



# KASARANI TECHNICAL AND VOCATIONAL COLLEGE



## SERVICE CHARTER

S/No	CUSTOMER SUPPORT SERVICES/GOODS	CUSTOMER REQUIREMENT	COST OF SERVICE	TIMELINE
1.	Processing of applications for admissions	Your applications with KCSE certificates or equivalent relevant certificates	KES 500	24 hours
2.	Delivery of course in line with curriculum and occupational standards	Registration as a trainee	Prescribed tuition fees	Prescribed contact hours
3.	<ul style="list-style-type: none"> <li>Feedback on internal assessment</li> <li>Release of provisional results</li> <li>Release of provisional transcripts</li> </ul>	Sit all assessment and continuous assessment tools	Chargeable assessment fees	4 weeks
4.	Provision of appropriate and relevant training and learning facilities	Attend to all classes and learning activities pertaining to your course	Chargeable statutory and tuition fees	Term / semester / academic year
5.	Response to correspondence	Written correspondence	Nil	2 days
6.	Dissemination and implementation of policy guidelines	Identified policy, your inquiry, requests and concerns through relevant offices	Nil	30 minutes
7.	Payment for goods and services	LPO/Invoice, Certificate of Completion/Goods and service received	Nil	Within 90 days
8.	Enquiries Answer telephone calls	Phone Call	Nil	5 minutes
9.	Production of payroll and payment of salaries	Formal appointment	Nil	By the end of the month
10.	Facilitate access to information	Written request/duly filled application form	Free	21 Working days

### 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:

Principal  
Kasarani Technical and Vocational College  
P.O. BOX 51898 – 00200, MOBILE: 0716685054,  
NAIROBI.  
Email: [kasaranitechnical@gmail.com](mailto:kasaranitechnical@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 : [feedback@ombudsman.go.ke](mailto:feedback@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**