

**MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING
DAVID M. WAMBULI TECHNICAL & VOCATIONAL COLLEGE
PO.BOX 3308 – 90100, MACHAKOS.
EMAIL: davidwambulitvc@gmail.com
WEBSITE: www.davidmbitiwtvc.ac.ke**



CUSTOMER SERVICE DELIVERY CHARTER

PREAMBLE

David M. Wambuli TVC is committed to providing quality services to all our clients with, dignity, professionalism and within the shortest time possible.

VISION

To be a Centre of excellence in the development and provision of innovative Technical Vocational Education and Training (TVET) programs.

MISSION

To nurture skills, impart TVET knowledge and attitudes through research, innovation and technology for self-reliance and National Development.

CORE VALUES

DMWTVC is guided by the following values:

- Discipline
- Equity
- Creativity and innovativeness
- Teamwork

- Transparency, accountability and integrity
- Networking, collaboration and Linkages

NO	SERVICE OFFERED	CUSTOMER REQUIRMENTS	Charges	Time line	Service Point
1.	Application for courses	Result slip/certificate Leaving certificate ID card Birth certificate	Free	As advertised	Registrar's office or on the college website.
2.	Admission	Register with registrar upon arrival	No fee	20 minutes	Registrar's office
3.	Accommodation	Trainee provided with accommodation	As per current rates	20 minutes	Hostel management office
4.	Teaching and training	Trainee abide by academic policy, rules & regulations and provide course work material (project)	No fee	Course duration	Classrooms and workshops
5.	Administer exams	To register for exams with relevant examination body.	As stipulated by the examining body.	As per the examining body	Registrar's Office
6.	External Examination results	Provide fully signed Clearance form	Tuition fee per course	After release of results by the examining body	Registrar's office
7.	Release of internal exam results (End term)	Sit for internal exams	Free	As per term schedule of events	D/Principal's office
8.	Registration of continuing students	Filled continuing student's registration form and payment of Training fees.	As per course fees structure	10 min per student	H. o. D's Office
9.	Issuing of students Identification card	Payment of ID card fees	Sh 200	4 weeks after registration	Finance Office

10.	Security	Abide by the security procedures and take care of personal property.	No fee	Within course of stay in the College	Security desk
11.	Enquiries	Relevant enquiries	No fee	Immediately	Reception Customer Care
12.	Response to telephone calls	Call DMWTVC 0743896827.	No fee	Immediately	Principal Secretary's office
13.	Response to written communication	Clear communication Contact P.O Box 3308 -90100 Machakos Email: davidwambulitvc@gmail.com	No fee	Immediately	Principal's office

David M. Wambuli TVC is committed to courtesy and excellence in service delivery. Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The Principal David M. Wambuli TVC
P.O Box 3308 -90100, Machakos
Phone: 0743896827
Email: davidwambulitvc@gmail.com

or

The commission on Administrative Justice
P.O BOX 20414 – 00200 NAIROBI
Tel: +254020 2270000
Email: certificationpc@ombudsman.go.ke