

**CITIZEN SERVICE DELIVERY CHARTER.**

**Kieni TVC is committed to high standards of service and shall apply the following standards in service delivery.**

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| **NO** | **SERVICE PROVIDED** | **OBLIGATION** | **CHARGES** | **DURATION** | **RESPONSIBLE PERSON** |
|  | Office and administrative support services | Visit relevant office during official working hours | Free | From 8:00am-5:00pm on all working days | Secretary |
|  | Response to enquiries | Voluntary visit/ call | Free | Within 5 minutes | Receptionist |
|  | Handling correspondences | Correctly address and delivery of correspondences | Free | Within 7 days of receipt for mails  Within 24 hours for emails | Secretary |
|  | Response to complaints, compliments and suggestions | Give suggestions, complaints and complements through official channels | Free | Within 14 working days upon receipt | Complaints Handling Committee |
|  | Admission and registration of new students | Submission of duly filled application forms, registration forms and relevant academic certificates for verification. | applicable fees as per prevailing fee structure | **Admission letter -** From 8:00am-5:00pm on all working days  **Registration** as per the specified date of reporting | Registrar |
|  | Release of results for end term examinations | Sit for examinations (internal) | Free | Results to be released within one (1) month after the examinations | Academic committee |
|  | Issuance of results slips & certificates | Submission of duly filled clearance form | Free | As per the KNEC/KASNEB/NITA exam calendar | Registrar |
|  | Procurement of goods and services | Compliance with the procurement process | Free | As per the PPDA procurement procedures. | Procurement Officer |
|  | Payment for goods and services to suppliers | Delivery of goods and services | Free | Within sixty (60) days after receipt of relevant documentation | Finance Officer |
|  | Payment of imprest and claims | Submission of relevant documents | Free | Within forty-eight (48) hours after receipt of relevant documentation | Finance Officer |
|  | Fees payment | Submission of the bank pay-in slip/cheques/money order | Free | Within 5 minutes | Finance Officer |
|  | Clearance of exiting students and staff | Submission of clearance form to relevant offices for clearance | Free | Within 15 minutes per section upon receipt and verification of the clearance form | All Heads of Departments |

**KIENI TVC IS COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

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

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| The Principal  Kieni Technical And Vocational College  PO.BOX 316-10102, KIGANJO,  TEL, 0791-917471:  Email: [kienitech2019@gmail.com;info@kienitvc.ac.ke](mailto:kienitech2019@gmail.com;info@kienitvc.ac.ke)  Website: <www.kienitvc.ac.ke> | The Chief Executive Officer  Commission On Administrative Of Justice  +254-20-2270000,2303000,2603765,  2441211,  Email: [complain@Ombudsman.Go.Ke](mailto:%20complain@Ombudsman.Go.Ke) ;  <Info@Ombudsman.Go.Ke> |
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