



**MINISTRY OF EDUCATION**  
**STATE DEPARTMENT FOR TECHNICAL, VOCATIONAL, EDUCATION AND TRAINING**  
**NDIA TECHNICAL AND VOCATIONAL**  
**COLLEGE**



**CITIZENS' SERVICE DELIVERY CHARTER – COMMON SERVICES**

S/N0.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
3.	Response correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebooks & You Tube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of Suppliers	Duly filled application form, Company profile, Certificate of Incorporation/Registration, PIN Certificate, Valid Tax Compliance Certificate/Exemptions, Original Bank Statement, a copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual return forms filed by company registry, National ID/Passport	Free	14 working days
7.	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	L.P.O. /Invoice Certificate of Completion / Goods and services Received	Free	60 days from the date of receipt of Invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days

**NDIA T.V.C IS COMMITTED TO COURTESY AND EXCELLENCE  
 IN SERVICE DELIVERY**

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

The principal, Ndia Technical and Vocational College  
 P. O. Box 4 -10230, SAGANA:  
 Tel: 0799 906 614  
 E-mail: [ndiatechnical@gmail.com](mailto:ndiatechnical@gmail.com)

The CEO, The commission on Administrative Justice,  
 2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi  
 P. O. Box 20414-00200, Nairobi  
 Tel: +254020227000  
 E-mail: [certification@ombudsman.go.ke](mailto:certification@ombudsman.go.ke)

**QUALITY SERVICE IS YOUR RIGHT**