



KONGONI TECHNICAL AND VOCATIONAL COLLEGE SERVICE DELIVERY CHARTER

VISION

To be the top rated technical and vocational college in technical training, innovation and Action research in Kenya and beyond.

MISSION

To Provide Quality Technical and Vocational Training in Collaboration with Stakeholders to Produce Highly Skilled and Innovative Human resource.

MOTTO

Technology and innovation to meet societal needs.

CORE VALUES

* Accountability * Transparency * Integrity * Good Governance
 * Professionalism * Efficiency * Gender Equality * Teamwork

S/N	Service/Goods	Requirements To Obtain Services/Goods	Cost In Ksh	Timeline
1.	Registration and directing of visitors, motor vehicle.	National Identification Card, college Identification Card	Nil	3 minutes
2.	Response to enquiries.	Clear Verbal enquiries or communication received.	Nil	1 day,
		Electronic enquires or communication formally received.	Nil	2 days,
		Postal enquiries or communication formally received.	Nil	5 days
3.	Admission of trainees.	Copies of certificates or result slip, national id, Coloured passport size photographs, leaving certificate, Birth certificate, filled application form, original documents for verification.	500	10 minutes
4.	Registration of trainees.	Meet minimum course requirements, Payment of required fee for the course, Filled registration control form.	Nil	Within same day of reporting.
5.	Receipt of payment from customers.	Bank deposit slip, M-Pesa transaction code.	Nil	10 mins
6.	Curriculum delivery.	Registered trainee, class attendance	As per the fee structure	As per the academic policy.
7.	Registration of External Examinations.	Copy of national id, passport size, birth certificate, most recent academic cert, 75% class attendance, Internal exams results.	exam payment receipt as prescribed by the exam body	As per examining body schedule.
8.	Administration of internal examination.	75% class attendance, college trainee Id card.	Nil	As per internal exam schedule.
9.	Issuance of internal examination transcript.	Registered trainee, completion of specified term.	Nil	Within 2 weeks after opening of every term.
10.	Issuance of external examination results.	Dully filled clearance form, National Identification Card.	Nil	10 minutes.
11.	Payment of suppliers	Invoices submitted, valid payment claim.	Nil	Within 90 days on receipt of the invoice

"COMMITMENT TO COURTESY AND EXCELLENT IN SERVICE DELIVERY"

Any service that does not conform to the above standards or any officer who does not live up to commitment and excellence in service delivery should be reported to: - Principal Kongoni technical and vocational college - 0721320423, or the commission secretary/ chief executive officer, commission on administrative justice p o box 20414 - 00200 NAIROBI

Tel;- +254 (0)20 2270000/2303000. Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



MINISTRY OF EDUCATION
STATE DEPARTMENT FOR VOCATIONAL AND TECHNICAL TRAINING
KONGONI TECHNICAL AND VOCATIONAL COLLEGE



Along Eldoret - Kitale Road P.O. Box 45 - 30205 Matunda

TEL: 0788-070-303 / 0721-320-423 EMAIL: kongonitvc@gmail.com WEBSITE: www.kongonitvc.ac.ke

HATI YA UTOAJI HUDUMA KWA WANANCHI YA CHUO CHA KIUFUNDI CHA KONGONI

MAONO

Kuwa chuo cha kiufundi kilichokadiriwa juu katika uvumbuzi na utafiti nchini Kenya na zaidi.

DHAMIRA

Kutoa mafunzo bora ya kiufundi na ufundi stadi kwa ushirikiano na wadau ili kuzalisha rasilimali watu wenye ujuzi mkubwa

WITO

Teknolojia na uvumbuzi ili kutimiza mahitaji ya jamii.

MAADILI YA MSINGI

*Uwazi katika utendaji mambo*Uwajibikaji *Uaminifu* Uongozi bora
 *Utendaji bora * Sifa za weledi *Usawa wa kijinsia *kazi ya Pamoja

S/N	Huduma/Bidhaa	Mahitaji Ya Kupata Huduma	Gharama Ya Huduma	Ratiba Ya Nyakati
1.	Usajili na uelekezaji wa wageni/magari	Kitambulisho cha kitaifa, kitambulisho cha chuo.	Hakuna gharama	Dakika tatu
2.	Majibu kwa maulizo	Kupokelewa kwa maulizo ya Uwazi kwa njia ya mdomo.	Hakuna gharama	Siku moja
		Kupokelewa Kwa maulizo kwa njia ya kieletroniki.	Hakuna gharama	Siku mbili
		Kupokelewa kwa maulizo kupitia huduma za posta.	Hakuna gharama	Siku tano
3.	Uandikishaji wa wanafunzi	Nakala ya vyeti vya msingi na kidato cha mne, nakala ya kitambulisho cha kitaifa, picha ya pasipoti, nakala ya cheti cha kuzaliwa, barua ya kuingia, mahitaji ya uandikishaji wa kozi ama taaluma. Nyaraka asili za uthibitishaji.	500	Dakika kumi
4.	Usajili wa wanafunzi	Kufikia mahitaji ya kiwango cha chini cha kozi, dhibitisho ya malipo ya kozi, fomu ya kibali cha kujisajili iliyojazwa.	Hakuna gharama	Ndani ya siku hiyo ya kuripoti.
5.	Risiti ya malipo kutoka kwa wateja	Risiti ya benki, arifa ya thibitisho la malipo kwa njia ya M-Pesa.	Hakuna gharama	Dakika kumi
6.	Utoaji wa mtaala	Usajili, mahudhurio ya darasa la mihadhara.	Kulingana na muundo wa ada	Kulingana na sera ya kitaaluma
7.	Usajili wa mitihani ya kitaifa	Nakala ya kitambulisho cha taifa, picha ya pasipoti, nakala ya cheti cha kuzaliwa, nakala ya cheti cha masomo ya hivi karibuni, asilimia sabini na tano ya mahudhurio ya darasa la mihadhara. Majibu ya mitihani ya ndani.	Risiti ya malipo ya ada ya mitihani	Kulingana na ratiba ya mitihani ya kitaifa.
8.	Usimamizi wa mitihani ya ndani	asilimia sabini na tano ya mahudhurio ya darasa la mihadhara , kitambulisho cha chuo.	Hakuna gharama	Kulingana na ratiba ya mitihani ya ndani.
9.	Utoaji wa matokeo ya mitihani ya ndani	Mwanafunzi aliyesajiliwa, kumaliza muhula tajika.	Hakuna gharama	Ndani ya wiki mbili baada ya muhula kuanza.
10.	Utoaji wa matokeo ya mitihani ya kitaifa	Fomu ya kibali iliyojazwa, kitambulisho cha kitaifa.	Hakuna gharama	Dakika kumi
11.	Malipo ya wasambazaji	Kupokelewa kwa Ankara, madai halali ya malipo.	Hakuna gharama	Ndani ya siku tisini ya kupokea ankara

“TUMEJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA”

Huduma yoyote ambayo haiambatani na viwango vilivyvo hapo juu au afisa yeyote ambaye hatajitolea kwa heshima au ubora katika utoaji wa huduma anapaswa kuripotiwa kwa: Mwalimu Mkuu, Chuo cha Kiufundi cha Kongoni, S L P 45 – 30205 Matunda. Nambari ya simu +254721320423, au kwa Katibu wa Tume/Afisa Mtendaji Mkuu, Tume ya Haki ya Kitawala, S L P 20414-00200 NAIROBI, Nambari ya simu: +254 (0)20 2270000/2303000. Barua pepe: complain@ombudsman.go.ke

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