



MINISTRY OF EDUCATION

STATE DEPARTMENT FOR BASIC EDUCATION

KERICHO TEACHERS TRAINING COLLEGE

P.O BOX 10-20200, KERICHO-KENYA. Tel: +254721457785

Email: kerichottc@yahoo.com

Website: kerichottc.ac.ke/



ELIMISHA WAJIELIMISHE

SERVICE DELIVERY CHARTER

S/ No	SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIMELINE
1.	General Enquiries	Registration at the gate, visit/call the college line	Free	10 Minutes
2.	Students & staff enquiries via WhatsApp, Calls, or SMS	Raising enquiry to respective HODs, DOC, DOS or immediate supervisor.	Free	Not more than 6 hours
3.	Response to written correspondence	Contact address	Free	Not more than 3 days
4.	ACADEMICS			
5.	Registration of continuing students	Payment of specified fees	Free	As per academic calendar
6.	Admission of new students	Dully filled admission form and payment of specified fees	free	45 Minutes
7.	Orientation and induction of students	New students	free	2 weeks after after admissiondate
8.	Time Tabling	Work load allocation	Free	2 days
9.	Commencement of training	Clearance from the dean of curriculum	Free	2 nd day after opening
10.	Use of classrooms/ICT lab/Library	As per the Time Table	Free	As per Time Table
11.	Microteaching	As per the course requirements and guidelines	Free	3 Months
12.	Practicum	As per the course requirements and guidelines, Posting letters, Log books, Trainee logs	Free	Seven Months (two terms)
13.	Notification for collection of national certificates	Receipt of national certificates and results slips from KNEC	Free	1 day
14.	Issuance of graduation gowns	Graduation gown	Free	1 day
15.	ASSESSMENT			
16.	Registration of KNEC assessments	Submission of payment details	Free	1 day
17.	Administration of KNEC assessments	KNEC Nominal Roll	Free	As per the KNEC assessment time table
18.	Issuance of academic result slips,certificate	Result slips, Certificates	Free	1 day
19.	STUDENT'S WELFARE			
20.	Processing of Student ID	Upon Admission	Specified Charges	2 Weeks
21.	Registration of clubs and societies	List of membership	Free	2 Weeks
22.	Guidance and counseling	Client's availability	Free	Instantly
23.	FINANCE & PROCUREMENT			
24.	Fees Payment	Deposit Slip as proof of payment	Free	10 Minutes
25.	Issuance of fees payment receipts	Evidence of payment	Free	10 Minutes
26.	Remittance of statutory deductions	As per legal requirements	Free	Within 1 month
27.	Payment of service providers	As per agreement, Evidence of LPO/LSO and original invoice	Free	Within 3 Months
28.	Invitation of Tenders; Notification of Successful & unsuccessful bidders of quotation Award of contracts	Submission of quotation, invitation and submission of tenders Tender document	As per the tender notice	21 days
29.	HANDLING OF PUBLIC COMPLAINTS			
30.	Acknowledgment of complaints	File complaint	free	1 day
31.	General complaint and feedback	Resolution of complaint	free	7 working days

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 Chief Principal,
Kericho Teachers Training College
P.o Box 10-20200, Kericho
Tel:+254721457785
Email: kerichottc@yahoo.com

The Commission Secretary/Chief Executive Officer Commission on Administrative of Justice
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.o Box 20414-00200 Nairobi
Tel: +254 (0)20 2270000/2303000 mail: complaints@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO