul style="list-style-type: none"> None 	Nil	Within 24 hours of request
2.	APPLICATION AND ADMISSION			
	Admission of interested candidates	<ul style="list-style-type: none"> Dully filled admission form Pay required fees for admission Other relevant documents; Copies of: <ul style="list-style-type: none"> Results slip/certificate School leaving certificate National ID card Medical certificate dully filled by a registered medical practitioner. 	kShs. 500	Within 30 minutes on reporting
	Issuance of student ID cards	<ul style="list-style-type: none"> Registration 	Nil	Within 5 days
	Issuance of college's calendar of events	Adhere to the programme	Nil	Within the 1 st week of opening
3.	TUITION			
	Tuition	<ul style="list-style-type: none"> Payment and registration Attendance 	As per the fee structure	As per the stipulated time table
	Registration for national exams	<ul style="list-style-type: none"> Payment for the exams and present the bank slip/money order to the finance office 	As per the set fees for the course	Within 30 minutes upon presentation of bank-slip
4.	EVALUATION OF STUDENTS			
	Internal examinations	<ul style="list-style-type: none"> Exam card Done all CATs. Minimum 90% class attendance. 	As per the fee structure	As per the stipulated schedule
	Placement of students on industrial attachment	Avail themselves at the attached places	kShs. 2000	During holidays
	Assessment of students on industrial attachment	Do their best	Nil	Within 6 weeks after the start of the exercise.
5.	CERTIFICATION OF STUDENTS			
	Issuance of transcripts and certificates	<ul style="list-style-type: none"> Fully registered student Completed course successfully 3 copies (dully filled and signed) of clearance forms. 	Nil	<ul style="list-style-type: none"> Within the first week after release of results Within 30 minutes upon presentation of the forms
6.	FINANCE OFFICE			
	Issuance of fee statements	Make a requisition to the finance office	Nil	Within 2 minutes
	Receiving of supplies	Present a purchasing order for confirmation and signing.	Nil	Within 15 minutes
	Payment of suppliers	Present invoices to the finance officer	Nil	Within 7 days
7.	LIBRARY			
	Availing books and other sources for references	<ul style="list-style-type: none"> Make good use of the books Leave the books and other references in the library after use 	Nil	Monday – Friday 9:00 am – 5:00 pm

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

Principal,
Orogare Technical and Vocational College,
P.O BOX 356-40204, OGEMBO.
TEL: 0791964600
Email: orogaretv@gmail.com

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414-00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : feedback@ombudsman.go.ke

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