



MINISTRY OF EDUCATION
**STATE DEPARTMENT FOR TECHNICAL,
 VOCATIONAL EDUCATION & TRAINING**
**EBUKANGA TECHNICAL &
 VOCATIONAL COLLEGE**



CITIZEN SERVICE DELIVERY CHARTER

S/ No.	Service/Good	Requirements to Obtain Service/Good	Cost of Ser- vice/Good (if any)	Timeline
1.	Response to phone calls	Phone Call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 Minute
3.	Providing Information	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Face-book & 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.	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 certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual return filed by company registry, National ID/Passport	Free	14 Working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working day
9.	Payment for goods and services received	LPO/Invoice certificate of completion/ Goods/services received	Free	60 days from the date of receipt of the invoice
10.	Processing of application for admission into College programs	Duly filled application form. Attach copies of certificates/ result slips, Birth cert and/National ID	Ksh. 500	14 days
11.	Assessment Registration	Duly filled assessment registration form and fees payment receipt	Free	14 days
12.	Issuance of Academic Certificates/Results slips	Duly filled clearance form	Free	30 minutes
13.	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
14.	Recruitment of staff	Make a formal application based on the advert.	Free	90 days

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 both of the following

The Principal,
 Ebukanga Technical & Vocational College.
 P.O Box 549 – 50307, LUANDA.
 Tel: 0113295149
 Email: ebukangatechnical@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)202270000/ 2303000
 Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO