





CITIZEN'S SERVICE DELIVERY CHARTER

Vision: To be a global leader in providing quality technical training that promotes creativity and innovation.

Mission: To provide relevant technical skills and training that enables learners to attain competency for self- reliance.

Rangwe Technical and Vocational Training College is committed to high standards of service and shall apply the following standards in service delivery:

 REPUBLIC OF KENYA				 RANGWE TECHNICAL TRAINING INSTITUTE		
SERIAL NO	SERVICES	OBLIGATIONS		USER CHARGES	TIMELINE	RESPONSIBLE OFFICER(S)
	Response to general enquiries from clients through:					All sections/ Departments
	Direct contact	Initiate an enquiry		Nil	Immediate	
	Telephone call or SMS	Initiate an enquiry		Nil	Immediate	
	Social media	Initiate an enquiry		Nil	24 hours	
	Written request (or e-mail)	Initiate an enquiry		Nil	48 hours	
	Admission of trainees.	Course	Requirements	Application fee Ksh.300	As per advertisement. 1 hour upon receipt of duly filled documents.	Registrar
		Diploma	KCSE Mean Grade C- or Relevant Craft Certificate from a recognized institution.			
		Craft Certificate	KCSE Mean Grade D or Relevant Artisan Certificate recognized institution.			
		Artisan	open			
		Short Course	Open			

	Teaching	Registration to relevant course. Proof of payment of tuition fee. Class attendance.	Varies	Academic calendar	Registrar Academic HODs
	Internal Examinations	Proof of payment of tuition fee. Class attendance.	Varies	As per termly schedules	Deputy Principal Registrar Examinations Officer
	External Examinations	Examination fees. Copy of birth certificate. Copy of identity card. 2 passport photographs.	Varies	As per examinations schedules	Deputy Principal Registrar Examinations Officer
	Issuance of academic certificates	Duly filled clearance form from the college. Trainee's ID. Copy of fees statement.	Nil	Upon release by the examining body. Within one month upon completion of a short course.	Registrar
	Counselling services	Be a registered student or employee.	Nil	Continuous and as per the need	H.O.D Guidance and Counselling
	Medical care services	Be a registered student.	Nil	10 minutes	Dean
	Hire of College facilities	Written request form	Varies	1 week from the day of receipt of request.	Principal
	Staff recruitment	As per the advertisement	Nil	Within 3months of close of advertisement	BOG Principal
	Establish linkages and collaborations to other institutions	Negotiations Memorandum of Understanding (MUO)	Nil	7 days	BOG Principal Industrial Liaison Officer
	Payment of suppliers	Duly signed invoices and supporting documents	Nil	Within 90 days upon receipt of required documents	College Bursar

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVER

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 :



RANGWE TECHNICAL AND VOCATIONAL COLLEGE

P.O. BOX.396-40300, HOMABAY KENYA.

TEL: 0718035475

The Principal, RANGWE TVC on the mobile number 0721498737

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