



REPUBLIC OF KENYA

MINISTRY OF EDUCATION

STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING

NGONG TECHNICAL AND VOCATIONAL COLLEGE

CITIZEN'S SERVICE DELIVERY CHARTER



VISION : To be a Centre of Excellence in Technical and Vocational Training

MISSION: To produce competent and innovative human capital in Technical and Vocational Disciplines for the Dynamic Needs of Industry and Society

CORE VALUES : Accountability, Excellence, Fairness, Innovativeness, Integrity, Professionalism, Teamwork

S/NO.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (Landline or any other official line)	Make phone call requests/inquiries courteously	Free	Within 15 seconds at every service point
2.	Response to enquiry By Walk-in clients	Walk in and make the inquiry	Free	Within 1 minute
3.	Response to correspondences - E-mails - Letters	- Written correspondence (letters) - Emails and social media (Twitter, Facebook & YouTube)	Free	- Acknowledge receipt and respond within 5 working days 1 working day
4.	Response to public complaints and grievances	lodging a grievance	Free	1 working day
5.	Resolution of complaints	Make a verbal or register a grievance	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 forms filled by the company registry - National ID/Passport	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services/tender	Free	Within 90 days
8.	Notification of successful and unsuccessful bidders	Access the e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	- L.P.O/Invoice - Certificate of completion/Goods/Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in the policy-making process	Familiarization with issues and active participation	Free	1 working day
12.	Recruitment of staff	Make a formal application based on the advert	Free	Within 90 days
13.	Processing of request for information	Inquire or request information	Free	Within 21 days

WE ARE DETERMINED TO EXCEL IN COURTESY AND SERVICE DELIVERY

Any officer who does not uphold the commitment to civility and excellence in service delivery should be reported, as should any service/goods delivered that does not meet the aforementioned standards.



REPUBLIC OF KENYA

WIZARA YA ELIMU

IDARA YA SERIKALI YA MAFUNZO YA KIUFUNDI NA UFUNDI

TAASISI YA MAFUNZO YA KIUFUNDI YA NGONG

MKATABA WA UTOAJI HUDUMA WANANCHI



MAONO: Kuwa Kituo cha Ubora katika Mafunzo ya Kiufundi na Ufundi

UTUME: Kuzalisha mtaji wa watu wenye uwezo na ubunifu katika Nidhamu za Kiufundi na Ufundi kwa Mahitaji ya Nguvu ya Viwanda na Jamii.

MAADILI YA KIMSINGI: Uwajibikaji, Ubora, Haki, Ubunifu, Uadilifu, Weledi, Kazi ya Pamoja

S/NO.	MSAADA WA MTEJA HUDUMA	MAHITAJI YA MTEJA	GHARAMA YA HUDUMA	RATIBA YA WAKATI
1.	Majibu kwa simu (simu ya meza au nambari yoyote rasmi)	Fanya maombi ya simu/uulizie kwa heshima	Bure	Ndani ya sekunde 15 katika kila sehemu ya huduma
2.	Jibu la uchunguzi Kwa Wateja wa Kuingia	Ingia ndani na ufanye kuuliza	Bure	Ndani ya dakika 1
3.	Majibu kwa mawasiliano - Barua pepe - Barua	- Barua za maandishi (barua) - Barua pepe na mitandao ya kijamii (Twitter, Facebook na YouTube)	Bure	- Thibitisha kupokea na ujibu ndani ya siku 5 za kazi - Siku 1 ya kazi
4.	Majibu kwa umma na malalamiko	kutoa malalamiko	Bure	Siku 1 ya kazi
5.	Utatuzi wa malalamiko	Fanya malalamiko kwa maneno au usajili	Bure	Siku 14 za kazi
6.	Usajili wa wauzaji/wasambazaji	- Fomu ya maombi iliyojazwa ipasavyo - Wasifu wa kampuni - Cheti cha Kujiunga/Kusajiliwa - Cheti cha PIN - Uzingatiaji Halali wa Kodi Cheti/Misamaha - Taarifa ya Benki Halisi - Nakala ya cheti cha usajili na miili husika ya udhibiti - Stakabadhi ya malipo ya ada isiyorejeshwa - Nakala za fomu za kurejesha kila mwaka zilizojazwa na sajili ya kampuni - Kitambulisho cha Taifa/Paspoti	Bure	Siku 14 za kazi
7.	Usindikaji wa zabuni	Peana zabuni za bidhaa na huduma/zabuni	Bure	Ndani ya siku 90
8.	Taarifa ya wazabuni waliofaulu na ambao hawajafaulu	Fikia tovuti ya manunuzi ya kielektroniki kwa arifa	Bure	Siku 1 ya kazi
9.	Malipo ya bidhaa na huduma zilizopokelewa	- L.P.O/ Ankara - Cheti cha kukamilika/Bidhaa/Huduma Zilizopokelewa	Bure	Siku 60 kutoka tarehe ya kupokelewa kwa ankara
10.	Utupaji wa maduka ya kizamani	Uwasilishaji wa zabuni	Bure	Siku 60 kutoka tarehe ya tangazo
11.	Ushiriki wa umma katika mchakato wa kutunga sera	Kuzoea masuala na ushiriki hai	Bure	Siku 1 ya kazi
12.	Uajiri wa wafanyakazi	Tengeneza programu rasmi kulingana na tangazo	Bure	Ndani ya siku 90
13.	Usindikaji wa ombi la habari	Uliza au uombe habari	Bure	Ndani ya siku 21

TUMEAMUA KUFANYA KWA ADABU NA UTOAJI HUDUMA

Afisa yeyote ambaye hatazingatia dhamira ya ustaarabu na ubora katika utoaji wa huduma anapaswa kuripotiwa, kama vile huduma yoyote nzuri inayotolewa ambayo haikidhi viwango vilivyotajwa hapo juu.

Chuo cha Kiufundi na Ufundi Ngong
Barabara ya Ngong - Kiserian Karibu and Kanisa la Mtakatifu Yosefu
S.L.P 1170 - 00208, Mlima Ngong
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Barua pepe: registrar@ngongtvc.ac.ke

HAKI YAKO YA HUDUMA YA UBORA

Katibu Mkuu / Mkurugenzi Mkuu,
Tume la Uuiano na Haki, 2nd Floor, West End Towers, Waiyaki Way - Nairobi
S.L.P 21014 - 00200 - Nairobi, Tel: +254 (0)20 227000 / 2303000 |
Barua pepe: complain@ombudsman.go.ke