REPUBLIC OF KENYA

KAKRAO TECHNICAL & VOCATIONAL COLLEGE

CITIZENS' SERVICE DELIVERY CHARTER

S/NO	Service/ Good	Requirements to obtain service/Good	Cost of service/Good	Timeline
1.	Processing of admission applications	KCSE certificate, KCPE certificate, Birth certificate	Ksh. 500.00	1 Hour
2.	Processing of registration for KNEC exams	Payment receipts and dully signed clearance form	As per KNEC exam fee structure	1 Hour
3.	Payment of procured goods and services	Valid Invoice, delivery note, LPO/LSO/Contract Agreement.	Nil	Within 90 working days
4.	Admission of trainees	Admission letter, originals and copies of academic certificates, national ID/ birth certificate	College fees	1 Hour
5.	Inquiry	None	Nil	10 Minutes
6.	Administration of internal exams	Dully signed Exam clearance form	College fees	As per the exam timetable
7.	Response to written correspondences	Written correspondence	Nil	7 Days
8.	Response to telephone calls	Call	Nil	10 Minutes
9.	Supplier registration	Business registration certificate, KRA pin, Tax compliance certificate, Business permit	Ksh. 1000	7 days
10.	Receiving of delivered goods	Copy of LPO, Invoice, Delivery notes	Nil	30 mins

WE ARE COMMITED TO COURTESY AND EXELLENCE 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 CEO/Principal, Kakrao Technical & Vocational College, P.O Box 308, 40400 Suna, Migori. Tel: 0748805052 / 0101905052. Kakraotvc20@gmail.com /kakraotvc@yahoo.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