



# MBEERE NORTH TECHNICAL AND VOCATIONAL COLLEGE



## CITIZENS' SERVICE DELIVERY CHARTER

S/NO	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by walk in clients	Walk in and make the enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (X, Facebook & YouTube)	Free	1 working day
4	Response to Public complains and Grievances	Make a complaint	Free	1 working day
5	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6	Registration of suppliers	Dully filled application form Company profile Certificate of incorporation or registration PIN certificate Valid tax compliance certificate or exemptions Original bank statements Copy of certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/ Passport	Free	14 working days
7	Processing of tenders	Submit bids for goods and services	Free	90 days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services received	LPO/invoice/ certificate of completion / goods/ services received	Free	60 days from the date of receipt of invoice
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11	Public participation in policy making process	Familiarization with issues and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on the advert	Free	90 days
13	Processing of requests for information	Make a request for information	Free	21 days
14	Trainee Admission	Fulfil prescribed course requirements	Free	Within a day
15	Administration of Internal Assessments	As stipulated in academic policy Student ID	Free	As per the examination schedule
16	Registration and Administration of External Assessments	Required documents, 100% class attendance, 100% fee payment	As per examining bodies	As per the examination schedule
17	Industrial Attachment and Assessment	Introductory letter, insurance cover	Full fees payment, done examinations as per O/S	As per attachment schedule
18	Issuance of external results slip and certificates	Dully filled clearance form Student ID	Free	Within a day
19	Guidance and Career Counseling	Customer's need	Free	As needed by customer

### 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 both of the following:

The Principal  
Mbeere North Technical and Vocational College  
P.O Box 74– 60104, Siakago.  
Tel: +254 797899823  
Email: [mbeerenorthvc@gmail.com](mailto:mbeerenorthvc@gmail.com)  
<https://www.mbeerenorthvc.ac.ke>

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice, 2<sup>nd</sup> Floor,  
West End Towers, Waiyaki Way, Nairobi.  
P.O Box 20414 – 00200 Nairobi  
Tel: +254 (0)20 2270000/2303000  
Email: [feedback@ombudsman.go.ke](mailto:feedback@ombudsman.go.ke)

**QUALITY SERVICE IS YOUR RIGHT**