



MINISTRY OF EDUCATION
STATE DEPARTMENT OF TVET
TOTAL TECHNICAL AND VOCATIONAL COLLEGE
P.O. BOX 4223 – 20100, NAKURU
TEL: 0741 769 520
 Email: totalinstitute@yahoo.com
 Website: www.totaltvc.ac.ke
“TECHNOLOGY FOR DEVELOPMENT”



CITIZENS' SERVICE DELIVERY CHARTER

S. n	Service/Good	Requirements to obtain service	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	21 days
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 time table
10.	Notification for collection of national certificates	Receipt of national certificate from KNEC/ CDACC/NITA	Free	Within 2 weeks
11.	Industrial attachment placement	Course requirement Attachment fee	Free	At least 3 months to commencement
12.	Computer and Driving Training	Payment of specified fees	Free	As per academic policy
STUDENT WELFARE				
13.	Guidance And Counseling	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's 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	90 days
21.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
22.	Public participation in policy making	Familiarization with issues and active participation	Free	1 day
23.	Payments of 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
24.	Disposal of obsolete stores	Submission of bids	Free	60 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 suppliers	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 both of the following:

The Principal,
 Total Technical and Vocational College,
 P.O Box 4223- 20100, NAKURU
 Tel: 0741 769 520
 Website: www.totaltvc.ac.ke
 Email: totalinstitute@yahoo.com

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