



NACHU TECHNICAL AND VOCATIONAL COLLEGE



P.O. BOX 1455-00902,
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CITIZENS SERVICE DELIVERY CHARTER

(COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY)

S. No	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	Reception at the entrance	Clearance by security officer	Nil	5 minutes
2.	Enquiries Principal's secretary/customer care desk	Admission	Nil	5 minutes
3.	Registration of students	Admission letter, original and photocopies of necessary documents	Nil	15 minutes
4.	Fees payment	Money order, Bankers cheque, Bank deposit slip & issuing of receipts	Nil	15 minutes
5.	Orientation of new students	Nil	Nil	1 st week of reporting
6.	Commencement of training	Clearance by registrar	Nil	3 rd day of opening
7.	Clearance of student	Clearance form	Nil	1 week
8.	Issuance of certificate	Clearance from accounts		30 minutes
9.	Responses to official correspondence	Formal request	Nil	14 days
10.	Report forms	Attended registers	Nil	2 nd week of following term
11.	Transcripts	Attended registers	Nil	4 th week of term after completion
12.	Response to email	Receipt of email	Nil	Acknowledge within 24 hrs
13.	Response to complaint	Formal complaint	Nil	14 days
14.	Examination registration	Necessary documents	Exam fees as per Exam body	As per regulations
15.	Guidance & Counseling of students	Voluntary	Nil	Continuous
16.	Processing of Suppliers payments	Delivery notes invoices copy of LPO/LSO	Nil	90 days
Drop your complaint/compliment in boxes situated within the College or write to the Principal P.O. Box 1455-00902, Kikuyu Tel. No. +254729043346, +254731219988 Email: nachutechnical@gmail.com , info@nachutvc.ac.ke Website: www.nachutvc.ac.ke			Or write to; Public Complaints Standing Committee, P O Box 30414-00200, or P.O. Box 30040—00100, Nairobi Or Call; TEL; 020 2303000 / Anticorruption Hotline: 0733520641	