



MINISTRY OF EDUCATION
STATE DEPARTMENT FOR V.T.T
KIMASIAN TECHNICAL AND VOCATIONAL COLLEGE
P.O. BOX 1149- 20200, KERICHO

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S/NO.	SERVICE/GOOD	REQUIREMENT TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIME
	MAIN GATE			
i	Ushering in visitors	National identity card	Free	10 M
ii.	Registration of visitors			
iii	Taking body temperature			
iii.	Issuance of visitors tag to visitors			
iv.	Directing visitors to service points			
v	Ushering in trainees	Trainees' Identity Card & gate pass	Free	10 M
vi.	Verifying bona fide trainees			
vii	Taking body Temperature			
RECEPTION/CUSTOMER CARE DESK				
i.	Handling of inquiries	• None	Free	5 min of vi
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 Min
iv.	Registering complaints/compliments from clients.	• Service feedback form	Free	5 Min
vii.	Response to correspondence	• Receipt of Enquiries	Free	Withi work
viii	Circulation of internal memos	The memo	Free	15 M upon for ci

	PRINCIPAL'S OFFICE			
i	Administrative duties	• Introductory letter	Free	The c Princ
ii	Receiving visitors on official duties			fully from 8.00a from Mon Frida
iii	• Correspondence • Acting on official enquiries	• Receipt of correspondence	Free	Corre are re withi days
iv	• Signing of contracts with: Staff Suppliers/Contractors	• Contract document	Free	Withi after merit
v	• Issuance of External results slip and certificate	• Duly filled clearance form	Free	Withi
	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 lea to da admi
ii.	Responding to applications from the prospective trainees.	Valid email address, postal address or mobile number of the applicant	Free	7 wo from recei appli
iii	Guiding new trainees on course choice.	Result slip/Certificate & the College brochure	Free	20 M from repor

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 M from repor
v.	Registration of continuing trainees	• Bank slip. • Duly filled clearance/ registration form	Fees payable (Ref fees structure)	Withi to the date
vi.	Responding to deferment applications	Duly filled deferment form(End term exams deferment form, course deferment form, KNEC registration deferment form)	Free	Two days date appli
vii.	Responding to change of course applications	• Duly filled change of course form.	Free	Two the d appli
viii	Preparation of teaching timetable	• Draft departmental time tables • Duly filled subject allocation form • List of syllabus subjects to be taught	Free	Withi to the every
ix	Orientation of new trainees	• Duly registered	Free	Withi week open term
	DEPUTY PRINCIPAL'S OFFICE			

i.	Clearing trainees reporting back from attachment/ holidays	- Duly filled registration form - Bank slip	Fees payable	20 M from repor
ii.	Monitoring curriculum implementation	Lesson attendance forms for trainers	Free	Daily
iii.	Handling disciplinary cases	Registered indiscipline case	Free	Withi week date
iv.	Giving career guidance to trainees	Presentation of career guidance need	Free	10 M from visitin office
EX AMINATION OFFICE				
(i)	Administering internal examinations	Exam card. Trainees Identity Card.	Free	As pe sche
(ii)	Administering supplementary examinations	- Academic Board recommendation - Exam card	Fee clearance	As pe sche
(iii)	Administering special Exams	- Academic Board recommendation - Copy of approved deferment letter	Fee clearance	Withi week in the term
(iv)	Remarking of end term examinations.	- Written appeal with valid reason. - Academic Board recommendation	Ksh. 200	Withi week time are re
(v)	Registration of external examinations-KNEC/NITA	- Original copies of relevant documents. - Receipt for examination fee - Duly filled clearance form. - Copies of certificates, ID & birth certificate - Digital passport	- Examination registration fee - Full fee payment.	15 M

	DEAN'S OFFICE			
i	Guidance and counselling trainees and staff	Report on the nature of the challenge	Free	Within 30 m
ii	HELB loan application	Admission form and national Identity card	Ksh 200	Within 30 m
iii.	Issuance of trainees' ID	- Dully filled clearance form - Digital passport	Ksh 300	Within week report
iv	Replacement of a lost trainees ID	Dully filled request form	As per fees structure	Two w from requ
v	Resolution of public complains	Fill complains register book	Free	imme
	DEPARTMENTAL HEADS			
i	Issuance of academic transcripts to deserving trainees	Dully registered	Free	Within mont comp modu
ii	Issuance of a commendation letter	- Course completion - Complete clearance	Free	After comp exam
iii	Issuance of end term report form to deserving trainees	Sat for end term exams	Free	Within week sittin exam
iv	Conduct departmental orientation	Departmental subject allocation	Free	Two w admis
v	Clearing candidates for KNEC registration	- Receipt for examination fee - Duly filled clearance form. Copies of KCPE/KCSE certificates, ID& birthcertificate	Clearance of College fee Payment of examination registration fee	10 m

	FINANCE OFFICE			
i.	Receipt of fees and issuing of receipts	• Bank slips	Free	10 M
ii.	Fee balance inquiries	• Make requisition to accounts office.	Free	5 Mi
iii.	Payment of creditors	• Evidence of goods /service	Free	Cred withi after good servi
iv.	Returns	• Present invoice to the finance officer	Free	Finan return subm 20 th c mont
v.	Receiving of supplies	• Present purchasing order for confirmation and signing	Free	Inqui withi minu
	INDUSTRIAL ATTACHMEN T			
i.	Attachment placement	• Full payment of fees. • An insurance cover with a reputable company. • A log book • Must have successfully completed module 1or 2 or 3	Ksh 2,000	One n the d appli
ii.	Assessment of trainees On attachment	• Duly filled attachment information form	Free	Two from repor statio

iii.	Issuance of industrial attachment certificates	- Duly filled log book - Industrial attachment report. - Confidential report from where the trainee was attached	Free	Two from the a subm requi
	SECURITY DEPARTMENT			
i.	Receiving guests at the gate.	National ID	Free	5 min
ii.	Offering security to customers while in college		Free	24 / 7
iii.	Guiding visitors to service points	Visitors tag	Free	5 Min
iv.	Clearing vehicles leaving the college	Surrender visitors tag	Free	5 Min
v	Clearing visitors leaving the college	Surrender visitors tag issued	free	5 min
	NURSE'S OFFICE			
i.	Enforcing adherence to Covid-19 protocols	Face masks	Free	5 min
ii.	Offering medical assistance to trainees and staff	Visit the nurse office or call	Free	10 M
	PROCUREMENT OFFICE			
(i)	Preparation of tender document	None	Free	30 m
(ii)	Sale of tenders	Official receipt from the college accounts office	Ksh 1000	30 m
(iii)	Sale of college farm produce and other income generating activities	Official receipt from the college accounts office	Price of the item	30 m
(iv)	Receive of goods from suppliers	- Delivery note - invoice	Free	30 m
(v)	Inspection of goods received	- Delivery note - invoice local purchase	Free	30 m

		order		
(vi)	Preparation of contract forms, local purchase order, local service order and agreement form	• Quotations, • Requisition. • Price of items	Free	30 m
(vii)	Receive and issuing of items in the store	• Requisitions	Free	30 m

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 CS/PS/CEO/Principal of the public Institution

The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice 2ND Floor, West End Towers, Waiyaki Way, Nairobi.

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Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO