



**SERVICE CHARTER**

**Vision**

To be a centre of excellence in Technical and Vocational education

**Mission:** To promote technical and vocational education through relevant and innovative training, research and community services.

**Core Values and principles:**

- Integrity     Team work     Innovation     Professionalism
- Inclusivity     Collaboration     Equity in customer service

S/No.	SERVICES RENDERED	USER REQUIREMENTS	STATUTORY CHARGEABLE FEE	SERVICE TIMELINES
1.	Customer care	Voluntary visit /call Dr. Daniel Wako Murende TVC Record book	Nil	5 minutes
2.	Admission of new trainees.	- Make application - Provide required documents - Make fee payments - Your applications with KCSE certificates or equivalent relevant certificates	500	7 days
3.	Training services	- Registration as a student - lesson Attendance - Payment of prescribed fee	Prescribed tuition fee	Prescribed contact hours
4.	Registration of external examination	- Payment of prescribed examination fee - Exam Registration documents - Course requirements	Chargeable fee	Prescribed registration dates as per examining body
5.	Response to correspondence	Written correspondence	Nil	1-7 days
6.	Response to customer complaints	Launching formal complaints.	Nil	1-7dys As per the request
7.	Dissemination and implementation of policy guidelines	Identified policy, your enquiry, request and concern through relevant officers.	Nil	Immediate
8.	Procurement of goods, works and services	- invitation to quote/submission of quotations. - invitation and submission of tenders.	Nil	30 days
9.	Payments for supply of goods, services and works	LPO/LSO delivery note, claims, original invoice or procurement documents.	Nil	30 days
10	Disclosure of information under "access to information act"	Make request for disclosure of information.	Nil	21 days

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.**

Any service/goods & works rendered that does not conform to the above standards or any other officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

Principal/Secretary B.O.G Tel: 0708722451	The Commission Secretary/Chief Executive Officer, Commission on administrative justice,2nd Floor,West End Towers, Waiyaki Way,Nairobi P.O BOX 20414-00200 Nairobi <a href="tel:+254(0)20-2270000/230300">Tel:+254(0)20-2270000/230300</a> Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a>
--	--