**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**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **CITIZEN’S SERVICE DELIVERY CHARTER** | | | | |
| **S/NO.** | **SERVICE/GOOD** | **REQUIREMENT TO**  **OBTAIN**  **SERVICE/GOOD** | **COST OF**  **SERVICE/GOOD** | **TIME LINE** |
|  | **REGISTRAR’S OFFICE** | | | |
| **i** | **Receiving applications from prospective trainees.** | * **Duly filled application letter.** * **Bank slip on** **requisite fees** * **Copies of:-** * **Result** **slip/certificate** * **National ID card.** * **Birth certificate.** * **Leaving certificate.** * **Medical** **certificate** | **1000** | **At least 3 weeks to date of admission** |
| **ii.** | **Responding to applications from the prospective trainees.** | * **Valid email address, postal address or** **mobile number of the applicant** | **Free** | **7 working days from date of receipt of the application.** |
| **iii** | **Guiding new trainees on course choice.** | * **Result slip/Certificate & the College brochure** | **Free** | **20 Minutes from the time of reporting** |
| **iv.** | **Admission of new trainees and issuance of admission number.** | * **Duly filled admission letter** * **Original documents for verification.** * **Two passport photographs.** * **Bank slip for fees for the course.** | **Fees payable** | **20 Minutes from the time of reporting.** |
| **v.** | **Registration of continuing trainees** | * **Bank slip.** * **Duly filled clearance/registration form** | **Fees payable ( Ref fees structure)** | **Within one week to the opening date of term** |
| **vi.** | **Responding to deferment applications** | * **Duly filled deferment form( End term exams deferment form, course deferment form,KNEC registration deferment form**) | **Free** | **Two working days from the date of applications.** |
| **vii.** | **Responding to change of course applications** | * **Duly filled change of course form.** | **Free** | **Two days from the date of application** |
| **viii** | **Preparation of teaching timetable** | * **Draft** **departmental time tables** * **Duly filled subject allocation form** * **List of syllabus subjects to be taught** | **Free** | **Within one week to the end of every term** |
| **ix** | **Orientation of new trainees** | * **Duly registered** | **Free** | **Within two weeks of opening of the term** |

**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**