



**MINISTRY OF EDUCATION**  
**STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING**  
**KAELO TECHNICAL AND VOCATIONAL COLLEGE**



**SERVICE DELIVERY CHARTER**

No.	Service	Requirement to Obtain Service	Cost of Service	Timeline
1	Response to phone calls (official lines)	• Make a phone call	• Free	• Within 15 seconds
2	Response to written correspondence (letters)	• Submit written correspondence	• Free	• Within 5 working days
3	Response to email & social media enquiries	• Send email/message	• Free	• Within 1 working days
4	Response to walk-in enquiries	• Physical visit	• Free	• Within 1 minute
5	Response to complaints & grievances	• Lodge a complaint	• Free	• Within 1 working days
6	Resolution of complaints	• Verbal or written complaint	• Free	• Within 14 working days
7	Management of academic programmes	• Online application during admission cycles	• Free	• Continuous
8	Issuance of student identity card	• Admission as a registered student	• As per regulations	• Within 21 days after admission
9	Education & training (Artisan, Certificate & Diploma programmes)	• Meet entry requirements	• As per approved fees	• As per approved course duration
10	Industrial attachment assessment	• Participation in attachment programme	• As per approved fees	• During attachment period
11	End-of-term examinations	• Meet examination requirements	• As per approved fees	• Last 2 weeks of the term
12	Examination results	• Sit examinations	• Free	• Within 3 weeks from the date of the last exam paper
13	Certification	• Completion of course requirements	• Free	• Within 5 working days after release by the relevant examining body
14	Research & innovation support	• Submission of proposal	• Free	• Within 10 working days
15	Student welfare services (sports, health & chaplaincy)	• Request for service	• Free	• Within 2 working days
16	Recruitment of staff	• Formal application based on advertisement	• Free	• Within 90 days
17	Registration of Suppliers	• Duly filled application form together with all required documents (company profile, Certificate of Incorporation/Registration, KRA PIN Certificate, valid Tax Compliance Certificate or exemption, original bank statement, copy of registration certificate with relevant regulatory bodies, non-refundable fees payment receipt, copies of annual returns filed with the Company Registry, and National ID/Passport)	• As per regulations	• Within 14 working days
18	Tendering process	• Submission of bids	• Free	• Within 90 days
19	Notification of successful & unsuccessful bidders	• Access e-procurement portal	• Free	• Within 1 working day
20	Payment for goods & services	• Invoice, LPO & completion documents	• Free	• Within 60 days from receipt of invoice
21	Disposal of obsolete stores	• Submission of bid	• Free	• Within 60 days from advertisement
22	Public participation in policy-making	• Familiarization and participation	• Free	• Within 1 days
23	Counselling services	• Willing participation	• Nil	• Within 3 working days
24	Processing of request for information	• Submit a formal request specifying the information needed	• Free	• Within 21 working days