**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** |
|  | **EXAMINATION OFFICE** | | | |
| **(i)** | **Administering internal examinations** | * **Exam card.** * **Trainees Identity Card.** | * **Free** | * **As per exams schedule** |
| **(ii)** | **Administering**  **supplementary examinations** | * **Academic Board recommendation** * **Exam card** | * **Fee clearance** | * **As per exams schedule** |
| **(iii)** | **Administering special Exams** | * **Academic Board recommendation** * **Copy of** **approved deferment letter** | * **Fee clearance** | * **Within the first week of opening in the preceding term** |
| **(iv)** | **Remarking of end term examinations.** | * **Written appeal with valid reason.** * **Academic Board recommendation** | * **Ksh 200** | * **Within three weeks from the time the results are released.** |
| **(v)** | **Registration of external examinations-KNEC/NITA** | * **Original copies of relevant documents.** * **Receipt for examination fee** * **Duly filled clearance form.** * **Copies of** **certificates, ID** **& birth** **certificate** * **Digital passport** | * **Examination registration fee** * **Full fee payment.** | * **15 Minutes** |
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**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**