



WANGA TECHNICAL AND VOCATIONAL COLLEGE

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



MSWADA WA HUDUMA KWA WANANCHI

Maono
"Kujitolea kwa nguvu kwa kazi yenye ujuzi"
Dhamira

Kutoa Ubora wa kiufundi na mafunzo kwa uhandisi na teknolojia kwa mabadiliko ya kitaifa na lengo
Taaluma, utendakazi wa pamoja, uaminifu, uamuzi bora, uvumbuzi na hisani

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

HUDUMA KWA UJUMLA		ADA	MUDA	OFISI HUSIKA
A. MAJIBU YA MASWALI YA JUMLA KUTOKA KWA WATEJA KUPITIA				
Ana kwa ana	Wasilisha ombi	Bila malipo	Papo hapo	- Mkuu wa idara husika
Kupiga simu au ujumbe mfupi	Wasilisha ombi	Bila malipo	Papo hapo	- Mkuu wa idara husika
mitandao wa kijamii	Wasilisha ombi	Bila malipo	Papo hapo	- Mkuu wa idara husika
Barua au barua pepe	Wasilisha ombi	Bila malipo	Papo hapo	- Mkuu wa idara husika
Usajili wa wanafunzi	Cheti	Kiingilio	Ada ya maombi	Kulingana na ilivyotangazwa saa moja baada ya kupokelewa nakala za usajili zilizovyema
	Cheti cha Stashahada	Gradi c- ya mtihani wa KCSE au cheti cha ufundi	Ada ya TVETA 500/=	
	Cheti cha Ufundi /kiwango ya tano	Gradi D ya mtihani wa KCSE au cheti cha atisani	Ada ya KUCCPS 1500/=	
	Cheti ya Atisani /kiwango ya tatu	Wazi Wazi	Ada ya Wanga TVC 500/=	
Mafunzo na Mitihani	-Kusajili cheti unachotaka -Kamilisha malipo ya karo	Malipo ya karo iliopendekezwa	- Mtaala wa muhula	- Kinara masuala wa elimu - Msajili wa mitihani - Mkuu wa idara husika
Utoaji wa nakala za Kitaalame	- Vitambulisho vya mtihani - fomu zilizoidhinishwa za mtihani - Nakala za taarifa ya malipo ya karo na ada	- Bila malipo	Itakapotolewa na bodo ya mitihani Ndani ya mwezi mmoja kumaliza kozi fupi	Mhajili wa mitihani
B. HUDUMA KWA WANAFUNZI				
Huduma za miongozo na ushauri	- Mwanafunzi au mfanyakazi stahili Wanga TVC - Hiari	Bila malipo	Kulingana na mahitaji	- Msimsimizi wa wanafunzi na ushauri
Malazi kwa ushirikiano na wawekezaji binafsi	- Mwanafunzi stahiki wa Wanga TVC - Anayewasilisha ombi kwanza	Malipo ya karo ilipendekezwa	Kwa muhula	- Msimamizi wa wanafunzi
Kuambatisha viwandani	- Kulingana na sera ya uambatisho	Ada Ksh 2,000	Miezi mitatu	- Afisa wa uambatisho viwandani
Huduma za makdaba	- Mwanafunzi au mfanyakazi stahili Wanga TVC	Bila malipo	Kulingana na mahitaji	- Msimamizi wa makdaba
C. HUDUMA ZA KITAALAMU				
Masomo ya muda mfupi	- Kilingana na mahitaji	Ada ya maombi Ksh. 500.00	kulingana na kandarasi	- Msajili - Mkuu wa husika - Mhasibu
Kukodi/kuuza bidhaa au huduma za chuo	- Wasilisha ombi	Kulingana na ada zilizoko	Kulingana na kandarasi	- Naibu wa kinara ya utawala - Mhasibu - Afisa wa manunuzi
D. UHASIBU				
Malipo ya karo	- Mwanafunzi stahili	Bila malipo	Papo hapo	- Mhasibu
Malipo ya bidhaa huduma	- Stakabadhi za zabuni kamilifu	Bila malipo	Ndani ya siku thelathini Baada ya kuwasilisha stakabadhi	- Afisa wa Manunuzi - Mhasibu

TUMEJITOLEA KWA HESIMA NA UBORA KATIKA UTOAJI HUDUMA

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

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

The Commission Secretary/ Chief Executive Officer
Commission on Administrative Justice 2nd Floor,
West End Towers, Waiyaki Way, Nairobi
P.O. Box 20414-00200, Nairobi
Tel: +254 (0)20 2270000/230300
EMAIL: complain@ombudman.go.ke



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CITIZENS' SERVICE DELIVERY CHARTER

Vision
 "Committed to the development of skilled Manpower"

Mission
 To Provide quality Technical in Engineering and Technology to meet dynamic global goals

Core Value
 Professionalism, Teamwork, Honesty, Evidence based decision making, Competiveness, Health, Safety and Courtesy

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

A.	GENERAL SERVICES	CHARGES	DURATION	OFFICER INCHARGE											
	Response to general enquiries from clients through;														
	Direct contact	Initiate an inquiry	Free	Immediate	Respective Officer										
	Phone calls or SMS	Initiate an inquiry	Free	Immediate	Respective Officer										
	Social media	Initiate an inquiry	Free	Immediate	Respective Officer										
	Written request letter or email	Initiate an inquiry	Free	Immediate	Respective Officer										
	Admission of trainees	<table border="1"> <thead> <tr> <th>Courses</th> <th>Requirements</th> </tr> </thead> <tbody> <tr> <td>Diploma /level 6</td> <td>KCSE mean Grade c- or relevant craft certificate</td> </tr> <tr> <td>Craft Certificate /level 5</td> <td>KCSE mean grade D or relevant artisan certificate</td> </tr> <tr> <td>Artisan/level 4</td> <td>Open</td> </tr> <tr> <td>Short Course /level 3</td> <td>Open</td> </tr> </tbody> </table>	Courses	Requirements	Diploma /level 6	KCSE mean Grade c- or relevant craft certificate	Craft Certificate /level 5	KCSE mean grade D or relevant artisan certificate	Artisan/level 4	Open	Short Course /level 3	Open	Application TVETA fee 500 KUCCPS fee 1500/=	As per Advertisements One hour upon receipt of duly filled documents	- Registrar - Finance Officer
Courses	Requirements														
Diploma /level 6	KCSE mean Grade c- or relevant craft certificate														
Craft Certificate /level 5	KCSE mean grade D or relevant artisan certificate														
Artisan/level 4	Open														
Short Course /level 3	Open														
	Teaching And Examination	Registration to relevant course	Tuition fees as per prevailing fee structure	- 1st to12th week of term - Academic calender - As per examination schedules	- D/Principial academic affair - Examination Officer - Respective HoDs										
	Issuance of Academic Certificate	- Trainee's ID - Duly filled clearance form - Copy of fee statement	Free	upon release by the examining body within one month upon completion of a short course	- Examination Officer										
B. SERVICES TO TRAINEES															
	Guidance and Counselling services	- Be a bona fide Wanga TVC trainee or staff - Avail self	Free	As per the need	Guidance and counselling Coordinator										
	Accommodation in liaison with private investors	- Be a bona fide Wanga TVC trainee - On first come- first served basis	As per prevailing rates	per term	Deans of students										
	Attachment placement	- As per attachment policy	Ksh 2,000	Three months	Industrial liaison officer										
	Library services	- Be a bona fide Wanga TVC trainee or staff	Free	As per need	Librarian										
C. SERVICES TO TRAINEES															
	Short courses training	- As per the need	Application fee Ksh. 500.00	As per contract	- Registrar - Respective HoDs - Finance Officer										
	Hiring/sale of college facilities/ products service	- Request from interested parties - Availability of facility/ product/ services	As per prevailing rates	As per contract	- D/principial - Finance Officer - Procurement Officer										
D. ACCOUNTING															
	Fee payment	- Benafide trainees	Free	Immediate	- Finance Officer										
	Payment of suppliers	- Duly signed invoices and supply documents	Free	Within 30 days upon receipt of required documents	- Procurement Officer - Finance Officer										

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any services 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:

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