



MINISTRY OF EDUCATION
State Department for Technical, Vocational Education and Training
**KITUTU MASABA TECHNICAL AND
VOCATIONAL COLLEGE**



CITIZEN'S SERVICE DELIVERY CHARTER

S/N	SERVICES/GOODS DELIVERED	REQUIREMENTS TO OBTAIN SERVICES/GOODS	COST OF SERVICES OR GOODS	TIMELINES
1.	Response to Telephone Calls	Phone Call	Free	15 Seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 Minute
3.	Response to correspondence	Written correspondence (letters)	Free	20 minutes
		Email and social media(Twitter, Facebook and You Tube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of suppliers	Dully filled application form Company profile Certificate of Incorporation/Registration PIN Certificate Valid TAX Compliance Certificate/Exemptions Original Bank Statement Copy of certificate registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filled by company registry National ID/Passport	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	L.P.O/Invoice Certificate of Completion/Goods/Services received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy- making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	90 days
14.	Admission of Students	Admission Forms and Fees payment	Free	15 minutes
15.	Issuance of Certificates	Clearance Forms	Free	15 minutes
		National ID/Passport		
16.	Processing KNEC Registration	Exam fee payment, clearance forms, National ID/Passport, birth certificate and KCSE/KCPE certificates	Free	15 minutes
17.	Discipline of Students	Disciplinary committee Administrative Records and Reports	Free	1 day
18.	Issue of Instruction Materials to Lecturers	Approved Requisition Forms	Free	20 minutes

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services/goods 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 Kitutu Masaba Technical and Vocational College
P.O Box 189-40202 Keroka
Tel: 0743480999/0782490068
Email: kitutumasabatvc@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

HUDUMA BORA NI HAKI YAKO