



KENYA MEDICAL TRAINING COLLEGE

Citizens’ Service Delivery Charter

Service	Requirements	Cost	Waiting time
Information and Feedback			
Customer service	Enquiry	Free	Ten minutes
Attendance to phone calls	A phone call	Free	Ten seconds
Response to complaints, compliments or suggestions	Receipt of complaints, compliments or suggestions	Free	Fourteen days
Communication	Access to College communication channels	Free	Instantly
Students Admission Process			
Receipt of applications for advertised College Programmes/Courses	Online submission of application	Kshs 2,022 (application fee)	Instantly
Publication of selected applicants in the media	None	Free	Fourteen days after selection
Communication to selected applicants	None	Free	Fourteen days after selection
Admission of successful applicants	Admission letter and other documents	Prescribed fee	Reporting day
Establishment of applicants’ register	Applicants’ details	Free	Instantly
Teaching, Examinations and Graduation			
Teaching, learning and administering examinations	90 percent class attendance	Full payment of fees	As per Curriculum
Release of examination results (Promotional and Final Qualifying Examination)	None	Free	Thirty days after the last exam
Issuance of academic transcripts	Completion of studies and written request	Kshs 1,000	Thirty days
Graduation ceremony	Completion of studies and payment of graduation fee	Kshs 2,500	First Thursday of every December
Certification	Graduation	Free	After graduation
Verification of College Certificates	Written request	Kshs 2,000	Two days
Alumni Association			
Registration of Alumni	Completion of Alumni registration form	Prescribed fee	Instantly
Consultancy and Professional Services			
Provision of professional services and consultancy	Request and ability to meet expenses	Prescribed fee	Within sixty days
Accommodation			
Provision of accommodation (optional and subject to availability)	Accommodation fees	Prescribed fee per year	Within one day
Medical Services			
Provision of medical care to students, staff, their family members and the public	Health condition	Prescribed fee	Instantly from 8:00 a.m. to 5:00 p.m. on weekdays
Counseling and HIV Testing Services (HTS)	Willingness	Free	Instantly from 8:00 a.m. to 5:00 p.m. on weekdays
Disciplinary Cases			
Resolution of students’ disciplinary cases	Appeals	Free	Thirty days after appeal
Procurement			
Tender documents/quotations, prequalification results	Collection and filling in of tender documents	Maximum Kshs 5,000	60 days after the closing date
Payment for goods and services	Duly signed invoices and supporting documents	Free	30 days
Human Resource Services			
Staff recruitment, placement & promotion	Advertised vacancies, application letter and interviews	Free	Within 90 days
Services to the physically challenged	Presentation of physical challenge	Free	Instant and continuous
Services to visually and hearing impaired persons	Visual and hearing impairment	Free	Instant and continuous

For complaints, compliments or suggestions, contact: The Chief Executive Officer, KMTc,
P.O. BOX 30195-00100, TEL:020-2725711/2/3/4, or Fax:(+254)020-2722907, Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke,
Incase you are dissatisfied, report to the Public Complaints Office, KMTc HQ, 1st Floor Room 108, or Email complaints@kmtc.ac.ke, or call 0742478789,
Or write to the Commission on Administrative Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

