



MWALA T.V.C



SERVICE DELIVERY CHARTER

P.O. BOX 07-90102 Mwala-Machakos

Tel:0796 536 524

Email:mwalatvc@gmail.com

	SERVICE	REQUIREMENT	CHARGES	TIMELINE
1.	Response to enquiries/suggestions	Clarity of request or wish and full disclosure of what is required.	Free	Verbal enquiries within a day Electronic enquiries within two (2) working days Postal enquiries within seven (7) working days
2.	Response to written correspondence	Correspondence	Free	Within 7 working days after receipt
3.	Updating the College website	As per the College communication guidelines	Free	Within 24 hours upon approval
4.	Resolution of Public complaints	Filed complaints (verbal/written)	Free	Within 30 days but depending on the weight of matter
5.	Access to College Information	Right to the Information	Free	Within 7 working days depending volume of information
6.	Admission of students	1. Artisan D-; 2. Craft Certificate D+; 3. Diploma C-	Application fee: Kshs.500;	Within 8 weeks of application
7.	Registration	1. Registration to relevant Programme	Ksh 1000.00	Within a working day
	Teaching	2. Trainee Class attendance register	Free	As per teaching timetable
	Examinations	3. Proof of payment of tuition, examination and other fees	As per prescribed Examination fees	As per prescribed Examination Timetable
8.	Issuance of internal results Slips	On successful completion of Examination	Free	Within one working day after the Academic board approval
9.	Issuance of external results Slips	On successful completion of Examination	Free	Within one working day after KNEC results slips have been issued to the College
10.	Administration of examinations	Student ID and examination card	Free	As per examination timetable
11.	Student Clearance	Duly endorsed clearance forms	Free	Within two (2) working days on receipt of the duly endorsed form
12.	Handling of students' disciplinary cases	Appropriately submitted cases	Free	Completed within 30 days
13.	Issuance of certificates	Fully filled clearance form and identification card	Free	Within 2 working days upon request
14.	Project/supervision	Successful presentation of approved proposal and progress report as per set timeline/schedule	Free	Within project period
14.	Project/supervision	Successful presentation of approved proposal and progress report as per set timeline/schedule	Free	Within project period
15.	Issuing of learning timetable	Registration	Free	Opening day

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards should be reported to

Principal/BoG Secretary,
Mwala Technical and Vocational College
P.O. BOX 07-90102 Mwala – Machakos
Tel: 0796536524
Email:mwalatvc@gmail.com

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Tower, Waiyaki Way, Nairobi.
P.O. BOX 2414-00200 NAIROBI
Tel:+254(0)20 2270000/2303000

HUDUMA BORA NI HAKI YAKO