MINISTRY OF EDUCATION
State Department for Technical, Vocational Education and Training
NUU TECHNICAL AND VOCATIONAL COLLEGE
P.O. Box 376 – 90400, Mwingi Tel: 0758001730
Email: nuutvckitui@gmail.com, Website: www.nuutvc.ac.ke

SERVICE DELIVERY CHARTER

S/No.	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENTS	CHARGES	TIMELINES
1.	Response to phone calls (tel: **0758 001 730)**	▪ Phone call	Free	Promptly
2.	Response to enquiry by walk-in clients	▪ Walk-in and make the enquiry	Free	5 minutes
3.	Response to correspondence	▪ Written correspondence (letters)	Free	5 working days
		▪ Email and social media (twitter, facebook & youtube)	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.	Training and learning	▪ Trainees to abide by academic policy ▪ Trainees to abide by college rules and regulations	Fees paid	As per the timetable and course duration
7.	Administration of internal and external assessments	▪ Content coverage in a unit of competency ▪ Submission of registration documents for external assessments. ▪ Portfolio of evidence (POE) filed	Assessment fee paid as set by the assessment body	As per the occupational standards Registration deadline As per the examination timetable
8.	Registration of suppliers	▪ Duly filled application form ▪ Company profile ▪ Certificate of incorporation/registration ▪ Pin certificate ▪ Valid tax compliance certificate/ exemptions ▪ Original bank statement ▪ Copy of registration with relevant regulatory bodies ▪ Nonrefundable fee payment receipt ▪ Copies of annual returns forms filed by company registry ▪ National id/passport	Free	14 working days
9.	Processing of tenders	▪ Submit bids for goods and services	Free	90 days
10.	Notifications of successful and unsuccessful bidders	▪ Access e-procurement portal for notification	Free	1 working day
11.	Payment of goods and services received	▪ L.P.O/ invoice ▪ Certificat of completion ▪ Goods/ sevices received	Free	60 days from the date of receipt of the invoice
12.	Disposal of obsolete stores	▪ Submission of bids	Free	60 days from date of advertisement
13.	Public participation in policy-making process	▪ Familiarization with issues and active participation	Free	1 day
14.	Recruitment of staff	▪ Make formal application based on the advert	Free	90 days
15.	Processing of request for information	▪ Make a request for information	Free	21 days
16.	Admission ▪ Level 6 ▪ Level 5 ▪ Level 4	▪ Formal application for the course ▪ Meet stipulated minimal requirements ▪ Provision of genuine copies of relevant documents	Processing fee of ksh500.00	1 day
17.	Issuance of: ▪ Students card	▪ Completed registration	Free	After closure of intake
	▪ Result slips	▪ Successful completion of a module	Fully paid fees	Every subsequent year
	▪ School leaving certificate	▪ Successful completion of course	Free	Two weeks after course completion
18.	Guidance and counselling	▪ Bonafide trainee/staff	Free	Continuous

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service 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 NUU TECHNICAL AND VOCATIONAL COLLEGE Phone no: 0721276545	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