



MINISTRY OF EDUCATION

STATE DEPARTMENT OF VOCATION AND TECHNICAL TRAINING NAIVASHA TECHNICAL AND VOCATIONAL COLLEGE

P. O. BOX 574-20117

NAIVASHA

TEL.NO. 0740429247

principal@ntvc.ac.ke or info@ntvc.ac.ke

CITIZENS' SERVICE DELIVERY CHARTER



S/No	Customer Support Service	Customer Requirement(s)	Cost Of Service/Good (If Any)	Timeline
GENERAL SERVICE				
1.	Inquiries (Principal's Office)	Registration at the gate Visit/call to secretary's desk	Free	Immediate
2.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
3.	Response to enquiry by Walk-in Clients	Walk-in and make the enquiry	Free	1 minute
4.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
5.	Processing of request for information	Make a request for information	Free	24 hrs
ACADEMICS				
6.	Admission of new students	Duly filled admission form	Free	1 day
7.	Orientation & induction of students	New students	Free	Within 2 weeks
8.	Registration of continuing students	Payment of specified fees	Free	1 day
9.	Teaching	Duly registered student Student's availability	Free	As per academic timetable
10.	Notification for collection of national certificates	Receipt of national certificate from KNEC/TVET CDAAC	Free	Within 1 week
11.	Library services	Library card/Student I.D	Free	Within working hours
12.	Industrial attachment placement facilitation	Course requirement Attachment fee	Free	At least 3 months to commencement
STUDENT WELFARE				
13.	Guidance And Counselling	Client availability	Free	Immediate
14.	Registration of clubs & societies	Application letter	Free	Within 2 weeks
EXAMINATIONS				
15.	Internal Exams	Exam card	Free	1 day
16.	Registration for external examinations	Examinations body requirements	Free	1 day
17.	Issuance of academic transcripts	Meet certification requirement clearance	Free	1 day
FINANCE/PROCUREMENT				
18.	Remittance of statutory deductions	As per legal requirements	Free	Within 1 month
19.	Sale of tender documents	Payment of specified fees	Free	1 day
20.	Processing of tenders	Submit bids for good and services	Free	7 days
21.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
22.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
23.	Payments of service received	L.P.O/Invoice/Certificate of completion/Goods/Services Received	Free	-For quotations 30 days from the date of receipt of the invoice -For contractual framework 90 days from the date of receipt of the invoice
24.	Disposal of obsolete stores	Submission of bids	Free	90 days from the date of advertisement
25.	Issuance of official receipts	Evidence of payment	Free	Immediate
26.	Recruitment of staff	Make formal application based on the advert	Free	90 days
27.	Registration of supplier	Duly filled application form/Company profile/Certificate of Incorporation/Registration PIN Certificate/Valid Tax Compliance Certificate/Exemptions/Original Bank Statement/Copy of Certificate of Registration with relevant regulatory bodies/CR12 for limited company or ID card for sole-proprietorship.	Free	14 Working days
CORPORATE SOCIAL RESPONSIBILITY				
28.	Use of playing fields	Request letter	Free	Upon availability
HANDLING OF PUBLIC COMPLAINTS				
29.	Response to public complaint and grievances	Make complaint	Free	1 working days
30.	Resolution of complaints	Make a verbal or written complaint	Free	14 working 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,
NAIVASHA TECHNICAL AND VOCATIONAL COLLEGE
P. O. BOX 574-20117
NAIVASHA.
Tel: +0740429247
Website
Email: principal@ntvc.ac.ke or info@ntvc.ac.ke

The Commission Secretary/ Chief Executive Officer,
Commission on Administration 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

