**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** |
|  | **RECE PTION/CUSTOMER CA RE DESK** | | |  |
| **i.** | **Handling of inquiries** | * **None** | **Free** | **5 minutes of visit** |
| **ii.** | **Directing visitors to relevant offices/service points** | * **None** |  |  |
| **iii.** | **Receiving registered mails from courier /post office** | * **Delivery** **book/note** * **Notification where applicable** | **Free** | **5 Minutes** |
| **iv.** | **Registering complaints/compliments from clients.** | * **Service feedback form** | **Free** | **5 Minutes** |
| **vii.** | **Response to correspondence** | * **Receipt of**   **Enquiries** | **Free** | **Within 7 working days** |
| **viii** | **Circulation of internal memos** | * **The memo** | **Free** | **15 Minutes upon approval for circulation** |

**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**