



## SERVICE CHARTER

Service point	Service Rendered	Service Standard	Cost
Main gate	Ushering and directing visitors	Visitors shall be registered in the Visitors book, provided with Visitors tag within 5 minutes	FREE
Reception Desk	Enquiries	Visitors enquiries shall be responded to within 5 minutes	FREE
Principal's Office	Administrative Issues	The office of the Principal shall be fully functional on <i>Monday-Thursday, 8:00AM-5:00PM, Friday, 8:00AM-4:00PM</i>	FREE
	Correspondences	Letters shall be replied to within 5 working days	FREE
	Issuance of external exam Certificates/ Slips	Students shall be issued with external exam certificates/ result slips on the same day on completion of all requirements	FREE
Registrar's Office	Admission of Students	Students shall be admitted within 20 minutes, upon payment of <i>Admission fee</i>	KSH. 500
	Registration of Students	Students shall be registered and admitted within 30 minutes.	CHARGED PER COURSE
Examination Office	Registration for External examinations	Register all students eligible for external examinations within 30 minutes	CHARGED PER COURSE
	Administration of Internal and external examinations	Ensure that all students sit for examination as per the exam timetable at the end of the Term	PAY TERM FEES
	Issuance of Exam timetable	Internal exam timetable shall be issued <i>3 weeks</i> before the exam date	FREE
Departmental Heads	Issuance of timetable	Tuition timetable shall be issued on opening day	FREE
	Issuance of Stage/Attachment Certificate	Students shall be issued with leaving certificates within 3 weeks after completion of Course	FREE
Industrial Attachment Office	Placement of Students	Students shall be attached for <i>3months</i> depending on the Course	FREE
	Supervision	Supervisory visits shall be done between 8weeks after placement, but not later than 2 weeks to end of attachment	3000/=
Dean's Office	Issuance of ID cards	Student ID cards shall be issued within one week of registration	200/=
Finance Office	Fees payment	Receipts shall be issued within 5 minutes upon presentation of a bank pay slip	FREE
	Payment of Suppliers	Suppliers shall be paid within 60days after delivery of goods/ Services and presentation of Invoice(s)	FREE
Library	Reference	The library shall open as follows <i>Monday- Friday, 9:00AM-4:00PM</i> <i>Saturday, Sunday and Public holidays, CLOSED</i>	FREE
Central Store	Receiving of goods material	Goods shall be received within 15minutes of delivery upon Verification	FREE