



CITIZENS SERVICE DELIVERY



S/NO	SERVICE/GOOD	REQUIREMENT TO OBTAIN SERVICE OR GOOD	COST OF SERVICE (if any)	TIMELINE
1	Enquiries	Voluntary visits	Free	On arrival
2	Admission of students	Minimum qualifications	Ksh. 500	10 minutes
3	Training	Registration to relevant program Proof of payment of tuition and other fees Class attendance as per the timetable	Varies	As per termly schedules
4	Internal examinations	Registration to relevant program Proof of payment of tuition and other fees Class attendance	varies	Within two weeks
5	External examination	Registration to relevant program Proof of payment of tuition and other fees Class attendance	varies	As per KNEC Schedules
6	Issuance of academic certificates	Dully filled college clearance form	Free	5 Minutes
7	Counseling services	Be a registered trainee or employee	Free	1 hour
8	Issuance of trainee college ID	Be a registered trainee	KSh. 200	Within 30 days after admission
9	Issuance of fees receipts	Be a registered trainee Submission of bank deposit slip	Free	On arrival
10	Establish linkages and collaborations	Negotiations MOU Exchange of letters and visits	Free	30 days
11	Payment of suppliers	Dully signed invoices and supporting documents	Free	20 minutes
12	Correspondence	Incoming letters Incoming phone calls	Free	Immediately

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 Kiminini Technical and Vocational College. P.O Box 542-30200, Kitale. Mobile Number: 0759424048
Email: kimininitvc@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 : complain@ombudsman.go.ke