**MINISTRY OF EDUCATION**

**SAMBURU TECHNICAL AND VOCATIONAL COLLEGE**

**CITIZEN’S SERVICE DELIVERY CHARTER**

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| **S/NO.** | **SERVICE/GOOD RENDERED** | **CUSTOMER REQUIREMENTS** | | **COST OF SERVICE/ GOOD** | **WAITING TIME** |
|  | Registration of visitors and motor vehicles | Official identification document e.g. National ID/ Passport, Student ID | | Free | 2 minutes |
|  | Directing visitors to the respective service points | Clarity of purpose of visit or name of person to be visited | | Free | 1 minute |
|  | Verbal response to enquiry or communication | Clear enquiry or communication | | Free | 1 minute |
|  | Written response to enquiry or communication | Letter of enquiry or communication formally received | | Free | 5 working days |
| E-mail on enquiry or communication formally received | | Free | 3 working days |
|  | Telephone reception | Identity of caller | | Free | 3 phone rings |
|  | Payment of suppliers | Delivery note and invoice | | Free | 14 working days |
|  | Coordination of industrial attachment | Fee statement from Finance | | Shs. 2,250 | 10 minutes |
| Supervision and assessment of attachees | Letter of offer of attachment, route map | | Free | 1 month |
|  | Course inquiry | Request at reception | | Free | 1 minute |
|  | Admission of students | Upon request and production of Admission letter, academic documents | | Free | 5 minutes |
| Payment of admission requirements as stated in the admission letter | | Kshs. 300 | 1 minute |
|  | External examinations registration | Bank slip academic certificates/ result slip, national ID and birth certificate | | As per KNEC circular | 4 minutes |
| External examination result slips/ certificates | Completed clearance form | | Free | 3 working days |
|  | Receiving goods | Delivery note and LPO | | Free | With respect to nature of goods |
|  | Issuance of goods | Approved requisition form | | Free | With respect to nature of goods |
|  | HELB loan & bursary applications | Fees structure, admission letter, National ID, Academic documents, guarantor details, parent/guardian details and bank details  Duly filled application form | | Free | 15 minutes |
|  | KUCCPS students placement | Validated student details | | Free | 10 Minutes |
|  | Student welfare | Student ID | | Free | 5 Minutes |
| ***WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.***  Any service/good rendered that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to: | | | | | | |
| The Principal  Samburu Technical and Vocational College  P.O BOX 935-60300 Isiolo  Tel: + 254 792 359 280  Email: [info@samburutechnical.ac.ke](mailto:info@samburutechnical.ac.ke)  Website: www.samburutechnical.ac.ke | | | The commission secretary  Commission on Administrative Justice, 2nd floor, West End Towers, Waiyaki Way, Nairobi.  P.O BOX 20414-00200 Nairobi  Tel +254(0) 20 2270000/2303000  Email: complaints@ ombudsman.go.ke | | | |
| ***EXCELLENT SERVICE IS YOUR RIGHT*** | | | | | | |

**WIZARA YA ELIMU**

**SAMBURU TECHNICAL AND VOCATIONAL COLLEGE**

**MKATABA WA UTOAJI WA HUDUMA KWA WANANCHI**

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| **S/NO.** | **HUDUMA / BIDHAA INAYOTOLEWA** | **MAHITAJI KWA MTEJA** | **MALIPO YA HUDUMA/BIDHAA** | **MUDA WA KUNGOJA** |
|  | Usajili wa wageni na magari | Hati rasmi ya kitambulisho k.v. Kitambulisho cha kitaifa/Pasipoti/ Kitambulisho cha mwanafunzi | Hakuna malipo | Dakika 2 |
|  | Kuelekeza wageni kwenye vituo vya huduma husika | Kusudi la kutembea au jina la mtu anayetembelewa | Hakuna malipo | Dakika 1 |
|  | Jibu la maneno kwa ombi la habari au mawasiliano | Ufafanuzi wa ombi la habari au mawasiliano | Hakuna malipo | Dakika 1 |
|  | Jibu lililoandikwa kwa ombi la habari au mawasiliano | Barua ya ombi la habari au mawasiliano | Hakuna malipo | Siku 5 za kazi |
| Barua pepe juu ya ombi la habari au mawasiliano yaliyopokelewa rasmi | Hakuna malipo | Siku 3 za kazi |
|  | Mapokezi ya simu | Kitambulisho cha anayepiga simu | Hakuna malipo | Michirizo 3 ya simu |
|  | Malipo ya wasambazaji wa bidhaa | Ujumbe wa uwasilishaji na ankara | Hakuna malipo | Siku 14 za kazi |
|  | Uratibu wa kiambatisho cha viwanda | Taarifa ya ada kutoka ofisi ya Fedha | Shs. 2,250 | Dakika 10 |
| Usimamizi na tathmini ya walioambatishwa viwandani | Barua ya ofa ya kiambatisho, ramani ya njia | Hakuna malipo | Mwezi 1 |
|  | Ombi la habari ya kazi | Ombi kwenye chumba cha mapokezi | Hakuna malipo | Dakika 1 |
|  | Usajili wa wanafunzi | Kwa ombi na utoaji wa barua ya Kiingilio, vyeti vya elimu | Hakuna malipo | Dakika 5 |
| Malipo ya kusajiliwa kama ilivyo kwenye barua ya kiingilio | Shillingi 300 | Dakika 1 |
|  | Usajili wa mitihani ya kitaifa | Cheti cha malipo cha benki vyeti vya elimu , Kitambulisho cha kitaifa na cheti ya kuzaliwa | Kulingana na maelekezo ya KNEC | Dakika 4 |
| Vyeti vya matokeo ya mitihani ya kitaifa | Fomu ya kuondoka iliyosainiwa kihalali | Hakuna malipo | Siku 3 za kazi |
|  | Kupokea bidhaa | Ujumbe wa utoaji na agizo la ununuzi wa ndani | Hakuna Malipo | Kulingana na aina ya bidhaa |
|  | Utoaji wa bidhaa | Fomu ya mahitaji iliyoidhinishwa | Hakuna malipo | Kulingana na aina ya bidhaa |
|  | Maombi ya mkopo wa HELB na bursari | Muundo wa ada, barua ya kiingilio, Kitambulisho cha Kitaifa, vyeti vya elimu, maelezo ya mdhamini, maelezo ya mzazi/mlezi,  Akaunti ya benki na  Fomu ya maombi iliyojazwa kihalali | Hakuna malipo | 15 minutes |
|  | Kutuma wanafunzi kwa KUCCPS | Maelezo ya mwanafunzi yaliyothibitishwa | Hakuna malipo | Dakika 10 |
|  | Maslahi ya wanafunzi | Kitambulisho cha mwanafunzi | Hakuna malipo | Dakika 5 |
| ***Tumejitolea kwa Heshima na Ustadi katika Utoaji wa Huduma.***  Huduma yoyote / bidhaa iliyotolewa ambayo haiambatani na viwango vilivyo hapo juu au afisa ambaye hatii ahadi ya ubora katika utoaji wa huduma inapaswa kuripotiwa kwa: | | | | |
| Mkuu wa Chuo,  Samburu Technical and Vocational College  S.L.P 935-60300 Isiolo  Simu: + 254 792 359 280  Barua pepe: [info@samburutechnical.ac.ke](mailto:info@samburutechnical.ac.ke)  Tovuti: www.samburutechnical.ac.ke | | Katibu wa Tume  Tume ya Haki ya Utawala 2nd Floor, West End Towers, Waiyaki Way, Nairobi.  S.L.P 20414-00200 Nairobi  Simu +254(0) 20 2270000/2303000  Barua pepe: complaints@ ombudsman.go.ke | | |
| ***HUDUMA BORA NI HAKI YAKO*** | | | | |