

KIPSINENDE TECHNICAL AND VOCATIONAL COLLEGE



CITIZEN'S SERVICE DELIVERY CHARTER

S/ No	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIMELINES
1	GENERAL SERVICE			
	<ul style="list-style-type: none"> Enquiries 	Visit Kipsinende Technical and Vocational College Visit Institute Website Through Social Media	FREE	Instantly
2	ACADEMICS			
	<ul style="list-style-type: none"> Admission of new students 	Dully filled admission form	FREE	10 Minutes
	<ul style="list-style-type: none"> Registration of continuing students 	Payment of specified fees Activation	FREE	10 Minutes
	<ul style="list-style-type: none"> Training 	Duly registered trainees Class Attendance	FREE	As per academic time table
	<ul style="list-style-type: none"> Library User Registration 	Client's Identification	FREE	Instantly
	<ul style="list-style-type: none"> Industrial Attachment 	Course requirement Attachment fee	FREE	At most 3 months to commencement
3	EXAMINATIONS			
	<ul style="list-style-type: none"> Sitting Internal Exams 	Student ID and Exam Card	FREE	As per exam timetable
	<ul style="list-style-type: none"> Registration for external examination 	Examination body requirement Payment of specified fees	FREE	As per examination body deadlines
	<ul style="list-style-type: none"> Issuance of Academic Report Forms 	Clearance	FREE	10 Minutes
4	STUDENT WELFARE			
	<ul style="list-style-type: none"> Provision of Guidance and Counselling 	Client's availability	FREE	Instantly
	<ul style="list-style-type: none"> Processing Accommodation 	Proof of Payment Meet Boarding Requirements	FREE	5 Minutes
	<ul style="list-style-type: none"> Registration of Clubs & Societies 	Application letter	FREE	2 Weeks
5	FINANCE			
	<ul style="list-style-type: none"> Remittance of statutory deductions 	As per Institute Finance Policy	FREE	Within 1 Month
	<ul style="list-style-type: none"> Payments to suppliers 	As per agreement	FREE	Within 90 Days
6	CORPORATE RESPONSIBILITY			
	<ul style="list-style-type: none"> Use of Playing field 	Request letter	FREE	Upon availability

	<ul style="list-style-type: none"> Hire of facilities 	Request letter	Specified Charges	Upon availability
7	HANDLING OF PUBLIC COMPLAINTS			
	<ul style="list-style-type: none"> Acknowledgement of complaints 	Register complaints	FREE	Instantly
	<ul style="list-style-type: none"> Response to complain and feedback 	Resolution of complaints	FREE	Within 1 Month
<p>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY Any service 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:</p>				
The Principal, Kipsinende Technical and Vocational College P.O. Box 28-20209 Fort-Ternan Tel : +254 721 661 791 Email : kipsinendetechnical@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)20 2270000/2303000 Email : complain@ombudsman.go.ke		
HUDUMA BORA NI HAKI YAKO				