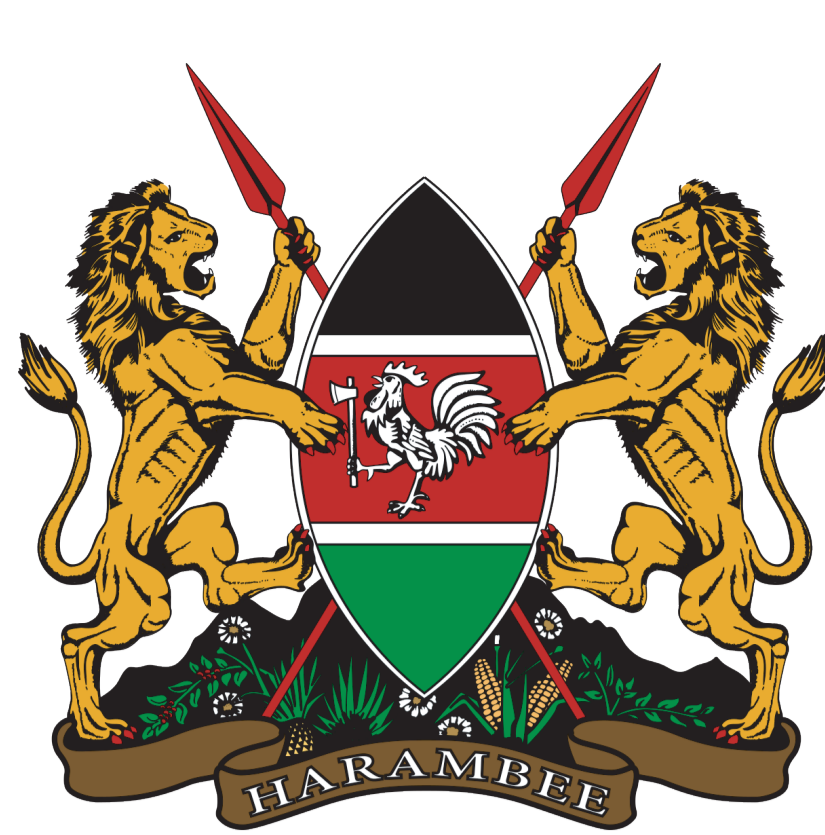




THARAKA TECHNICAL AND VOCATIONAL COLLEGE



CITIZENS' SERVICE DELIVERY CHARTER

S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Registration of visitors/ vehicles	<ul style="list-style-type: none"> • Provide national /Institute ID 	None	2 Minutes
2.	Handling correspondences	<ul style="list-style-type: none"> • Make a formal call 	None	3 Rings
		<ul style="list-style-type: none"> • Write a formal letter/ email • Provide correct contact address 	None	5 Days
3.	Library services	<ul style="list-style-type: none"> • Provide Staff/ Student IDs 	None	8 am to 5pm (Monday to Friday)
4.	Students admission	<ul style="list-style-type: none"> • Admission Letter • Provide the required documents 	500/=	5Mins
5.	Training	<ul style="list-style-type: none"> • Meet requirements for the course • Registration to relevant courses • Payment of fees • Avail yourself in class 	None	As per approved time table
6.	Administrative issues	<ul style="list-style-type: none"> • Request for service required 	None	5 Minutes
7.	Examinations	<ul style="list-style-type: none"> • Be a registered TTVC Trainee • Fee clearance • Pay KNEC exam fee 	-None for internal -KNEC fees	As per College Calendar for internal Per KNEC calendar
8.	Addressing customers complains	<ul style="list-style-type: none"> • Launching formal complain 	None	14 working days.
9.	Internal Examination results	<ul style="list-style-type: none"> • Must have sat for end term examination 	None	Two and half weeks after end of term exams
10.	Payment to suppliers	<ul style="list-style-type: none"> • Delivery notes • Duly signed invoice and supporting documents 	None	Approved payments in 30 days
11.	Coordination of industrial attachment	<ul style="list-style-type: none"> • Payment of attachment fee • Must have secured a place for attachment • Have insurance cover 	As per fee structure	As per the college schedule

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

to courtesy and excellence in Service Delivery should be reported to:

The Principal
Tharaka Technical and Vocational College,
P.O BOX 51 - 60215, Marimati.
Tel:+254 742 951 657
Email: tharakatechnical@gmail.com
Website: www.tharakatechnical.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