UGUNJA TECHNICAL AND VOCATIONAL COLLEGE

CITIZENS' SERVICE DELIVERY CHARTER

Ugunja TVC is committed to high standards of service and shall apply the following standards in service delivery.

S/NO	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/ GOOD (IF ANY)	TIMELINE
1.	Response to enquiry by walk-in clients	Walk in to the relevant office and make the enquiry	Free	1 minute
2.	Response to phone calls (landline or any other official line)	Phone Call	Free	15 seconds
3.	Response to correspondence	Written correspondence (letter)	Free	5 Working days
		Email and Social Media (Facebook/Website/X/SMS)	Free	1 Working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
6.	Processing of trainee application for admission	Application with relevant copies of certificates	Kshs. 300	1 Working day
7.	Admission of a new trainee	-Dully filled application letter -Original KCSE and KCPE Certificate/ result slip or any other relevant result slip/certificate -Original National ID and birth certificate -Current passport size photos -Evidence of fee payment	Free	30 Minutes
8.	Processing of new trainee's ID card/Replacement	-Admission number -Evidence of payment	Kshs. 500	14 Working days
9.	Registration of continuing trainees	-Duly filled registration form -Evidence of fee payment	Free	5 Minutes
10.	Course Training	-Dully registered for the term -Attend all classes and training activities as timetabled -Evidence of the term's fee payment	-Required tuition fees as per the fee structure	-As per the term dates
11.	Registration for summative assessment	-Dully filled registration clearance form -Original and copies of: • Certificates/results slips of previous examinations • National ID and Birth Certificate	Fee as per relevant assessment body	10 Minutes
12.	Issuance of summative assessment results slip/certificate	-National ID -Duly filled trainee's clearance form	Free	10 Minutes
13.	Industrial Training/ Mentorship/Dual Training Placement	As per industrial training policy	Kshs. 2,400	3 Months
14.	Library services	-Trainee's/Staff ID -Bonafide trainee or staff -Be registered library user	Free	8.30am – 4.30pm during working days
15.	Store's issuance	Approved stores issuance and requisition form	Free	20 Minutes
16.	Hiring/provision of college facilities/ products/services	-Request from interested parties -Availability of facility/product/service	As per prevailing rates	As per the contract/agreement/ schedule
17.	Issuance of fee payment receipts	Bank deposit slip, Banker's cheque or M-pesa code	Free	5 Minutes
18.	Registration of Suppliers	Duly filled application form, Company profile, Certificate of incorporation/ Registration, PIN certificate, Valid Tax compliance certificate/exemptions, Original Bank statements, Copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, copies of annual return forms filed by company registry and National ID/Passport	Free	14 Working days
19.	Processing of tenders	Submit bids for goods and services	Free	90 Days
20.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working day
21.	Payment of goods and services received.	L.P.O/valid invoice/ Certificate of completion/ Goods /Services Received	Free	Within 60 Days from the date of receipt of invoice
22.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
23.	Public participation in policy making process	Familiarize with issues and active participation	Free	1 Day
24.	Recruitment of staff	Make formal application based on the advert	Free	90 Days
25.	Processing of request for information	Make a request for information	Free	21 Days

WE ARE COMMITED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

THE BEST SERVICE IS YOUR RIGHT

The Principal,
Ugunja Technical and Vocational College
P.O Box 300 - 40606, Ugunja.
Tel: 0720343397/0791226786,
EMAIL: info@ugunjatvc.ac.ke

OR

The Commission Secretary/ Chief Executive Officer,
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: complain@ombudsman.go.ke

UGUNJA TECHNICAL AND VOCATIONAL COLLEGE

MKATABA WA UTOAJI HUDUMA ZA WANANCHI

Ugunja TVC imejitolea kwa viwango vya juu vya huduma na itatumia viwango vifuatavyo katika utoaji wa huduma.

S/NO	HUDUMA	MAHITAJI ILI KUPATA HUDUMA	GHARAMA YA HUDUMA (KAMA ZIKO)	RATIBA YA WAKATI
1.	Majibu ya maswali ya wateja wapapo kwa papo	Ziara ya hiari katika ofisi husika na ulize maswali	Bure	Dakika 1
2.	Jibu kwa simu (simu ya mezani au laini nyingine yoyote rasmi)	Wasiliana kwa njia ya s imu	Bure	Sekunde 15
3.	Kujibu mawasiliano ya kimaandishi	Barua ya maandishi (barua)	Bure	Siku 5 za kazi
		Barua pepe na Mitandao ya Kijamii (Facebook/Tovuti/X/SMS)	Bure	Siku 1 ya kazi
4.	Majibu ya malalamiko ya umma	Toa malalamiko	Bure	Siku 1 ya kazi
5.	Utatuzi wa malalamiko	Fanya malalamiko ya maneno au ya maandishi	Bure	Siku 14 za kazi
6.	Usindikaji wa maombi ya mwanafunzi kwa ajili ya usajili	Maombi yenye nakala husika za vyeti	Shilingi za Kenya 300	Siku 1 ya kazi
7.	Kuandikishwa kwa mwanafunzi mpya	-Barua ya kuingia iliyojazwa ipasavyo -Cheti cha asili cha KCSE na KCPE/hati ya matokeo/cheti chochote cha matokeo husika -Kitambulisho halisi cha taifa na cheti cha kuzaliwa -Picha ya pasipoti ya hivi punde -Ushahidi wa malipo ya ada	Bure	Dakika 30
8.	Kuchakata vitambulisho vya wanafunzi wapya/Ubadilishaji	-Nambari ya usajili -Ushahidi wa malipo	Shilingi za Kenya 500	Siku 14 za kazi
9.	Usajili wa wanafunzi wanaoendelea na mafunzo	- Fomu ya kusajili iliyo jazwa ipasavyo - Ushahidi wa malipo ya ada	Bure	Dakika 5
10.	Mafunzo ya Kozi	- Amesajiliwa ipasavyo kwa muhula - Hudhuria madarasa yote na shughuli za mafunzo kulingana na ratiba rasmi - Ushahidi wa malipo ya ada za shule za muhula	Kulingana na muundo wa ada	Kulingana na tarehe za muhula
11.	Usajili kwa tathmini ya muhtasari	-Fomu ya kibali cha usajili iliyojazwa ipasavyo -Asili na nakala za: • Cheti/nakala za matokeo ya mtihani ya awali • Kitambulisho cha taifa na cheti cha kuzaliwa	Ada kulingana na shirika husika ya mtihani	Dakika 10
12.	Utoaji wa hati ya/cheti cha matokeo ya tathmini ya muhtasari	-Kitambulisho cha taifa -Fomu ya idhini ya mwanafunzi iliyojazwa ipasavyo	Bure	Dakika 10
13.	Mafunzo ya Kiwandani / Uwekaji wa Mafunzo mawili	Kwa mujibu wa sera ya Kiambatisho	Shilingi za Kenya 2,400	Miezi 3
14.	Huduma za maktaba	-Kitambulisho cha mwanafunzi/mfanyikazi -Uwe mwanafunzi/mfanyikazi wa hii taasisi -Uwe umesajiliwa kutumia maktaba	Bure	8.30 asubui – 4.30 jioni wakati wa siku za kazi
15.	Utoaji wa vitu vilivyohifadhiwa	Fomu ya ombi iliyoidhinishwa	Bure	Dakika 20
16.	Kukodisha/kutoa vifaa vya chuo/bidhaa/huduma	Ombi kutoka kwa wahusika -Upatikanaji wa kituo/bidhaa/huduma	Kulingana na viwango vilivyopo	Kwa mujibu wa mkataba/ makubaliano/ ratiba
17.	Utoaji wa risiti za malipo ya ada	Hati ya amana ya benki, Cheki ya benki, Msimbo wa M-Pesa	Bure	Dakika 5
18.	Usajili wa Wasambazaji	Fomu ya maombi iliyojazwa kihalali, wasifu wa Kampuni, Cheti cha kuingizwa/ Cheti cha usajili, cheti cha PIN, cheti/misamaha ya Ushuru Halali, Taarifa za Benki Halisi, Nakala ya cheti cha usajili na vyombo husika vya udhibiti, risiti ya malipo ya ada isiyorejeshwa, nakala za fomu za marejesho za mwaka zilizowasilishwa na sajili ya kampuni na Kitambulisho/Pasipoti ya Taifa.	Bure	Siku 14 za kazi
19.	Usindikaji wa zabuni	Peana zabuni za bidhaa na huduma	Bure	Siku 90
20.	Arifa ya zabuni zilizofanikiwa na ambazo hazijafaulu	Fikia tovuti ya ununuzi wa kielektroniki kwa arifa	Bure	Siku 1 ya kazi
21.	Malipo ya bidhaa na huduma zilizopokelewa.	L.P.O/Ankara halali/ Cheti cha kukamilika/ Bidhaa /Huduma zilizopokelewa	Bure	Ndani ya Siku 60 kutoka tarehe ya kupoke lewa kwa ankara
22.	Utupaji wa maduka ya kizamani	Uwasilishaji wa zabuni	Bure	Siku 60 kutoka tarehe ya tangazo
23.	Ushiriki wa umma katika mchakato wa kutengeneza sera	Fahamu masuala na ushiriki kikamilifu	Bure	Siku 1
24.	Kuajiri wafanyikazi	Fanya maombi rasmi kulingana na tangazo	Bure	Siku 90
25.	Usindikaji wa ombi la habari	Fanya ombi la habari	Bure	Siku 21

TUMEJITOA KWA ADABU NA UBORA KATIKA UTOAJI HUDUMA

Huduma yoyote inayotolewa ambayo haiambatani na viwango vilivyo hapo juu au afisa yeyote ambaye hafikii ahadi ya uungwana na ubora katika Utoaji Huduma inapaswa kuripotiwa kwa:

HUDUMA BORA NI HAKI YAKO

Mkuu wa shule,
Chuo cha Anuwai na Ufundi ya Ugunja
S.L.P 300 - 40606, Ugunja.
Simu: 0720343397/0791226786,
BARUA PEPE: info@ugunjatvc.ac.ke

Katibu wa Tume/ Afisa Mtendaji Mkuu,
Tume ya Haki ya Utawala Ghorofa ya 2,
West End Towers, Waiyaki Way, Nairobi
S.L.P 20414 - 00200, Nairobi
Simu: +254 (0)20 2270000/2303000
BARUA PEPE: complain@ombudsman.go.ke