

MINISTRY OF EDUCATION

SAMBURU TECHNICAL AND VOCATIONAL COLLEGE

CITIZEN'S SERVICE DELIVERY CHARTER

				
S/NO	SERVICE/GOOD RENDERED	CUSTOMER REQUIREMENTS	COST OF SERVICE/ GOOD	WAITING TIME
1.	Registration of visitors and motor vehicles.	Official identification document e.g. National ID/ Passport, Student ID.	Free.	2 minutes.
2.	Directing visitors to the respective service points.	Clarity of purpose of visit or name of person to be visited	Free.	1 minute.
3.	Verbal response to enquiry or communication.	Clear enquiry or communication.	Free.	1 minute.
4.	Written response to enquiry or communication.	Letter of enquiry or communication formally received.	Free.	Within 5 working days.
		E-mail on enquiry or communication formally received.	Free.	3 working days.
5.	Telephone call reception.	Identity of caller.	Free.	3 phone rings.
6.	Payment of suppliers.	Delivery note and invoice.	Free.	30 calendar days subject to availability of funds.
7.	Coordination of industrial attachment.	Fee statement from Finance.	Ksh. 2,250.	10 minutes.
	Supervision and assessment of attachees.	Letter of offer of attachment, route map.	Free.	3 month.
8.	Course inquiry.	Request at reception.	Free.	1 minute.
9.	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.	Ksh. 300.	1 minute.
10.	Verification of documents for registration for National examinations.	Bank slip academic certificates/ result slip, national ID and birth certificate.	As per Examining body circular.	4 minutes.

	Collection of external National examinations result slips/certificates.	Completed clearance form.	Free.	5 minutes.
11.	Receiving goods.	Delivery notes and LPO.	Free.	With respect to nature of goods.
12.	Issuance of goods.	Approved requisition form.	Free.	With respect to nature of goods.
13.	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.
14.	KUCCPS students' placement.	Validated student details.	Free.	10 Minutes.
15.	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 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
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EXCELLENT SERVICE IS YOUR RIGHT

WIZARA YA ELIMU

SAMBURU TECHNICAL AND VOCATIONAL COLLEGE

MKATABA WA UTOAJI WA HUDUMA KWA WANANCHI

				
S/NO.	DUMA AMA BIDHAA INAYOTOLEWA	MAHITAJI KWA MTEJA	MALIPO YA HUDUMA AU BIDHAA	MUDA WA KUNGOJA
1.	Usajili wa wageni na magari	Hati rasmi ya kitambulisho kama vile Kitambulisho cha kitaifa/Pasipoti au Kitambulisho cha mwanafunzi.	Hakuna malipo.	Dakika mbili.
2.	Kuelekeza wageni kwenye vituo vya huduma husika.	Kusudi la kutembea au jina la mtu anayetembelewa.	Hakuna malipo.	Dakika moja.
3.	Jibu la maneno kwa ombi la habari au mawasiliano.	Ufafanuzi wa ombi la habari au mawasiliano.	Hakuna malipo.	Dakika moja.
4.	Jibu lililoandikwa kwa ombi la habari au mawasiliano.	Barua ya ombi la habari au mawasiliano.	Hakuna malipo.	Ndani ya siku tano za kazi.
		Barua pepe juu ya ombi la habari au mawasiliano yaliyopokelewa rasmi.	Hakuna malipo.	Ndani ya siku tatu za kazi.
5.	Mapokezi ya simu.	Kitambulisho cha anayepiga simu.	Hakuna malipo.	Michirizo tatu ya simu.
6.	Malipo ya wasambazaji wa bidhaa.	Ujumbe wa uwasilishaji na Ankara.	Hakuna malipo.	Siku therathini za kalenda.
7.	Uratibu wa kiambatisho cha viwanda.	Taarifa ya ada kutoka ofisi ya Fedha.	Shilingi elfu mbili, mia mbili na hamsini.	Dakika kumi.
	Usimamizi na tathmini ya walioambatishwa viwandani	Barua ya ofa ya kiambatisho, ramani ya njia.	Hakuna malipo.	Miezi tatu kulingana na uwepo wa fedha.
8.	Ombi la habari ya kazi.	Ombi kwenye chumba cha mapokezi.	Hakuna malipo.	Dakika moja.
9.	Usajili wa wanafunzi.	Kwa ombi na utoaji wa barua ya Kiingilio, vyeti vya elimu	Hakuna malipo	Dakika tano
		Malipo ya kusajiliwa kama ilivyo kwenye barua ya kiingilio.	Shilingi mia tatu.	Dakika moja.

10.	Usajili wa mitihani ya kitaifa.	Cheti cha malipo cha benki vyeti vya elimu , Kitambulisho cha kitaifa na cheti ya kuzaliwa.	Kulingana na maelekezo ya ya Tume ya Watahini.	Dakika nne.
	Vyeti vya matokeo ya mitihani ya kitaifa.	Fomu ya kuondoka iliyosainiwa kihalali.	Hakuna malipo.	Dakika tano.
11.	Kupokea bidhaa.	Ujumbe wa utoaji na agizo la ununuzi wa ndani.	Hakuna Malipo.	Kulingana na aina ya bidhaa.
12.	Utoaji wa bidhaa.	Fomu ya mahitaji iliyoidhinishwa.	Hakuna malipo.	Kulingana na aina ya bidhaa.
13.	Maombi ya mkopo wa HELB na basari.	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.	Dakika kumi na tano.
14.	Kutuma wanafunzi kwa KUCCPS.	Maelezo ya mwanafunzi yaliyothibitishwa.	Hakuna malipo.	Dakika kumi.
15.	Maslahi ya wanafunzi.	Kitambulisho cha mwanafunzi.	Hakuna malipo.	Dakika tano.

Tumejitolea kwa Heshima na Ustadi katika Utoaji wa Huduma.

Huduma yoyote au 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 Tovuti: www.samburutechnical.ac.ke	Katibu wa Tume Tume ya Haki ya Utawala 2 nd 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
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HUDUMA BORA NI HAKI YAKO