



# CHAMASIRI TECHNICAL AND VOCATIONAL COLLEGE



## CITIZENS' SERVICE DELIVERY CHARTER

### VISION

To be the premier provider of world class education and skills training for success in a global economy

### MISSION

To provide world class education, skills training, competent man-power and life-long learning to meet the dynamic education and needs of the society

S/NO	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	USER CHARGES	TIMELINE	RESPONSIBLE OFFICER(S)	
<b>A. GENERAL SERVICES</b>						
	Response to general enquiries from clients through;				-Receptionist	
	Direct contact	Initiate an inquiry	Free	Immediate	-Respective HoDs	
	Phone calls or SMS	Initiate an inquiry	Free	Immediate		
	Social media	Initiate an inquiry	Free	24hrs		
	Written request (letter or Email)	Initiate an inquiry	Free	48hrs		
	Admission of trainees	Course	Application fee Ksh. 500.00	-As per Advertisements -One hour upon receipt of duly filled documents	-Registrar -Finance officer	
		Diploma				KCSE Mean Grade C -or relevant Craft certificate
		Craft Certificate				KCSE Mean Grade D or relevant Artisan certificate
		Artisan				Open
		Short Course				Open
	Teaching and Examination	-Registration to relevant course -Payment of tuition fees -Class attendance as per Academic policy	Tuition fees as per prevailing fee structure	-1 <sup>st</sup> – 12 <sup>th</sup> Week of the term -Academic calendar -As per examinations schedules	-D/Principal Academic Affairs -D/Registrar Examinations -Respective HoDs	
	Issuance of Academic certificates	-Trainee's ID -Duly filled clearance form -Copy of fee statement	Free	-Upon release by the examining body -Within one month upon completion of a short course.	-D/Registrar Examinations	
<b>B. SERVICES TO TRAINEES</b>						
	Guidance and counselling services	-Be a bonafide Chamasiri TVC trainee or staff -Avail self	Free	As per the need	Guidance and counselling coordinator	
	Accommodation in liaison with private investors	-Be a bonafide Chamasiri TVC trainee -On first -come-first served basis	As per prevailing rates	Per term	Deans of Students	
	Attachment placement	As per Attachment policy	Free	Three months	Industrial Liaison Officer	
	Library services	Be a bonafide Chamasiri TVC trainee or staff	Free	As per the need	Librarian.	
<b>C. PROFESSIONAL SERVICES</b>						
	Short courses training	As per the need	Application fee Ksh. 500.00	As per contract	-Registrar -Respective HoDs -Finance Officer	
	Hiring/sale of college facilities/products/services	-Request from interested parties -Availability of facility/product/service	As per prevailing rates	As per the contract	-D/Principal -Finance Officer -Procurement Officer	
<b>D. ACCOUNTING</b>						
	Fee payment	Bonafide trainees	Free	Immediate	Finance Officer	
	Payment of Suppliers	Duly signed invoices and supply documents	Free	Within 30 days upon receipt of required documents	-Procurement officer -Finance Officer	

**WE ARE COMMITTED 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 Principal,  
P.O Box 36 -50209, MALAKISI,  
Tel: 0780971144,  
EMAIL:chamasiritvc@gmail.com  
WEBSITE [www.chamasiritvc.ac.ke](http://www.chamasiritvc.ac.ke)



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

**QUALITY SERVICE IS YOUR RIGHT**



# CHAMASIRI TECHNICAL AND VOCATIONAL COLLEGE

## MSWADA WA HUDUMA KWA WANANCHI



### MAONO

Kuwa mtoa huduma mkuu wa elimu ya daraja la ulimwengu na mafunzo ya ujuzi kwa mafanikio katika uchumi wa dunia

### DHAMIRA

Kutoa elimu ya daraja la ulimwengu, mafunzo ya ujuzi, wafanyakazi wenye uwezo na ufunzaji wa Maisha yote ili kukidhi elimu na mahitaji yanayobadilika ya jamii

S/NO	HUDUMA	MAHITAJI KUWEZA KUPEWA HUDUMA	MALIPO YA MATUMIZI	MUDA UTAKAOCHUKUA	MUHUSIKA	
<b>A. HUDUMA KWA UJUMLA</b>						
	Majibu ya maswali ya jumla kutoka kwa wateja kupitia:					
	Ana kwa ana	Wasilisha ombi	Bila malipo	Papo hapo	-Mpokeaji -Mkuu wa Idara husika	
	Kupiga simu au ujumbe mfupi	Wasilisha ombi	Bila malipo	Papo hapo		
	Kutumia mitandao ya kijamii	Wasilisha ombi	Bila malipo	Masaa 24		
	Barua au barua pepe	Wasilisha ombi	Bila malipo	Masaa 48		
	Usajili wa wanafunzi	Cheti	Kiingilio Ada ya maombi Ksh. 500.00	-Kulingana na ilivyotangazwa -Saa moja baada ya kupokewa nakala za usajili zilizovyema	- Msajili - Mhasibu	
		Cheti cha Stashahada				Gredi C-ya mtihani wa KCSE au cheti cha ufundi
		Cheti cha ufundi				Gredi D ya mtihani wa KCSE au cheti cha atisani
		Cheti cha atisani				Wazi
		Kozi fupi				Wazi
	Mafunzo na Mitihani	-Kusajili cheti unachotaka -Kamilisha malipo ya karo -Muda wa masomokulingana na sera za masomo	Malipo ya karo iliopendekezwa	Mtaala wa muhula	-Naibu wa Kinara Masuala ya Elimu -Naibu msajili wa mitihani -Mkuu wa Idara husika	
	Utoaji wa nakala za kitaalamu	-Vitambulisho vya mhitimu -Fomu zilizoidhinishwa za mhitimu -Nakala za taarifa ya malipo ya karo na ada	Bila malipo	-Itakapotolewa na bodi ya mitihani -Ndani ya mwezi mmoja baada ya kumaliza kozi fupi	-Naibu msajili wa mitihani	
<b>B. HUDUMA KWA WANAFUNZI</b>						
	Huduma za miongozi na ushauri	- Mwanafunzi au mfanyikazi stahiki wa Chamasiri TVC - Hiari	Bila malipo	Kulingana na mahitaji	Msimamizi wa miongozo na ushauri	
	Malazi kwa ushirikiano na wawekezaji binafsi	- Mwanafunzi stahiki wa Chamasiri TVC - Anayewasilisha ombi kwanza	Malipo ya karo iliopendekezwa	Kwa muhula	Msimamizi wa wanafunzi	
	Kuambatisha viwandani	Kulingana na sera ya uambatisho	Bila malipo	Miezi mitatu	Afisa wa uambatisho viwanda	
	Huduma za maktaba	Mwanafunzi au mfanyikazi stahiki wa Chamasiri TVC	Bila malipo	Kulingana na mahitaji	Msimamizi wa maktaba	
<b>C. HUDUMA ZA KITAALAMU</b>						
	Masomo ya muda mfupi	Kilingana na mahitaji	Ada ya maombi Ksh. 500.00	Kulingana na kandarasi	-Msajili -Mkuu wa Idara husika -Mhasibu	
	Kukodi/kuuza bidhaa au huduma za chuo	-Wasilisha ombi	Kulingana na ada zilizoko	Mkuu wa Idara husika	-Naibu wa Kinara masuala ya Utawala-Mhasibu -Afisa wa Manunuzi	
<b>D. UHASIBU</b>						
	Malipo ya karo	Mwanafunzi stahiki	Bila malipo	Papo hapo	Mhasibu	
	Malipo ya bidhaa na huduma	Stakabadhi za zabuni kamilifu	Bila malipo	Ndani yasiku thelathini baada ya kuwasilisha stakabadhi	-Afisa wa Manunuzi -Mhasibu	

### TUMEJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yoyote ambayo haiendani na viwango vilioko hapo juu au afisa yeyote amabaye hajitolei kwa heshima na uborakatika utoaji wa huduma anapaswa kuripotwa kwa:

Kinara,  
SLP 36-50209, MALAKISI  
Simu: 0780971144,  
Barua pepe [chamasiritvc@gmail.com](mailto:chamasiritvc@gmail.com)  
Tovuti : [www.chamasiritvc.ac.ke](http://www.chamasiritvc.ac.ke)



Tume ya kushughulika Haki za kuitawala 2nd Floor,  
West End Towers, Waiyaki Way, Nairobi  
SLP 20414 - 00200, Nairobi  
Simu : +254 (0)20 2270000/2303000  
Barua pepe : [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

HUDUMA BORA NI HAKI YAKO