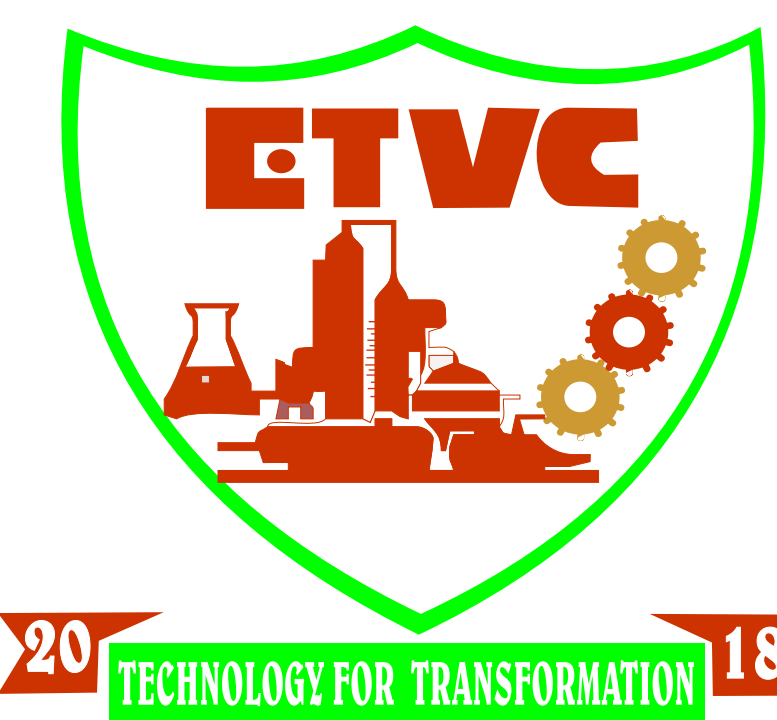


MINISTRY OF EDUCATION  
 State Department of Vocational and Technical Training  
**EMSOS TECHNICAL AND VOCATIONAL COLLEGE**

Telephone: +254796376783 e-mail: [info@emsostvc.ac.ke](mailto:info@emsostvc.ac.ke) website: [www.emsostvc.ac.ke](http://www.emsostvc.ac.ke)

P. O BOX 300-30100 ELDORET



## SERVICE DELIVERY CHARTER

| S/NO | SERVICE RENDERED   | CLIENT REQUIREMENT   | CHARGES (KSH)   | TIMELINE  |
|------|--|--|---|---|
| 1    | <b>Customer care</b>   | <ul style="list-style-type: none"> <li>Visit Emsos TVC</li> <li>Make phone call through Emsos Line</li> <li>Email through: <a href="mailto:info@etvc.ac.ke">info@etvc.ac.ke</a></li> </ul> | <ul style="list-style-type: none"> <li>Free</li> <li>Free</li> <li>Free</li> </ul>  | <ul style="list-style-type: none"> <li>15 minutes</li> <li>Immediate</li> <li>24hrs</li> </ul>  |
| 2    | <b>Receipt of mail</b> <ul style="list-style-type: none"> <li>Ordinary</li> <li>Electronic</li> </ul>  | <ul style="list-style-type: none"> <li>Respond mail through Emsos TVC postal address</li> <li>Send Mail Electronically</li> </ul>  | <ul style="list-style-type: none"> <li>Free</li> <li>Free</li> </ul>  | <ul style="list-style-type: none"> <li>7 days</li> <li>24 hours</li> </ul>  |
| 3    | <b>Dispatch of Mail</b> <ul style="list-style-type: none"> <li>Information to ministry, other agencies</li> </ul>  | <ul style="list-style-type: none"> <li>Electronic Mail clearly addressed to the recipient</li> </ul>   | <ul style="list-style-type: none"> <li>Free</li> </ul>  | <ul style="list-style-type: none"> <li>24 hours</li> </ul>  |
| 4    | <b>Provide Timely Information</b> <ul style="list-style-type: none"> <li>Courses offered</li> <li>Intake period through Emsos TVC website</li> </ul>   | <ul style="list-style-type: none"> <li>Request for Information from client.</li> </ul>   | <ul style="list-style-type: none"> <li>Free</li> </ul>  | <ul style="list-style-type: none"> <li>1 day</li> </ul>   |
| 5    | Registration of External exams/Assessment  | <ul style="list-style-type: none"> <li>Exam body requirements</li> </ul>   | <ul style="list-style-type: none"> <li>Payment of requisite exam fee</li> </ul>   | <ul style="list-style-type: none"> <li>As per exam body requirement</li> </ul>  |
| 6    | <b>Administration of tenders</b> <ul style="list-style-type: none"> <li>Invitation for tenders</li> <li>Notification of successful and unsuccessful bidders</li> <li>Award of contracts</li> </ul> | <ul style="list-style-type: none"> <li>Submission of bids</li> <li>Clients' participation in bids.</li> <li>To the lowest evaluated bidder</li> </ul>                                      | <ul style="list-style-type: none"> <li>As per tender notice</li> <li>As per tender specification</li> <li>Free</li> </ul> | <ul style="list-style-type: none"> <li>As per public procurement &amp; asset disposal Act 2015</li> <li>30 days</li> <li>14 days</li> </ul> |
| 7    | <b>Finance</b> <ul style="list-style-type: none"> <li>Remittance of statutory deductions.</li> <li>Payment to suppliers</li> </ul>   | <ul style="list-style-type: none"> <li>As per legal requirements</li> <li>As per agreement</li> </ul>  | <ul style="list-style-type: none"> <li>Free</li> <li>Free</li> </ul>  | <ul style="list-style-type: none"> <li>As per PFM Act</li> <li>Within 90 days</li> </ul>  |
| 8    | Addressing of complaints from clients  | <ul style="list-style-type: none"> <li>Launch formal complaint</li> </ul>  | <ul style="list-style-type: none"> <li>Free</li> </ul>  | <ul style="list-style-type: none"> <li>As per ETVC Complaints Policy</li> </ul>   |

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

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

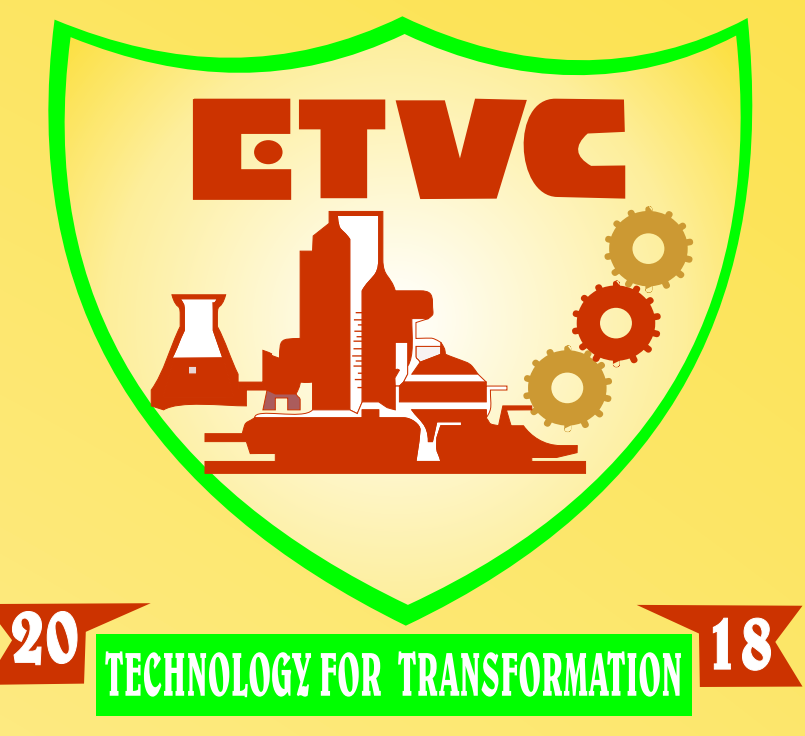
The Principal  
 Emsos Technical and Vocational College  
 PO BOX 300-30100  
 ELDORET  
 KENYA

Telephone Number: 0796376783  
 Email: [info\(o\).emsostvc.ac.ke](mailto:info(o).emsostvc.ac.ke)

The commission secretary/ CEO  
 Commission on Administrative Justice  
 West end Towers, Waiyaki  
 PO BOX 20414-00200  
 NAIROBI

Telephone Number: + 254(0)202270000  
 Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**QUALITY SERVICE IS NOT A PRIVILEGE, QUALITY SERVICE IS YOUR RIGHT**



| S/NO | HUDUMA INAYOTOLEWA   | MAHITAJI YA MTEJA  | GHARAMA  | RATIBA YA WAKATI   |
|------|--|--|--|--|
| 1    | <b>Utunzaji wa wateja</b>  | <ul style="list-style-type: none"> <li>• Tembelea Emsos TVC</li> <li>• Piga simu kupitia laini ya Chuo</li> <li>• Tuma barua pepe kupitia: <a href="mailto:info@emsostvc.ac.ke">info@emsostvc.ac.ke</a></li> </ul> | <ul style="list-style-type: none"> <li>• Bure</li> <li>• Bure</li> <li>• Bure</li> </ul>   | <ul style="list-style-type: none"> <li>• Dakika 15</li> <li>• Mara moja</li> <li>• Saa 24</li> </ul>   |
| 2    | <b>Kupokea barua</b> <ul style="list-style-type: none"> <li>• Kawaida</li> <li>• Kielektroniki</li> </ul>  | <ul style="list-style-type: none"> <li>• Jibu barua kupitia anwani ya posta ya Emsos TVC</li> <li>• Tuma Barua Kielektroniki</li> </ul>  | <ul style="list-style-type: none"> <li>• Bure</li> <li>• Bure</li> </ul>   | <ul style="list-style-type: none"> <li>• siku 7</li> <li>• Saa 24</li> </ul>   |
| 3    | <b>Usambazaji wa Barua</b> <ul style="list-style-type: none"> <li>• Taarifa kwa wizara, mashirika mengine</li> </ul>   | <ul style="list-style-type: none"> <li>• Barua ya Kielektroniki iliyotumwa kwa uwazi kwa mpokeaji</li> </ul>   | <ul style="list-style-type: none"> <li>• Bure</li> </ul>   | <ul style="list-style-type: none"> <li>• Saa 24</li> </ul>   |
| 4    | <b>Toa Taarifa Kwa Wakati</b> <ul style="list-style-type: none"> <li>• Kozi zinazotolewa</li> <li>• Kipindi cha muhula kupitia tovuti ya Emsos TVC</li> </ul>                                | <ul style="list-style-type: none"> <li>• Ombi la Habari kutoka kwa mteja kwa afisa mhusika</li> </ul>  | <ul style="list-style-type: none"> <li>• Bure</li> </ul>   | <ul style="list-style-type: none"> <li>• Siku 1</li> </ul>   |
| 5    | Usajili wa mtihani/Tathmini ya Nje   | <ul style="list-style-type: none"> <li>• Kulingana na ada ya baraza la mtihani husika</li> </ul>   | <ul style="list-style-type: none"> <li>• Malipo ya ada ya mtihani inayohitajika</li> </ul>   | <ul style="list-style-type: none"> <li>• Kulingana na mahitaji ya shirika la mtihani</li> </ul>  |
| 6    | <b>Usimamizi wa zabuni</b> <ul style="list-style-type: none"> <li>• Mwaliko wa zabuni</li> <li>• Taarifa ya wazabuni waliofaulu na ambao hawajafaulu.</li> <li>• Tuzo ya mikataba</li> </ul> | <ul style="list-style-type: none"> <li>• Uwasilishaji wa zabuni</li> <li>• Ushiriki wa wateja katika zabuni.</li> <li>• Kwa mzabuni aliyetathminiwa chini kabisa</li> </ul>  | <ul style="list-style-type: none"> <li>• Kwa mujibu wa taarifa ya zabuni</li> <li>• Kwa mujibu wa maelezo ya zabuni</li> <li>• Bure</li> </ul> | <ul style="list-style-type: none"> <li>• Kwa mujibu wa Sheria ya manunuzi ya umma na utupaji mali ya 2015</li> <li>• siku 30</li> <li>• siku 14</li> </ul> |
| 7    | <b>Fedha</b> <ul style="list-style-type: none"> <li>• Utumaji wa makato ya kisheria.</li> <li>• Malipo kwa wauzaji</li> </ul>  | <ul style="list-style-type: none"> <li>• Kulingana na mahitaji ya kisheria</li> <li>• Kama kwa makubaliano</li> </ul>  | <ul style="list-style-type: none"> <li>• Bure</li> <li>• Bure</li> </ul>   | <ul style="list-style-type: none"> <li>• Kwa mujibu wa Sheria ya PFM</li> <li>• Ndani ya siku 90</li> </ul>  |
| 8    | Kushughulikia malalamiko kutoka kwa wateja   | <ul style="list-style-type: none"> <li>• Anzisha malalamiko rasmi</li> </ul>   | <ul style="list-style-type: none"> <li>• Bure</li> </ul>   | <ul style="list-style-type: none"> <li>• Kwa mujibu wa Sera ya Malalamiko ya ETVC</li> </ul>   |

### TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI HUDUMA

Huduma yoyote au bidhaa inayotolewa ambayo hailingani na viwango vilivyo hapo juu au afisa asiyetimiza ahadi kwa adabu na ubora katika utoaji huduma anapaswa kuripotiwa kwa:

Katibu Wa Tume/Mkurugenzi Mtendaji  
Tume Kiutawala cha Haki  
West end Towers, Waiyaki  
Sanduku La Posta 20414-00200  
NAIROBI

Mkuu wa Chuo Cha Ufundi Emsos  
Sanduku La Posta 300-30100  
ELDORET  
KENYA

Nambari ya Simu: 0796376783  
Barua Pepe: [info@emsostvc.ac.ke](mailto:info@emsostvc.ac.ke)

Nambari ya Simu: +245(0)202270000  
Barua Pepe: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA SIO UPENDELEO, HUDUMA BORA NI HAKI YAKO**