**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** |
|  |  **PROCUREMENT OFFICE** |
| **(i)** | **Preparation of tender document** | * **None**
 | **Free** | **30 min** |
| **(ii)** | **Sale of tenders** | * **Official receipt from the college accounts office**
 | **Ksh 1000** | **30 min** |
| **(iii)** | **Sale of college farm produce and other income generating activities** | * **Official receipt from the college accounts office**
 | **Price of the item** | **30 min** |
| **(iv)** | **Receive of goods from suppliers** | * **Delivery note**
* **Invoice**
 | **Free** | **30 min** |
| **(v)** | **Inspection of goods received** | * **Delivery note**
* **invoice local purchase order**
 | **Free** | **30 min** |
| **(vi)** | **Preparation of contract forms, local purchase order, local service order and agreement form** | * **Quotations,**
* **Requisition.**
* **Price of items**
 | **Free** | **30 min** |
| **(vii)** | **Receive and issuing of items in the store** | * **Requisitions**
 | **Free** | **30 min** |

**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**