**MINISTRY OF EDUCATION**

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

**KIMASIAN TECHNICAL AND VOCATIONAL COLLEGE**

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

 **Email:** **kimasiantvc@gmail.com** **MOBILE NO: 0748186340**

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| CITIZEN’S SERVICE DELIVERY CHARTER |
| **S/NO.** | **SERVICE/GOOD** | **REQUIREMENT TO****OBTAIN****SERVICE/GOOD** | **COST OF****SERVICE/GOOD** | **TIME LINE** |
|  |  FINANCE OFFICE |
| i. | Receipt of fees and issuing of receipts | * Bank slips
 | Free | 10 Minutes |
| ii. | Fee balance inquiries | * Make requisition to accounts office.
 | Free | 5 Minutes |
| iii. | Payment of creditors | * Evidence of goods /service
 | Free | Creditors paid within 60 days after delivery of goods or services |
| iv. | Returns | * Present invoice to the finance officer
 | Free | Financial returns submitted on 20th of every month |
| v. | Receiving of supplies | * Present purchasing order for confirmation and signing
 | Free | Inquiries done within 15 minutes |
|  |  |

**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**