



LAIKIPIA EAST TECHNICAL & VOCATIONAL COLLEGE

MKATABA WA KUTOA HUDUMA KWA RAIA



DIBAJI

Chuo cha Ufundi cha Laikipia Mashariki kilicho katika kiwango cha juu miongoni mwa vyuo vyakiufundi kama ilivyothibitishwa chini ya sheria ya Wizara ya Elimu katika kifungu cha pili na ilani ya Kisheria nambari tisa (2016).

Chuo hiki hutoa mafunzo tofauti kwa wanafunzi katika viwango vya tatu hadi sita.

MAONO

Kuwa chuo cha Ufundi chenye cheo cha kidunia kwa kufunza, kufanya utafiti na kwa kutoa huduma bora.

HUDUMA	JUKUMU LA MTEJA	GHARAMA	MUDA
Kujibiwa kwa simu	Hakuna	Hakuna	Sekunde kumi na tano
Kujibu maswali kutoka wageni	Hakuna	Hakuna	Dakika moja
Kujibu barua pepe na mawasiliano kupitia mtandao wa kijamii	Hakuna	Hakuna	Siku moja ya kazi
Kupokea malalamishi	Malalamishi rasmi	Hakuna	Siku moja ya kazi
Kujibu malalamishi	Malalamishi rasmi	Hakuna	Siku kumi na nne za kazi
Kusajili wanafunzi wapya chuoni	Kulingana na matakwa ya chuo	Hakuna	Mwezi moja kabla ya kuripoti chuoni
Kulipa karo na kukabidiwa risiti	Hati ya maelezo ya karo	Hakuna	Dakika kumi
Elimu na mafunzo	kulipa karo kuhudhuria darasa kutii sheria na kanuni zachuo	Kulingana naidhini ya masomo chuoni	Kulingana na ratiba iliyowekwa na wizara
Kusajiliwa kwa mitihani ya kitaifa	Risiti ya kulipa karo Cheti cha kuzaliwa Pasipoti Cheti cha asili cha chuo Kitambulisho	Hakuna	Mwezi moja
Kupeana matokeo ya mitihani: 1. Mitihani ya ndani 2. Mitihani ya kitaifa	Kutimiza mahitaji muhimu	Hakuna	-Wiki mbili baada ya kuisha kwa mitihani -Mara moja baada ya kupokea matokeo kutoka baraza la mitihani
Maswala ya uongozi wa chuo	Hakuna	Hakuna	Jumatatu-Ijumaa Saa Mbili asubuhi hadi saa kumi jioni
Kusajiliwa kwa wanaotuuza	Fomu iliyojazwa, cheti cha ujumuishaji, ada isiyorejeshwa ya elifu moja	Hakuna	Siku kumi na nne za kazi
Usindikaji wa zabuni	Onyesha jitihada ya kutuuza	Hakuna	Siku thelathini za kazi
Malipo kwa wanaotuuza	Hati ya kuwasilisha Ankara	Hakuna	Siku thelathini baada ya kupokea ankara

Chuo cha Ufundi cha Laikipia Mashariki kina nia ya kuhakikisha kuzingatia masharti yote ya kisheria.

Kwa huduma isiyoambatana na mkataba huu au afisa yeyote asiye zingatia mkataba huu, piga ripoti kwa:

Mwalimu Mkuu,
Chuo cha Ufundi cha Laikipia Mashariki,
S.L.P 14-10129, MUGUNDA.
Nambari ya Simu: +254 713 380 692
Barua pepe: laikipiaetvc@gmail.com /
info@laikipiaeastvc.ac.ke

OR

Katibu/ Mkurugenzi Mkuu,
Tume ya Haki za Utawala
2nd Floor, West End Towers, Westlands Nairobi.
S.L.P 20414 - 00200, NAIROBI
Tel : +254-20-2270000
Barua pepe: info@ombudsman.go.ke
Mtandao : www.ombudsman.go.ke



LAIKIPIA EAST TECHNICAL & VOCATIONAL COLLEGE

CITIZEN'S SERVICE DELIVERY CHARTER



PREAMBLE

LETVC is a Technical and Vocational College established under the Ministry of Education (TVET Act 2013 & Legal order No. 9 2016). LETVC offers variety of courses to trainees at Level 3 to 6.

VISION

To be a global leader institute in training, research and quality service through high quality and affordable training.

SERVICE RENDERED	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE	TIME-LINE
Answering Telephone Calls	None	Free	15 Seconds
Response to enquiry by Walk-in- clients	None	Free	1 Minute
Response to emails and social media correspondence	None	Free	1 working day
Response to complaints	Make a complaint	Free	1 working day
Resolution of complaints	Make a verbal or written complaint	Free	14 working days
Issuance of Admission letters	Meet LETVC's admission requirements	Free	1 Month prior to reporting date Upon verification that one qualifies
Receiving Payment and issuance of Receipts	None	Free	Within 10 Minutes
Training and Learning	-Payment of school fees -Attendance of classes -Adherence of LETVC rules & regulations	As by the LETVC fees structure	As by the Ministry of Education & other regulatory bodies.
Registration for External Exams	Fees Clearance Birth Certificate Passport Photo Size Original previous academic Certificate National I.D.	None	30 days
Issuance of Examination Results 1. Internal 2. External	Meet relevant requirement	None	-Within 2 weeks following end of examinations -immediately on receipt from examination body
Administrative Matters	None	None	Monday-Friday 7:30am to 5:00pm
Registration of suppliers	Duly filled application form, certificate of incorporation, Non refundable fee of ksh. 1000	Free	14 Working days
Processing of Tenders	Submit bids for goods and services	Free	30 working days
Payment for goods and services received	L.P.O/ L.S.O/ Certificate of completion	Free	90 Working days

We are committed to Courtesy and Excellence in Service Delivery. Any Service 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 Principal,
Laikipia East TVC,
P.O BOX 14-10129 Mugunda.
Tel : +254 713 380 692
E-mail: laikipiaetvc@gmail.com /
info@laikipiaeastvc.ac.ke

OR

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice
2nd Floor, West End Towers, Westlands Nairobi.
P. O. Box 20414 - 00200, NAIROBI
Tel : +254-20-2270000
E-mail: info@ombudsman.go.ke
Web: www.ombudsman.go.ke