



MINISTRY OF EDUCATION

STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING

KERICHO TOWNSHIP TECHNICAL & VOCATIONAL COLLEGE

P.O BOX 828-20200, KERICHO-KENYA. Tel: +254713107307

Email: keritownshiptechnical@gmail.com

Website: www.kerittvc.ac.ke



SKILLS FOR EMPOWERMENT

SERVICE DELIVERY CHARTER GENERAL SERVICE

S/ No	SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIMELINE
1.	General Enquiries	Registration at the gate, visit/call to secretary's desk	free	10 Minutes
2.	Students & staff enquiries via WhatsApp	Raising enquiry to respective HOD or immediate supervisor or in college WhatsApp groups	free	6 hours
3.	Response to written correspondence	Contact address	free	Not more than 3 days
ACADEMICS				
4.	Admission of new students	Dully filled admission form	free	15 Minutes
5.	Time Tabling	Work load allocation	free	Last week of previous term
6.	Registration of continuing students	Payment of specified fees	free	As per academic calendar
7.	Commencement of training	Clearance from registrar and relevant department	free	2 nd day from opening day
8.	Use of classrooms/lab/workshop	As per the Time Table	Free	As per Time Table
9.	Orientation and induction of students	New students	free	2 weeks from opening date
10.	Industrial attachment placement facilitation	As per the course requirement, Issuance of Insurance Cover, Introductory letters, Log books	free	At least 3 months before commencement
11.	Notification for collection of national certificates	Receipt of national certificates from KNEC	free	2 weeks
STUDENT'S WELFARE				
12.	Student ID	Upon Admission	Specified Charges	2 Weeks
13.	Registration of clubs and societies	Application letter	free	3 weeks
14.	Guidance and counseling	Client's availability	free	Immediate
EXAMINATION				
15.	Internal exam	Exam card	free	1 day
16.	Registration of external exams	Submission of Exam body requirements Payment of specified fees	free	1 day
17.	Issuance of academic transcripts	Meet certification requirements, clearance	free	1 day
FINANCE & PROCUREMENT				
18.	Fees Payment	Deposit Slip as proof of payment	free	1 day
19.	Issuance of office receipts	Evidence of payment	free	Immediate
20.	Remittance of statutory deductions	As per legal requirements	free	Within 1 month
21.	Payment of service providers	As per agreement, Evidence of LPO/LSO and original invoice	Free	Within 3 Months
22.	Invitation of Tenders; • Notification of Successful & unsuccessful bidders of quotation • Award of contracts	Submission of quotation, invitation and submission of tenders Tender document	As per the tender notice	21 days
CORPORATE SOCIAL RESPONSIBILITY				
23.	Agricultural field service to farmers	Upon Request	free	Upon availability
24.	Baking Skills to Community	Upon Request	Free	Once a year
HANDLING OF PUBLIC COMPLAINTS				
25.	Acknowledgment of complaints	File complaint	free	1 day
26.	General complaint and feedback	Resolution of complaint	free	7 working days
27.	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, Kericho Township Technical & Vocational College P.o Box 828-20200, Kericho Tel:+254713107307 Email: keritownshiptechnical@gmail.com		The Commission Secretary/Chief Executive Officer Commission on Administrative of Justice 2 nd Floor, West End Towers, Waiyaki Way, Nairobi. P.o Box 20414-00200 Nairobi Tel: +254 (0)20 2270000/2303000 mail: complaints@ombudsman.go.ke		
HUDUMA BORA NI HAKI YAKO				



KERICHO TOWNSHIP TVC IS AN EQUAL OPPORTUNITY PROVIDER

Skills for empowerment

