



MAASAI MARA TECHNICAL AND VOCATIONAL COLLEGE (MMTVC) CITIZEN'S SERVICE DELIVERY CHARTER

MMTVC is committed to Team work, Transparency and Accountability, Integrity, Creativity and innovation
Vision: A first-class Institution in the provision of skills for sustainable development
Mission: To provide skills for sustainable development by offering quality and relevant programmes.



S/ No	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1.	ENQUIRIES			
	Handling of Enquiries	<ul style="list-style-type: none"> Receipt of Enquiries 	Free	20 minutes of visit.
	Response to Correspondence	<ul style="list-style-type: none"> Complaints 	Free	Within 3 working Days.
2.	APPLICATION OF COURSES			
	Course application	Application letter and copies of; National ID, Birth certificate, Leaving certificate, Certificate/ result slip	Ksh.500	At least 3 weeks to date of admission.
	Communication to the applicant intending to join.	Proper working email address or mobile number and face to face	Free	Immediately
3.	ADMISSION			
	Walk in admission	Dully filled admission letter, Copy & original certificates for verification, Pay 500/- non-refundable, ID & Birth certificate, Fee payment, 2 colour passport sized photographs.	Free	Within same day of Admission/reporting.
	Online (KUCCPS)	Dully filled admission letter, Copy & original certificates for verification, ID & Birth certificate, Fee payment, 2 colour passport sized photographs.	Free	Day of admission/reporting.
	Registration	Fee payment, Qualifies as per academic policy, Student signed admission nominal roll	As per fee structure	Within 2 weeks of the opening date of the term.
	Issuance and replacement of College Identity Card	Report to registry and Pay the required fee	Payment of full tuition fee	Within 2 weeks
4.	EXAMINATION.			
	Internal exams.	As per stipulated in academic policy, Exam card	As per fee structure and As per academic policy	As per Exam schedule.
	Supplementary Exams	Sat for regular exam, Release of results & Paying supplementary fee	Ksh. 500	Within the four weeks of opening in the proceeding term
	Special Exam	Application for academic Board & Evidence where necessary.	As per academic policy.	Within the four weeks of opening in the proceeding term
	External exam	Copies and original certificates ,ID & Birth certificate & Not having any pending internal exam not done	Completed fee payment & examination fees.	As per examining body schedule.
	Registration of external exams	Full payment of tuition fees , Original and copies of Certificates, ID's and Birth Certificate & Course requirement met	Full fee payment and Examination fee	As per Exam schedule.
	Issuance of report form	Fully registered student & Passes for end term exams.	Free	1 month after release of results.
	Issuance of external result slip and certificate.	Dully filled clearance form ,Completed fee payment ,Dully filled alumni form & National Identity Card	Free	1 day.
	Industrial attachment to students.	Completed fees & Passed End/Stage exams.	Free	As per the attachment schedule.
	Assessment of students on industrial attachment.	Dully filled acknowledgement form ,Dully filed place of attachment form & Physical presence in the place of attachment	Free	As per the attachment schedule.
5.	FINANCE AND PROCURMENT			
	Payment to suppliers	Delivery of services or goods	Free	Within 30 days of delivery
	Processing of tenders: i) Prequalification of tender ii) Concluding of tender	Tender documents	Ksh.1000	Within 90 days
	Disposal of unserviceable goods and surplus items	Tender Documents	Ksh.1000	60 days from authority
	Processing of: i) Imprests ii) Claims	i. Imprest warrant ii. Vouchers	Free Free	Within 7 days of application Within 7 days of preparation
	Production of payroll	Formal appointment	Free	By 21 st day of every month
	Payment of salaries	Formal appointment	Free	By the 30 th day of every month
	Receipt issuance.	Bank slip or M-pesa Confirmation SMS as of proof payment.	Free	Same day upon visit to accounts office.
	Processing of: i. Local Service Order ii. Local Purchase Order	Quotations Tenders documents & Invoices	Free	Within 7 working days
6.	HEALTH SERVICES	Student ID card/College Staff ID Card	Free	As per the College dispensary timelines.
7.	LIBRARY SERVICES	Student ID/library card National ID	Free	Monday –Friday: 8.00 a.m. - 9.00 p.m. Saturday: 9.00 am- 1.00 p.m.
WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY				
Any service/good rendered 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 Maasai Mara Technical And Vocational College P.O.BOX 577-20500,Narok PHONE NO: 0799-213-300/0774-213-300 E-mail: principalmmtvc@gmail.com/www.mmtvc.ac.ke			The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 2270000/2303000 Email : complain@ombudsman.go.ke	
HUDUMA BORA NI HAKI YAKO				