

DAVID M. WAMBULI TECHNICAL & VOCATIONAL COLLEGE

CITIZEN SERVICE DELIVERY CHARTER

 REPUBLIC OF KENYA		 DAVID MBITI WAMBULI TECHNICAL & VOCATIONAL COLLEGE COMPETENCE IN SKILLS		
S/No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1.	Application for courses	Result slip/certificate Leaving certificate ID card Birth certificate	Free	As advertised
2.	Admission	Register with registrar upon arrival	No fee	20 minutes
3.	Accommodation	Trainee provided with accommodation	As per current rates	20 minutes
4.	Teaching and training	Trainee abide by academic policy, rules & regulations and provide course work material (project)	No fee	Course duration
5.	Administer exams	To register for exams with relevant examination body.	As stipulated by the examining body.	As per the examining body
6.	External Examination results	Provide fully signed Clearance form	Tuition fee per course	After release of results by the examining body
7.	Release of internal exam results (End term)	Sit for internal exams	Free	As per term schedule of events

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
9.	Issuing of students Identification card	Payment of ID card fees	Sh 200	4 weeks after registration
10.	Security	Abide by the security procedures and take care of personal property.	No fee	Within course of stay in the College
11.	Enquiries	Relevant enquiries	No fee	Immediately
12.	Response to telephone calls	Call DMWTVc 0743896827.	No fee	Immediately
13.	Response to written communication	Clear communication Contact P.O Box 3308 -90100 Machakos Email: davidwambulitvc@gmail.com	No fee	Immediately

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 David Mbiti Wambuli tv
P.O Box 3308 – 90100
Machakos.
Phone: 0743896827
Email: daviwambulitvc@gmail.com
Website: www.davidmbitiwvc.ac.ke

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