**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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| **CITIZEN’S SERVICE DELIVERY CHARTER** | | | | |
| **S/NO.** | **SERVICE/GOOD** | **REQUIREMENT TO**  **OBTAIN**  **SERVICE/GOOD** | **COST OF**  **SERVICE/GOOD** | **TIME LINE** |
|  | **PRINCIPAL’S OFFICE** | | |  |
| i | * **Administrative duties** | * **Introductory letter** | **Free** | **The office of the Principal shall**  **fully functional from 8.00am to 5.00p.m from**  **Monday to**  **Friday** |
| ii | * **Receiving visitors on official duties** | * **Introductory letter** | **Free** |
| iii | * **Correspondence** * **Acting on official enquiries** | * **Receipt of correspondence** | **Free** | **Correspondence are replied to within 2 working days** |
| iv | * **Signing of contracts with;** * **Staff** * **Suppliers/Contractors** | * **Contract document** | **Free** | **Within 2 days after proof of merit** |
| v | * **Issuance of External results slip and certificate** | * **Duly filled clearance form** | **Free** | **Within one day** |

**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**