



CITIZENS' SERVICE DELIVERY CHARTER

No.	SERVICES/GOODS	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST OF SERVICES/GOODS	TIMELINE
1	Reception at the entrance	Identification documents	Nil	5 Minutes
2	Enquiries(Principal's secretary/customer care)	Appointment/Gate pass slip from the security	Nil	5 Minutes
3	Registration of students	Registration letter, original and photocopies of admission documents	Nil	10 Minutes
4	Fees payment	Money order, Bankers cheque, Bank deposit slip and Paybill	Nil	10 Minutes
5	Orientation of new students	New student	Nil	1 st Week of opening
6	Commencement of training	Clearance by registrar & relevant departments	Nil	2 nd Day after opening
7	Clearance of students	Clearance form from registrar	Nil	1 Week
8	Issuance of Transcripts/Report form	Relevant documents	Nil	1 Month after release of results
8	Issuance of certificates	Duly filled clearance form	Nil	10 Minutes
9	Response of official correspondence	Incoming correspondence	Nil	1 Week
10	Examination registration (KNEC/CDACC)	Relevant registration documents by KNEC/CDACC	As per KNEC/CDACC fee structure	As per KNEC/CDACC Registration timelines
11	Guidance and counseling	Referrals/Voluntary	Nil	Continuous
12	Induction/orientation of new staff	Appointment/Transfer letter	Nil	1 st week of reporting
13	Library services	Identification documents	Nil	5 Minutes
14	Processing of client payments	Delivery note/invoice/copy of LPO/LSO	Nil	90 Days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The Principal

Kipkabus Technical and Vocational College

P.O. Box 10882 – 30100

Eldoret

Tel: 0717130180

Email: Info@ktvc.ac.ke

Or

The Commission Secretary/Chief Executive Officer

Commission on Administrative Justice

West End Towers, 2nd Floor

Waiyaki Way, Nairobi

P.O. Box 20414-00200 Nairobi

Tel : +254 (0)20 2270000/2303000

Email : complain@ombudsman.go.ke