



KASARANI TECHNICAL AND VOCATIONAL COLLEGE



SERVICE CHARTER

SERVICE	OBLIGATIONS	CHARGES	TIMELINE
Processing of applications for admissions	Your applications with KCSE certificates or equivalent relevant certificates	KES 500	2 days
Delivery of syllabus content	Registration as a student	Prescribed tuition fees	Prescribed contact hours
Feedback on internal examination •Release of provisional results •Release of provisional transcripts	Sit all examinations and continuous assessment tests	Chargeable examination fees	4 weeks
Provision of appropriate and relevant teaching and learning facilities	Attend to all classes and learning activities pertaining to your course	Chargeable statutory and tuition fees	Term / semester / academic year
Response to correspondence	Written correspondence	Nil	2 days
Dissemination and implementation of policy guidelines	Identified policy, your inquiry, requests and concerns through relevant offices	Nil	Immediate
Payment for goods and services	LPO/LSO, delivery note, claims, invoice or procurement documents	Nil	Within 90 days
Enquiries Answer telephone calls	Voluntary visit Your call	Nil	Immediate
Production of payroll and payment of salaries	Formal appointment	Nil	By the end of the month
Facilitate access to information	Written request/duly filled application form	A photocopying fee as appropriate	21 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:

The Principal, Kasarani Technical and Vocational College
P.O. Box 51898 – 00200 Nairobi Kenya | Tel: +254 (0) 716 685 054
Email: kasarani technical@gmail.com | Website:
www.kasarani technical.ac.ke

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



CHUO CHA MAFUNZO YA KIUFUNDI CHA KASARANI



HATI YA HUDUMA

HUDUMA	WAJIBU	MALIPO	MUDA
Usindikaji wa maombi ya udahili	Maombi na vyeti vyako vya KCSE au hati zingine za masomo zinazo tambulika	Shilingi mia tano	Siku 2
Uwasilishaji wa maudhui Ya mtaala	Usajili kama mwanafunzi	Ada ya masomo	Saa za mawasiliano zilizowekwa
Maoni juu ya uchunguzi wa ndani ■Kutolewa kwa matokeo ya muda ■Kutolewa kwa nakala ya muda	Kalia mitihani yote na mitihani ya kuendelea ya tathmini	Ada ya uchunguzi inayoweza kulipiwa	Wiki 4
Utoaji wa vifaa mwafaka vya kufundishia na kujifunzia	Hudhuria kwa madarasa yote na shughuli za kujifunza zinazohusu kozi yako	Ada za kisheria na ada za masomo	Muhula / mwaka wa masomo
Jibu kwa mawasiliano	Mawasiliano ya maandishi	Bila malipo	Siku 2
Usambazaji na utekelezaji wa miongozo ya sera	Sera iliyotambuliwa, uchunguzi wako, maombi na wasiwasi kupitia ofisi husika	Bila malipo	Mara moja
Malipo ya bidhaa na huduma	LPO / LSO, ujumbe wa uwasilishaji, madai, ankara au hati za ununuzi	Bila malipo	Ndani ya siku 90
Maswali Jibu simu	Ziara ya hiari Simu yako	Bila malipo	Mara moja
Utayarishaji wa mishahara na malipo ya mishahara	Miadi rasmi	Bila malipo	Mwisho wa mwezi
Kuwezesha upatikanaji wa habari	Ombi lililoandikwa / fomu ya maombi iliyojazwa kihalali	Ada ya kunakili ikiwa inafaa	Siku 21

TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI HUDUMA

Huduma/mema yoyote inayotolewa ambayo haiambatani na viwango vilivyo hapo juu au afisa yeyote ambaye hafikii ahadi ya uungwana na ubora katika Utoaji Huduma inapaswa kuripotiwa kwa: