MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING
GATUNDU SOUTH TECHNICAL AND VOCATIONAL COLLEGE
CITIZENS' SERVICE DELIVERY CHARTER

SN.	SERVICE/GOOD	REQUREMENTS TO OBTAIN SERVICE/GOOD	COST	TIME
1	Receiving visitors at the Gate	National or Student ID, Kenyan Passport, Any other valid identification document	Free	5 Minutes
2	Enquiries at the reception	Gate Pass	Free	5 Minutes
3	Written external enquiries	None	Free	Within 5 Working days
4	Issuance of trainees with Admission Form	Course application letter/Placement by KUCCPS, copy of KCPE & KCSE result slips /certificates, Module 1 or Module 2 result slips for progression	Free	10 Minutes
5	Trainees' Admission	Course application letter, -certified copy of KCPE & KCSE slips/certificates and ID, Module I/11 result slips for progression, Birth Certificate and Passport photo	Free	20 Minutes
6	Fees Payment	Bank slip, Bankers cheque	Free	5 Minutes
7	Fees Balance Enquiries	Trainees' Name, Admission Number and course	Free	5Minutes
8	Teaching and Learning	Timely trainees' registration, class attendance by the trainees, Class Trainees rules and regulations	As per current fees structure	Craft Certificate - 2 modules (2years) Diploma - 3 modules (3years) Artisan - (2years)
9	Internal Evaluation	75% class attendance, Fees payment clearance	Free	As per timetable alloction
10	Issuance of Internal Exam Transcripts	Two CAT Marks, End Term Exam marks	Free	First two weeks of the subsequent term
11	National exams Registration	National ID, Certified copy of KCPE & KCSE result slips/ certificate, Module I/11 Result slips, Birth Certificate, Digital Passport, Fees payment clearance	As per KNEC Registration fee	As per KNEC calendar
12	Issuance of National exams Result slips and certificates	National ID, Fully signed clearance form	Free	5 Minutes
13	Payments to creditors/utilities	Delivery note and invoice	Free	90 Days after receiving the invoice

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

The Principal
Gatundu Technical and Vocational College
P.O.Box 102 – 01030 Gatundu
Tel: +254797255245
Email: gatundusouthtvc@gmail.com

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

HUDUMA BORA NI HAKI YAKO

WIZARA YA ELIMU
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING
GATUNDU SOUTH TECHNICAL AND VOCATIONAL COLLEGE
MKATABA WA HUDUMA

SN.	HUDUMA	MAHITAJI YA HUDUMA	MALIPO	MUDA
1	Kupokea Wageni	-Kitambulisho cha kitaifa au cha chuo -Hati ingine yoyote ya kujitambulisha inayokubalika	Bila malipo	Dakika tano
2	Maulizo Rasmi	-Beji ya Wageni	Bila malipo	Dakika tano
3	Majibu ya waraka	-Hakuna	Bila malipo	Muda usiozidi siku tano za kazi
4	Utoaji wa fomu ya kiingilio	-Barua ya Maombi -Vyeti vilivyothibitishwa vya KCPE na KCSE -Vyeti vya module 1 au 2 kwawanaondelea	Bila malipo	Dakika kumi
5	Uingizaji wa wanafunzi	-Barua ya Maombi -Vyeti vilivyothibitishwa vya KCPE na KCSE -Vyeti vya module 1 au 2 kwa wanaondelea -Cheti cha kuzaliwa -Picha ya pasipoti	Bila malipo	Muda usiozidi dakika ishirini
6	Kulipa karo	-Vyeti vya malipo ya karo	Bila malipo	Dakika tano
7	Maulizo kuhusu baki ya karo	-Jina na Nambari ya kiingilio ya mwanafunzi	Bila malipo	Dakika tano
8	Mafunzo	-Kujisajili na kulipa karo bila kuchelewa -Wanafunzi kuhudhulia vipindi bila kuchelewa -Wanafunzi kudumisha nidhamu	Kulingana na ratiba ya malipo ya karo	Kosi ya ufundi (Artisan) -Mwaka moja (1) Kosi ya ufundi (Craft) -Miaka miwili (2) Diploma -Miaka mitatu (3)
9	Utahini wa ndani	-Asilimia 75% kuhudhuria -kulipa karo bila kuchelewa	Mtihani wa ndani ni bila malipo	Kulingana na ratiba ya mitihani
10	Matoleo ya mitihani ya ndani	-Matokeo ya mitihani miwili ya majaribio -Matokeo ya mwisho wa muhula	Bila malipo	Katika muda wa Wiki mbili baada ya muhula unaofuata
11	Usajili wa mitihani ya kitaifa	-Kitambulisho cha kitaifa au cha chuo -Vyeti vilivyothibitishwa vya KCPE naKCSE -Vyeti vya module 1 au2 -Cheti cha kuzaliwa -Picha ya pasipoti -kulipa karo bila kuchelewa	Kulingana na malipo ya usajili ya KNEC	Kulingana na ratiba ya KNEC
12	Utoaji wa vyeti vya mitihani ya kitaifa	Barua iliotiwa na sahihi ya kutoka chuo	Bila malipo	Dakika tano
13	Kulipa wauzaji	Barua ya kundai	Bila malipo	Muda usiozidi siku tisaini za kazi

NIA YETU NI UTOAJI WA HUDUMA KWA HESHIMA NA UBORA

Huduma au bidhaa ambazo hazizingatii viwangi vilivyotajwa ama afisa yeyote ambaye hafuati nia yetu ya utoaji wa huduma kwa ubora na heshima aripotiwe kwa simu, barua pepe (email) au tovuti (website)

Mkuu wa Chuo
Gatundu Technical and Vocational College
S.L.P 102 – 01030 Gatundu
Simu: +254797255245
Barua pepe: gatundusouthtvc@gmail.com
Tovuti: www.gatundusouthtvc.ac.ke

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