



SERVICE DELIVERY CHARTER

The college is committed to effective services to all clients



SERVICES OFFERED	REQUIREMENTS	COST	DURATION
1. CONSULTING (CHIEF PRINCIPAL/DEPUTY PRINCIPAL)	Varied needs of clients	NIL	10 minutes
2. Admission/ registration of new students	-Admission letter -Pay slip -National ID Card -Original academic and leaving certificates -Clearance Slip by college nurse (female only)	NIL	30minutes
3. Payment of suppliers.	-Delivery note -Invoice. -Actual goods /service	NIL	7 days
4. Collecting fees.	-Pay in Slip.	NIL	Daily basis
5. Maintenance of inventory records	-Delivery note/invoice. -Receipts.	NIL	Daily basis
6. Principal liaising with MOE, TSC and all relevant sagas.	-Need for new staff members. (teachers/workers) -Responding to circulars	NIL	Daily basis
7. Preparation of students leaving certificates.	-Completion of 3-year course	NIL	End of the course
8. Issuance of DPTE/DTE PP&P.	-Filling clearance form appropriately	NIL	As released by KNEC
9. STUDENT'S WELFARE AND DISCIPLINE	-School rules and regulations -College dispensary -Guidance and counselling services -Catering -Housing / Hostels	NIL	Daily basis
10. Registration for KNEC examinations	-As specified from time to time by KNEC	As stated by KNEC regulations	At the course of year 1
11. Efficient and effective implementation of the curriculum	-Motivated staff, student and relevant resources. -Provision of ICT and library services	NIL	Throughout the year
12. Administration of SBA(s) SBA RESULTS	-Students satisfy the rules as specified by KNEC Availability of Laptops	NIL	End of year 1&2 Term 4 & Term 7
13. Proper maintenance of college compounds and facilities	-Painting -Improvement, repairs and maintenance. -Tools and accessories.	NIL	As need arises.
14. Provide security and uphold custody of college property	-Day and night patrols. -Switch on security lights	NIL	Daily
15. Administration of summative examination	-According to KNEC regulation	As stated by KNEC	Year 3 (Term 7)
16. Practicum	According to KNEC regulation should have cleared college fee	NIL	Year 3 (Term 8 & 9)
17. Graduation	Satisfy course requirements according to KNEC	As stipulated by the college	End of year 3

- a) All services should be rendered promptly to the clients as required by our college mandate without favour.
 b) Any dissatisfaction could be channeled through the laid down machinery and the Public Complaints Committee. Also use of suggestion box is highly encourage and clients should identify themselves to avoid anonymous complaints.
 c) Suggestion box is available for use by clients; however they should identify themselves to avoid anonymous complaints.
 d) All information will be handled with very high confidentiality.
 N/B In case of complaint call the following
 i) The Chief Principal – Tel. No. 020-3551145, 020-2123814
 ii) Public complaint standing committee executive director:
 P.O.Box 20414 – 0200 NAIROBI
 Tel. 254020-2303000,0735359888, 0710936000