

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu
wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
BOMET, SLP 76 – 20402, LONGISA Simu, 020-2008531 /020-2008532
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

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BONDO, SLP 473-40601, BONDO Simu, 0202584683/0707207841
Iwapo hujaridhika ripoti kwa

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BUNGOMA, SLP 54 – 50200, BUNGOMA Simu, 0768188210/0768188209
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11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu
wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
CHUKA, SLP 641 – 60400, CHUKA Simu, 790286488 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC CHUKA P. O. BOX 641 – 60400, CHUKA, TEL: 790286488, Email: chuka@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
CHWELE, SLP 112 – 50202, CHWELE Simu, 722325882 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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 20414-00200 Nairobi, simu 020-2270000.

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5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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ELDORET, SLP 520 30100, ELDORET Simu, 700108164 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
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KMTC ELDORET P. O. BOX 520 30100, ELDORET, TEL: 700108164, Email: eldoret@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case you are dissatisfied write to the Commission on Administrative Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC EMBU, SLP 923 -60100, EMBU Simu, 791573515 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
GARISSA, SLP 167- 70100, GARISSA Simu, 715623150 Iwapo hujaridhika ripoti kwa

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC GARISSA P. O. BOX 167- 70100, GARISSA, TEL: 715623150, Email: garissa@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
GATUNDU, SLP 770-01030, GATUNDU Simu, 797645717
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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HOMABAY, SLP 512 – 40300, HOMABAY Simu, 0202416914/0732502032
Iwapo hujaridhika ripoti kwa

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 Simu 020-2725711/2/3/4, au Kipepesi
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IMENTI, SLP 111 – 60206, IMENTI Simu, 794673189 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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KMTC ISIOLO P. O. BOX 844 – 60300, ISIOLO, TEL: 792307336, Email: isiolo@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC ITEN, SLP 103- 30700, ITEN Simu, 0797527676/0202103103 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KABARNET, SLP 401 – 30400, KABARNET Simu, 700706092
Iwapo hujaridhika ripoti kwa

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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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1	Enquiries	<ul style="list-style-type: none"> Physical Visit Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> Admission letter and documents specified therein. Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> Student Individual File Proof of fee payment Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
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10	Attachment	Posting from KMTC Headquarters	free	Within five days
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC KAKAMEGA, SLP 535-50100, KAKAMEGA Simu, 0202400242/0796062986 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS		COST	TIMELINE
1	Enquiries	• Physical Visit • Phone call	• Email • Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	• Admission letter and documents specified therein. • Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	• Student Individual File • Proof of fee payment • Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy		Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student’s Disciplinary cases	Documented disciplinary report		Free	Within 20 days
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9	Counselling & Chaplaincy	Consultation/referral		Free	Within 2 days after consultation/ referral
10	Attachment	Posting from KMTC Headquarters		free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility		Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents		• Ksh 1,000 <i>(hard copy)</i> • Free <i>(online)</i>	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents		Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice		Free	Immediate

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KANGUNDO, SLP 1121-90115, KANGUNDO Simu, 110068647
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu
wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KAPKATET, SLP 35-20214, KAPKATET Simu, 0772383228/0774383228
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

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For complaints, compliments or suggestions contact the Principal,
KMTC KAPKATET P. O. BOX 35-20214, KAPKATET, TEL: 0772383228/0774383228,
Email: kapkatet@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KAPENGURIA, SLP 576 – 30600, KAPENGURIA Simu, 207855985
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
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4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
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KMTC KAPENGURIA P. O. BOX 576 – 30600, KAPENGURIA, TEL: 207855985, Email: kapenguria@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KAPTUMO, SLP 149 – 30304, KAPCHENO Simu, 700887843
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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au

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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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kaptumo@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KAREN, SLP 24921, NAIROBI Simu, 020-2055687 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

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KMTC KAREN P. O. BOX 24921, NAIROBI, TEL: 020-2055687, Email: karen@kmtc.ac.ke
In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
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12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

**Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
 KARURI, SLP 765-00219, KARURI Simu, 795542643 Iwapo hujaridhika ripoti kwa**

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC KARURI P. O. BOX 765-00219, KARURI, TEL: 795542643, Email: karuri@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC KILIFI, SLP 95-80108, KILIFI Simu, 773117665 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS		COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none">• Physical Visit• Phone call	<ul style="list-style-type: none">• Email• Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	<ul style="list-style-type: none">• Admission letter and documents specified therein.• Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none">• Student Individual File• Proof of fee payment• Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
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KMTC KILIFI P. O. BOX 95-80108, KILIFI, TEL: 773117665, Email: kilifi@kmtc.ac.ke In
case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
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2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC KISII,
SLP 1165-40200, KISII Simu, 797129320 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
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KMTC KISII P. O. BOX 1165-40200, KISII, TEL: 797129320, Email: kisii@kmtc.ac.ke In
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00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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ISO 9001:2015 Certified

KENYA MEDICAL TRAINING COLLEGE

Training for Better Health

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI		GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none">• Kuzuru chuo• Kupiga simu	<ul style="list-style-type: none">• Barua pepe• Kidijitali	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi		Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi		Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none">• Barua ya usajili na hati zilizobainishwa• Thibitisho la malipo ya karo• Kuhudhuria masomo		Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none">• Faili ya mwanafunzi• Thibitisho la malipo ya karo• Nakala ya mahudhurio darasani		Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani		Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu		Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (panapo nafasi)		Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa		Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya		Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni		Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni		<ul style="list-style-type: none">• Shilingi elfu moja (nakala iliyochapishwa)• Bila malipo (kidijitali)	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini		Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Idadi ya siku haijumuishi wikendi na likizo za umma.
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
KISUMU, SLP 1594-40100, KISUMU Simu, 020-7855002/0708668923
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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**Quality Training of Health
Professionals Towards Realization of**



CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC KITALE, SLP 3187-30200, KITALE Simu, 758848201 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC KITALE P. O. BOX 3187-30200, KITALE, TEL: 758848201, Email: kitale@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC KITUI,
SLP 711, KITUI -Fax 22030 Simu, 0777360229/0791360229
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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KOMBEWA, SLP 11 – 40102, KOMBEWA Simu, 784820887
Iwapo hujaridhika ripoti kwa

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KURIA, SLP 41-40413 Simu, 740694237 Iwapo hujaridhika ripoti kwa

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1	Enquiries	<ul style="list-style-type: none">• Physical Visit• Phone call	<ul style="list-style-type: none">• Email• Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
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4	Student enrollment	<ul style="list-style-type: none">• Admission letter and documents specified therein.• Proof of fee payment		Free	Reporting Day
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The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC L. VICTORIA, SLP 2268-40100, KISUMU Simu, 738307446 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC LAMU, SLP 28 – 80502, MOKOWE - LAMU Simu, 769912286 Iwapo hujaridhika ripoti kwa

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4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
LODWAR, SLP 126-30500, LODWAR Simu, 727261773 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
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3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
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LOITOKITOK, SLP 101-00209, LOITOKITOK Simu, 735427438
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
LUGARI, SLP 156 – 30106, TURBO Simu, 705429240 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC LUGARI P. O. BOX 156 – 30106, TURBO, TEL: 705429240, Email: lugari@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MANZA, SLP 837-9100, MACHAKOS Simu, 0798 -931792
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC MANDERA, SLP 7 MANDERA Simu, 711872244 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

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KMTC MANDERA P. O. BOX, 7 MANDERA, TEL: 711872244, Email: mandera@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MAKINDU, SLP 127-90138, MAKINDU Simu, 0110003423/0110003414/0789891399
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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au

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 20414-00200 Nairobi, simu 020-2270000.

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KMTC MAKINDU P. O. BOX 127-90138, MAKINDU, TEL: 0110003423/0110003414/07
89891399, Email: makindu@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MAKUENI, SLP 198-90300, MAKUENI Simu, 706037168
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC MAKUENI P. O. BOX 198-90300, MAKUENI, TEL: 706037168, Email: makueni@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu
wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MACHAKOS, SLP 1155-9100, MACHAKOS Simu, 044-2221305
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
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3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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MATHARI, SLP 46028-00100, NAIROBI Simu, 020-2391315
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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mathari@kmtc.ac.ke In case you are dissatisfied, report to the

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The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
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3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MBOONI, SLP 153-90133, TAWA MAKUENI Simu, 714297888
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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au

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS		COST	TIMELINE
1	Enquiries	• Physical Visit • Phone call	• Email • Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	• Admission letter and documents specified therein. • Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	• Student Individual File • Proof of fee payment • Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy		Prescribed College fees	As per provided examination schedules/timetables
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9	Counselling & Chaplaincy	Consultation/referral		Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters		free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility		Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents		• Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>)	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents		Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice		Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC MBOONI PO BOX 153-90133, TAWA MAKUENI, TEL: 714297888, Email:
mbooni@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
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7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
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14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC MERU, SLP 1484-60200, MERU Simu, 064-3132537/0796538902 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
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13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC MERU P. O. BOX 1484-60200, MERU, TEL: 064-3132537/0796538902, Email:
meru@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Utatuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Utatuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MIGORI, SLP 58-40400, MIGORI Simu, 0725792981/0728312305
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
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	HUDUMA	MAHITAJI	GHARAMA	MUDA
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4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC MOLO, SLP 426-20106, MOLO Simu, 706239456 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

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4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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MOSORIOT, SLP 31-30300, MOSORIOT Simu, 700817357
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
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MOMBASA, SLP 87946-80100, MOMBASA Simu, 775369543
Iwapo hujaridhika ripoti kwa

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2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC MSAMBWENI, SLP 16-80408, MSAMBWENI Simu, Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS		COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none">•Physical Visit•Phone call	<ul style="list-style-type: none">•Email•Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	<ul style="list-style-type: none">•Admission letter and documents specified therein.•Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none">•Student Individual File•Proof of fee payment•Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy		Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student’s Disciplinary cases	Documented disciplinary report		Free	Within 20 days
8	Student accommodation	Application <i>(subject to availability)</i>		Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral		Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters		free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility		Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents		<ul style="list-style-type: none">•Ksh 1,000 <i>(hard copy)</i>•Free <i>(online)</i>	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents		Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice		Free	Immediate

Number of days excludes weekends and public holidays.

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Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC , SLP Simu, 736562129 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> Physical Visit Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> Admission letter and documents specified therein. Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> Student Individual File Proof of fee payment Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> Ksh 1,000 (<i>hard copy</i>) Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

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KMTC , TEL: 736562129, Email: In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
MURANGA, SLP 888-10200, MURANGA Simu, 110048773
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
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KMTC MURANGA P. O. BOX 888-10200, MURANGA, TEL: 110048773, Email:
muranga@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC MWINGI, SLP 232-90400, MWINGI Simu, 740942253 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC NAIROBI, SLP 30195 NAIROBI Simu, 020-2081823 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC NAIROBI P. O. BOX 30195 NAIROBI, TEL: 020-2081823, Email: nairobi@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC , SLP
Simu, 737352543 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

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KMTC , TEL: 737352543, Email: In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
NAKURU, SLP 110-20100, NAKURU Simu, 051-2211905 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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KMTC NAKURU P. O. BOX 110-20100, NAKURU, TEL: 051-2211905, Email: nakuru@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Idadi ya siku haijumuishi wikendi na likizo za umma.
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
NYAHURURU, SLP 1037-20300, NYAHURURU Simu, 740345739
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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au

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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KMTC NYAHURURU P. O. BOX 1037-20300, NYAHURURU, TEL: 740345739, Email:
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI		GHARAMA	MUDA
1	Maulizo	• Kuzuru chuo • Kupiga simu	• Barua pepe • Kidijitali	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi		Bila Malipo	Siku kumi
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Idadi ya siku haijumuishi wikendi na likizo za umma.
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**Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
 NYAMACHE, SLP 52 – 40203, NYAMACHE Simu, 0780217946/0741956686
 Iwapo hujaridhika ripoti kwa**

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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2	Resolution of complaints	Formal	Free	10 working days
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4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC NYAMACHE P. O. BOX 52 – 40203, NYAMACHE, TEL: 0780217946/0741956686,
Email: nyamache@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
NYAMIRA, SLP 574-40500, NYAMIRA Simu, 0770286021/0742957109
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
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4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
NYANDARUA, SLP 751-20303 Simu, 110007157 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
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10	Attachment	Posting from KMTC Headquarters	free	Within five days
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KMTC NYANDARUA P. O. BOX 751-20303, TEL: 110007157, Email: nyandarua@kmtc.
ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC NYERI,
SLP 466-10100, NYERI Simu, 111630214 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE	
1	Enquiries	•Physical Visit •Phone call	•Email •Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	•Admission letter and documents specified therein. •Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	•Student Individual File •Proof of fee payment •Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy		Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student’s Disciplinary cases	Documented disciplinary report		Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)		Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral		Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters		free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility		Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents		•Ksh 1,000 (<i>hard copy</i>) •Free (<i>online</i>)	As per advertisement/call for quotation
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14	Receipt of all payments to the College	Payment slip or bank advice		Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC NYERI P. O. BOX 466-10100, NYERI, TEL: 111630214, Email: nyeri@kmtc.ac.ke
In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC OTHAYA, SLP 411-10106, OTHAYA Simu, 110002434 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC PORT REITZ, SLP 90219-80100, MOMBASA Simu, 020-2023763
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

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For complaints, compliments or suggestions contact the Principal,
KMTC PORT REITZ P. O. BOX 90219-80100, MOMBASA, TEL: 020-2023763, Email:
portreitz@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
RACHUONYO, SLP 148 – 40222, OYUGIS Simu, 748034396
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
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KMTC RACHUONYO P. O. BOX148 – 40222, OYUGIS, TEL: 748034396, Email:
rachuonyo@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
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12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC RERA, SLP 126 - 40139, AKALA Simu, 0770565181/0770565183 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
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4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
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10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
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Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC SIAYA, SLP 465-40600, SIAYA Simu, 748032675 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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1	Enquiries	<ul style="list-style-type: none">•Physical Visit•Phone call <ul style="list-style-type: none">•Email•Digital media	Free	Within a day
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5	Student Teaching and Learning	<ul style="list-style-type: none">•Student Individual File•Proof of fee payment•Class attendance	Prescribed College fee	As per course outline, Academic Calendar and timetables
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KMTC SIAYA P. O. BOX 465-40600, SIAYA, TEL: 748032675, Email: siaya@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact The Chief Executive Officer KMTC, P.O. BOX 30195-00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

**Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
 SIGOWET, SLP 46 – 20200, SISIOT Simu, 716268536 Iwapo hujaridhika ripoti kwa**

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS		COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none">•Physical Visit•Phone call	<ul style="list-style-type: none">•Email•Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	<ul style="list-style-type: none">•Admission letter and documents specified therein.•Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none">•Student Individual File•Proof of fee payment•Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy		Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student’s Disciplinary cases	Documented disciplinary report		Free	Within 20 days
8	Student accommodation	Application <i>(subject to availability)</i>		Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral		Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters		free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility		Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents		<ul style="list-style-type: none">•Ksh 1,000 <i>(hard copy)</i>•Free <i>(online)</i>	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents		Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice		Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC SIGOWET P. O. Box 46 – 20200, SISIOT, TEL: 716268536, Email: sigowet@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
TAVETA, SLP 300 – 80302, TAVETA Simu, 798617458 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

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 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
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10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
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14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

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For complaints, compliments or suggestions contact the Principal,
KMTC TAVETA P. O. BOX 300 – 80302, TAVETA, TEL: 798617458, Email: taveta@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTTC TANA RIVER, SLP 22-70101, HOLA Simu, 110096924 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
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9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
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For complaints, compliments or suggestions contact the Principal,
KMTC TANA RIVER P. O. BOX 22-70101, HOLA, TEL: 110096924, Email: tanariver@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu
wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
THIKA, SLP 729-01000, THIKA Simu, 0778191304/0701446218
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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au

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 20414-00200 Nairobi, simu 020-2270000.

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KMTC THIKA P. O. BOX 729-01000, THIKA, TEL: 0778191304/0701446218, Email:
thika@kmtcac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
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12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC UGENYA, SLP 13-40614, SEGA Simu, 754283897 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS	COST	TIMELINE
1	Enquiries	<ul style="list-style-type: none"> • Physical Visit • Phone call 	Free	Within a day
2	Resolution of complaints	Formal	Free	10 working days
3	Response to complaints, compliments or suggestions	Informal	Free	Immediate
4	Student enrollment	<ul style="list-style-type: none"> • Admission letter and documents specified therein. • Proof of fee payment 	Free	Reporting Day
5	Student Teaching and Learning	<ul style="list-style-type: none"> • Student Individual File • Proof of fee payment • Class attendance 	Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy	Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student's Disciplinary cases	Documented disciplinary report	Free	Within 20 days
8	Student accommodation	Application (<i>subject to availability</i>)	Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral	Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters	free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility	Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
12	Tendering Process	Submission of tender documents	<ul style="list-style-type: none"> • Ksh 1,000 (<i>hard copy</i>) • Free (<i>online</i>) 	As per advertisement/call for quotation
13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC UGENYA P. O. BOX 13-40614, SEGA, TEL: 754283897, Email: ugenia@kmtc.ac.ke
In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
12	Utoaji zabuni	Uwasilishaji wa hati za zabuni	<ul style="list-style-type: none"> • Shilingi elfu moja (<i>nakala iliyochapishwa</i>) • Bila malipo (<i>kidijitali</i>) 	Kulingana na tangazo/mwito wa zabuni
13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu
wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
VIHIGA, SLP 1111-50300, MARAGOLI Simu, 722602512
Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
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 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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KMTC VIHIGA P. O. BOX 1111-50300, MARAGOLI, TEL: 722602512, Email: vihiga@kmtc.ac.ke
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC VOI, SLP 18-80300, VOI Simu, 705751103 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

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KMTC VOI P.O. BOX 18-80300, VOI, TEL: 705751103, Email: voi@kmtc.ac.ke In case
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Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

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Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
3	Majibu ya malalamishi, pongezi au mapendekezo	Isiyo rasmi	Bila malipo	Papo hapo
4	Kusajili wanafunzi	<ul style="list-style-type: none"> • Barua ya usajili na hati zilizobainishwa • Thibitisho la malipo ya karo • Kuhudhuria masomo 	Bila malipo	Siku ya kujiunga na chuo
5	Mafunzo kwa wanafunzi	<ul style="list-style-type: none"> • Faili ya mwanafunzi • Thibitisho la malipo ya karo • Nakala ya mahudhurio darasani 	Karo iliyopendekezwa	Kulingana na Kalenda na ratiba ya masomo
6	Kutahini	Asilimia tisini (90%) ya mahudhurio darasani na kuzingatia sera za mitihani	Karo iliyopendekezwa	Kulingana na ratiba ya mitihani
7	Ututuzi wa kesi za kinidhamu za wanafunzi	Ripoti ya kinidhamu	Bila malipo	Ndani ya siku ishirini (20)
8	Malazi ya wanafunzi	Kutuma maombi (<i>panapo nafasi</i>)	Ada iliyopendekezwa	Ndani ya siku moja
9	Ushauri na huduma za kidini	Mashauriano/rufaa	Bila malipo	Ndani ya siku mbili baada ya mashauriano na rufaa
10	Mafunzo ya kikazi	Kuwasilishwa kutoka makao makuu ya Chuo cha Tiba Kenya	Bila malipo	Ndani ya siku tano
11	Huduma za afya kwa wanafunzi, wafanyikazi na jamii zao na umma	Kutembelea kituo cha afya chuoni	Ada iliyopendekezwa	Saa mbili asubuhi (8.00 a.m.) hadi saa kumi na moja jioni (5:00 p.m.) Jumatatu hadi Ijumaa
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13	Malipo kwa wasambasaji wa bidhaa na huduma	Hati zilizowekwa saini	Bila malipo	Ndani ya siku ishirini hadi tisini (20-90)
14	Kupokea malipo chuoni	Hati ya malipo au ushauri wa benki	Bila malipo	Papo hapo

Idadi ya siku haijumuishi wikendi na likizo za umma.
Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.

Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC WAJIR, SLP 670 – 70200, WAJIR Simu, 768335767 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
 Simu 020-2725711/2/3/4, au Kipepesi
 (+254) 020-2722907,

au

Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke au
 andika kwa Tume ya Kushughulikia Haki ya Utawala, S.L.P
 20414-00200 Nairobi, simu 020-2270000.

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

S.NO	SERVICE	REQUIREMENTS		COST	TIMELINE
1	Enquiries	• Physical Visit • Phone call	• Email • Digital media	Free	Within a day
2	Resolution of complaints	Formal		Free	10 working days
3	Response to complaints, compliments or suggestions	Informal		Free	Immediate
4	Student enrollment	• Admission letter and documents specified therein. • Proof of fee payment		Free	Reporting Day
5	Student Teaching and Learning	• Student Individual File • Proof of fee payment • Class attendance		Prescribed College fee	As per course outline, Academic Calendar and timetables
6	Administering of examinations	90 percent class attendance and Conformity to exam policy		Prescribed College fees	As per provided examination schedules/timetables
7	Resolving Student’s Disciplinary cases	Documented disciplinary report		Free	Within 20 days
8	Student accommodation	Application <i>(subject to availability)</i>		Prescribed fee	Within one day
9	Counselling & Chaplaincy	Consultation/referral		Free	Within 2 days after consultation/referral
10	Attachment	Posting from KMTC Headquarters		free	Within five days
11	Health services to students, staff, their family members and the public	Visit to College health facility		Prescribed fee	8:00 a.m. to 5:00 p.m. Monday to Friday
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14	Receipt of all payments to the College	Payment slip or bank advice		Free	Immediate

Number of days excludes weekends and public holidays.

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KMTC WAJIR P. O. BOX 670 – 70200, WAJIR, TEL: 768335767, Email: wajir@kmtc.ac.ke
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MKATABA WA UTOAJI HUDUMA KWA WANANCHI

	HUDUMA	MAHITAJI	GHARAMA	MUDA
1	Maulizo	<ul style="list-style-type: none"> • Kuzuru chuo • Kupiga simu 	Bila malipo	Ndani ya siku moja
2	Ututuzi wa malalamishi	Rasmi	Bila Malipo	Siku kumi
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Kwa malalamishi, pongezi au mapendekezo wasiliana na Mkuu wa Chuo, KMTC
WEBUYE, SLP 734-50205, WEBUYE Simu, 020-2574902 Iwapo hujaridhika ripoti kwa

Mkurugenzi Mkuu, S.L.P. 30195-00100,
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13	Payment of Suppliers	Duly signed supporting documents	Free	Within 20-90 days
14	Receipt of all payments to the College	Payment slip or bank advice	Free	Immediate

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to Persons Living with Disabilities

For complaints, compliments or suggestions contact the Principal,
KMTC WEBUYE P. O. BOX 734-50205, WEBUYE, TEL: 020-2574902, Email: webuye@kmtc.ac.ke In case you are dissatisfied, report to the

Email complaints@kmtc.ac.ke, or call 0742478789 or contact
The Chief Executive Officer KMTC, P.O. BOX 30195-
00100, TEL: 020-2725711/2/3/4, or Fax: (+254) 020-2722907,

OR

Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke . In case
you are dissatisfied write to the Commission on Administrative
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.