WANGA TECHNICAL AND VOCATIONAL COLLEGE

PO BOX 78-50106, SHIANDA TEL: 0115 052 875
Email:wangatechnical@gmail.com
Website: www.wangatechnical.ac.ke

CITIZENS' SERVICE DELIVERY CHARTER

Vision

A center of excellence in quality technical education, research & innovation and community service.

Mission

Empowering trainees through technical education and skills development that meets the current industry requirements.

Core Values

Good Governance, Accountability, Transparency, Equality and Gender, Professionalism, Integrity, Timeliness, Teamwork and Efficiency

Wanga TVC is committed to high standards of service and shall apply the following standards in service delivery

No.	SERVICE OFFERED	REQUIREMENTS	CHARGES (Kshs)	DURATION
1.	Processing Application	KCSE/KCPE/Birth Certificate ID	NIL	10 Minutes
2.	Admission	Admission letter/KCSE/KCPE Birth Certificate/ID/waiting card /Payment receipt/ KUCCPS placement	2,500	30 Minutes
3.	Orientation	Bonafide new student	NIL	within 14 days after official opening
4.	Processing of student ID	Completion of admission process	500	within one month after opening day
5.	Posting of training time table on the departmental notice board	Available of trainees	NIL	As per academic policy
6.	Training	Reported and completed Admission process	As per fee policy	As per schedule /level
7.	Enquiries	Voluntary visit / call	NIL	10 minutes
8.	Attachment/Mentorship	Insurance/Log book/meets academic policy requirement	2000	3 months
9.	Guiding & Counseling	Trainee/staff	NIL	20 minutes
10.	Registration of External Assessment	Academic certificate, Birth Cert. ID/ passport size photographs Fulfilment of academic policy Completed exam & fee payment Exam Card	As per examining body guidelines	As per schedule /Level
11.	Administration of internal Assessment	Fulfilment of academic policy Fee Payment, Exam card	NIL	As per schedule /Level
12.	Issuance of Academic reports	Success completed of Termly Yearly cource - work	NIL	Immediately after release by ABC
13.	Management of Complaint / Complements	Lodged complaints / compliment	NIL	within 30 working days after receiving the complaint / compliments
14.	Issuance of Academic certificate	Trainee ID, Duly signed and filled Clearance form, National ID	NIL	30 minutes
15.	Accomodation in liason with private investors	Bonafide WTVC trainee First come first served basis	As per prevailing rate	1 hour
16.	Library services (Borrowing & Issuance	Library Card	NIL	15 minutes
17.	KUCCPS/HELB Loan Application	KUCCPS Application fee Relevant Academic document s	500	20 minutes
18.	First Aid	Trainee ID	NIL	15 minutes
19.	Certification of Invoice s	Delivery note Goods received LPO/LSO	NIL	4 days
20.	Payment of Goods/Services	LPO/LSO Delivery notes Invoice	NIL	Within 90 working days

HUDUMA BORA NI HAKI YAKO

Any service rendered that does not conform to the above standards or any officer who does not live upon the commitment to courtesy and excellence in service delivery should be reported to:

THE PRINCIPAL.
P.O. BOX 78-50106 SHIANDA
TEL: 0115 052 875
Email:wangatechnical@gmail.com
Website:www.wangatechnical.ac.ke

The Commission Secretary/ Chief Executice Officer
Commission on Administrative Justice 2nd Floor,
West End Towers, Waiyaki Way, Nairobi
P.O. Box 20414-00200, Nairobi
Tel: +254 (0)20 2270000/238300
EMAIL: complain@ombudsman.go.ke

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MSWADA WA HUDUMA KWA WANANCHI

Maono

Kitovu cha ubora katika elimu ya ufundi stadi uliyo bora, utafiti na uvumbuzi na huduma kwa jamii

Dhamira

Kuwapa mamlaka wanafunzi kwa elimu ya ufundi na maendeleo ya ujuzi yanayokidhi mahitaji ya sasa ya sekta.

Maadili ya Msingi

Uongozi bora, uwajibikaji, uwazi, usawa na jinsia, utaalamu, uadilifu, kwa wakati, mshikamano na ufanisi.

Wanga TVC imejitolea kwa viwango vya juu vya huduma na itatumia viwango vifuatavyo katika utoaji wa huduma

No.	HUDUMA INAYOTOLEWA	VIGEZO HITAJIKA	MALIPO (Kshs)	MUDA TEKELEZI
1.	Kuchanganua Maombi	Vyeti vya elimu hitajika: KCPE/KCSE Cheti cha kuzaliwa/kitambulisho cha kitaifa	Hailipishwi	Dakika 10
2.	Kupewa kibali	Barua ya mwaliko, vyeti vya elimu: KCPE KCSE cheti cha kuzaliwa ama kitambulisho cha kitaifa/kadi ya kusubiri/ stakabathi ya malipo/uwekaji wa halmauri ya kuchagua wanafunzi (KUCCPS)	2,500	Dakika 30
3.	Kuwajulisha mazingira mpya	Mwanafunzi mgeni aliyehitimu	Hailipishwi	kipindi cha wiki mbili baada ya chuo kufunguliwa
4.	Kutayarisha kitambulisho cha mwanafunzi	Kukamilisha mahitaji ya kibali	500	kipindi cha mwezi mmoja baada ya usajili
5.	Kuanika ratiba ya mafunzo	Kuwepo kwa wanafuzi	Hailipishwi	Kulingana na sera za masomo
6.	Mafunzo	Kukamilika kwa usajili	Kulingana na sera iliyoko	Kulingana na ratiba /kiwango
7.	Maelekezo	Kutembelea chuo au piga simu	Hailipishwi	Dakika 10
8.	Kiambatisho / Ushauri	Bima/kitabu cha kumbukumbu/kutimiza Mahitaji ya sera ya kitaaluma	2000	miezi mitatu
9.	Ushauri nasaha	mwanafunzi /mfanyikazi wa WTVC	Hailipishwi	Dakika 20
10.	Usajili wa tathmini za nje	Vyeti vya kitaaluma/kuzaliwa, kitambulisho cha kitaifa/ picha za pasipoti, timizo la sera ya kitaaluma, kukamilisha malipo ya mtihani na ada nyinginezo	Kama ilivyo kwa sera	Kulingana na ratiba au kiwango kulingana na sera
11.	Usimamizi wa tathmini ya ndani	Ukamilifu wa sera ya kitaaluma Ada zinazohijajika Kadi ya mtihani	Hailipishwi	Kulingana na ratiba au kiwango
12.	Utoaji wa ripoti za kitaaluma	Kukamilika kwa kozi ya muhula au mwaka	Hailipishwi	mara baada ya kutolewa na kamati ya mihani
13.	Ushughulikiaji wa Malalamiko/Pongezi	- Malalamiko/pongezi Zilizoletwa	- Hailipishwi	Ndani ya siku 30 za kazi
14.	Utoaji wa vyeti vya kitaaluma	Kitambulisho cha mwanafunzi Fomu ya kukamilisha masomo Kitambulisho cha kitaifa	Hailipishwi	Dakika 30
15.	Huduma za Malazi kwa ushirikiano na wawekezaji binafsi	- Mwanafunzi stahiki wa Wanga TVC - Anayewasilisha ombi kwanza	Malipo ya karo ilyopendekezwa	saa moja
16.	Huduma za maktaba	Kadi ya maktaba	Hailipishwi	Dakika 15
17.	Maombi ya mkopo wa ufadhili wa elimu (KUCCPS/HELB)	Ada ya maombi ya KUCCPS Hati zinazofaa kitaaluma	500	Dakika 20
18.	Huduma ya kwanza	Kitambulisho cha chuo	Hailipishwi	Dakika 15
19.	Uthibitisho wa ankara	Ujumbe wa kutoa Bidhaa zilizo pokelewa LPO/LSO	Hailipishwi	Siku 4
20.	Malipo ya bidhaa na huduma	LPO/LSO Ujumbe wa kutoa Ankara	Hailipishwi	Kipindi cha siku 90

HUDUMA BORA NI HAKI YAKO

Huduma yoyote ambayo haiendani na viwango vilioko hapo juu au afisa yeyote ambaye hajitolei kwa heshima na ubora katika utoaji wa huduma ana paswa kuripotiwa kwa:

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