**MINISTRY OF EDUCATION**

**STATE DEPARTMENT OF V.T.T**

**KIMASIAN TECHNICAL AND VOCATIONAL COLLEGE**

**P.O. BOX 1149- 20200, KERICHO**

**Email:** [**kimasiantvc@gmail.com**](mailto:kimasiantvc@gmail.com) **MOBILE NO: 0748186340**

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| **CITIZENS’ SERVICE DELIVERY CHARTER** | | | | |
| **S/NO.** | **SERVICE/GOOD** | **REQUIREMENT TO**  **OBTAIN**  **SERVICE/GOOD** | **COST OF**  **SERVICE/GOOD** | **TIME LINE** |
|  | **DEPUTY PRINCIPAL’S OFFICE** | | | |
| **i.** | **Clearing trainees reporting back from attachment/ holidays** | * **Duly filled** **registration form** * **Bank slip** | * **Fees payable** | * **20 Minutes from the time of reporting** |
| **ii.** | **Monitoring curriculum implementation** | * **Lesson attendance forms for trainers** | * **Free** | * **Daily** |
| **iii.** | **Handling of disciplinary cases** | * **Registered** **indiscipline case** | * **Free** | * **Within two weeks from the date registered.** |
| **iv.** | **Giving career guidance to trainees** | * **Presentation of career guidance need** | * **Free** | * **10 Minutes from** * **visiting the office** |

**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:

The Principal Kimasian Technical and Vocational College.

P.O BOX 1149-20200, KERICHO

Mobile. 0716746760

Email: kimasiantvc@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)202270000/2303000

Email: complain@ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO**