



SERVICE CHARTER/ HATI YA HUDUMA

VISION

A top-class institution empowering people with market-driven technical and vocational skills and competencies for a brighter future

MISSION

To develop highly qualified human resource by providing quality training, applied research and entrepreneurship skills that are responsive to industry

CORE VALUES

Transparency Expertise
Creativity Teamwork
Professionalism

MAONO

Taasisi ya kiwango cha juu inayowawezesha watu kuwa stadi kwa ufundi unaotokana na mahitaji ya soko la kiviwanda kwa mustakabali wa baade ulio bora.

UTUME

Kuendeleza rasilimali watu wenye ujuzi wa hali ya juu kwa kutoa mafunzo bora, utafiti wa vitendo na ujuzi wa ujasiriamali unaokidhi mahitaji ya kiviwanda

MAADILI MSINGI

Uwazi Weledi
Ubunifu Ushirikiano
Utaalamu

Service point	Service Rendered	Service standard	Cost
Kituo cha huduma	Huduma inayotolewa	Kiwango cha huduma	Malipo
Main gate	Ushering and visitors welcoming	Visitors shall be registered in the visitor's book	Free

Lango Kuu	Makaribisho ya wageni	within 5 Minutes. Wageni watakaribishwa na kuandikishwa katika kitabu cha wageni katika muda wa dakika tano	Bure
Reception desk Meza ya mapokezi	Enquiries Maelekezo/kuulizia	Visitors enquiries shall be responded to within 5 minutes Maswali yote ya wageni yatajibiwa chini ya muda wa dakika tano	Free Bure
Principal's office Ofisi ya mwalimu mkuu	Administrative issues Maswala ya usisimazi	The office of the principal shall be functional from Monday to Friday during Working hours. Ofisi ya mwalimu mkuu itukuwa inafunguliwa jumatatu hadi Ijumaa masaa ya kazi	Free Bure
	Correspondences Mawasiliano	Letters shall be responded in 6 working days Mawasiliano kwa njia ya barua itakuwa katika muda wa siku sita za kazi	Free Bure
	Issuance of external certificates Utoaji wa vyeti	Students shall be issued with certificates and result slips upon completion of requirements Wanafunzi watapewa vyeti pamoja na matokeo yao waafikiapo matakwa/matarajio yote	Free Bure
Registrar's office Msajili	Admission of students and processing applications for admission KUCCPS validation Usajili wa wanafunzi na Kushughulikia usajili wa wanafunzi kwa KUCCPS	Students shall be admitted within 20 minutes upon admission fee payment. Wanafunzi watasajiliwa katika muda wa dakika ishirini baada ya kulipa fedha za usajili	Ksh 1500 Ksh 1500

Examination office Ofisi Ya Mithihani	Registration of external examinations Usajili kwa mithani za kitaifa	Register all students eligible for external examinations within 30 minutes Wanafunzi wote walioafikia mahitaji ya mitihani watasajiliwa katika muda wa daakika ishirini	Charged per course Kila ada hutuzwa kulingana na kozi
	Issuance of exam timetable Utoaji wa ratiba za mitihani	Internal exams timetable shall be issued 1 week before exam date Ratiba ya mithani ya ndani itatolewa week moja kabla ya tarehe ya kuanza mitihani	Free Bure
	Administration of examinations Usimamizi wa mitihani	Ensures that students sit for exams as per the timetable Hakikisha wanafunzi wote wanaufanya mtihani kama inahitajika na ratiba ya mitihani	Pay termly fees Karo ya kila muhula
Departmental Heads Wakuu wa idhira	Issuance of learning timetables Utoaji wa ratiba za masoma	Tuition timetables shall be issued on termly a week before opening date Ratiba za masoma zitatolewa wiki moja kabla siku ya kufunguliwa kwa muhula	Free Bure
	Issuance of stage/Attachment certificates Utoaji wa vyeti vya kiambatisho katika viwanda	Issuance of leaving certificates 3 weeks upon completion of the course Utoaji wa vyeti vya kumaliza/kuondoka utakuwa baada ya majuma matatu baada ya kumaliza masomo	Free Bure

Industrial attachment Kiambatisho cha viwanda	Placement of students Wanafunzi kutumwa viwandani	Students shall be attached for 3 months Wanafunzi wataenda viwandani kwa uambatisho kwa muda wa miezi mitatu	Free Bure
	Dual training Mafunzo mara mbili	Students shall be attached to the industry for learning 3 days a week and 2 days they shall be in classroom Wanafunzi watahitajika kujifunza masomo ya kiufundi wakiwa katika viwanda siku tatu kwa wiki na siku mbili za wiki watakuwa darasani.	Pay termly training fees Karo ya kila muhula ya mafunzo
	Supervision Usimamizi	Attached students shall be supervised upon completion of 8 weeks of attachment Wanafunzi katika uambatisho watatahiniwa baada ya wiki nane baada ya kufanya uambatisho cha viwanda	KSH 2000
Dean's office Mwamini/mkuu wa wanafunzi	Issuance of ID cards Utoaji wa vitambulisho vya shule	Student ID cards shall be issued within 1 week of registration Vitambulisho vya shule kwa wanafunzi vitapeanwa katika muda wa juma moja baada ya usajili	KSH 300 KSH 300
Finance office Ofisi ya fedha	Fees payment Malipo ya karo	Receipts shall be issued within 5 minutes upon presentation of a bank slip Risiti zitapeanwa baada ya dakika tano baada ya kuwasilisha karatasi ya malipo toka benki	Free Bure

	<p>Payment of Suppliers</p> <p>Malipo kwa muuzaji/msambazaji</p>	<p>Supplies shall be paid within 60 days after goods/services and presentation of invoice(s)</p> <p>Wauzaji watalipwa katika muda wa siku sitini baada ya kuleta bidhaa/utumishi na kupewa ankara</p>	<p>Free</p> <p>Bure</p>
<p>Library</p> <p>Maktaba</p>	<p>Reference</p> <p>Marejeleo</p>	<p>The library shall open as from Monday to Friday working hours (8 am to 10 pm)</p> <p>Maktaba itafuguliwa tokea Jumatatu hadi Ijumaa masaa ya kazi (2 asubuhi mpaka 4 usiku)</p>	<p>Free</p> <p>Bure</p>
<p>Store</p> <p>Idara Hifadhi</p>	<p>Receiving of goods</p> <p>Upokeaji wa bidhaa</p>	<p>Goods shall be received within 15 minutes of deliveries upon verification.</p> <p>Bidhaa zitapokelewa katika muda wa dakika kumi na tano baada ya mapokezi na uhakikishaji</p>	<p>Free</p> <p>Bure</p>
	<p>Issuance of goods</p> <p>Kupewa bidhaa kutoka Idara Hifadhi</p>	<p>Goods shall be issued within 15 minutes of requesting upon verification.</p> <p>Bidhaa zitapeanwa katika muda wa dakika kumi na tano baada ya kuitishwa na uhakikishaji kufanywa</p>	<p>Free</p> <p>Bure</p>
<p>Hostel allocation</p> <p>Mgao wa hosteli</p>	<p>Online booking</p> <p>Kujiandikisha mtaondaoni</p>	<p>Students shall register an account and log in to make booking for the available hostels one weeks before opening.</p> <p>Wanafunzi wanapaswa kujisajili na kuingia kwenye akaunti ili kujitengea nafasi kwenye hosteli zilizopo, wiki moja kabla ya kufungua chuo</p>	<p>Free</p> <p>Bure</p>

	<p>Admission and allocation to the hostel</p> <p>Kusajiliwa na kupewa malazi katika hosteli</p>	<p>Upon filling in the required documentation and paying the charges, students shall be allocated rooms within a day</p> <p>Kwa kujaza fomu zinazohitajika na kulipa ada, wanafunzi watapangiwa vyumba ndani ya hosteli kwa siku moja</p>	<p>Hostel charges</p> <p>Malipo yanayotarajiwa na hostel</p>
	<p>Clearance from the hostel</p> <p>Kupewa kibali cha kuondoka hosteli</p>	<p>Upon filling in the required documentation and paying the charges, students shall be cleared from hostels within 2 hours</p> <p>Wanafunzi watapata ruhusa ya kuondoka kwenye hosteli ndani ya masaa mawili baada ya kujaza fomu na kulipa ada zinazohitajika</p>	<p>Free</p> <p>Bure</p>
<p>Catering</p> <p>Huduma za Chakula</p>	<p>Receiving catering services</p> <p>Huduma za kupokea chakula</p>	<p>Customers shall be offered well-prepared meals within 5 minutes of ordering and paying</p> <p>Wateja watapewa chakula kilichoandaliwa vizuri ndani ya dakika 5 baada ya kuagiza na kulipa.</p>	<p>Cost of meals ordered</p> <p>Malipo ya chakula kilicho agizwa</p>

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE
DELIVERY**

Any service/goods rendered that does not confirm to the above standard or officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

THE PRINCIPAL

RIRAGIA TECHNICAL AND VOCATIONAL COLLEGE

P. O Box 1809-40200.

Kisii

Office: +254 723609174 / 741354419 / 723893872

Email: riragiatti@gmail.com

Website: <http://www.riragiatvc.ac.ke>

THE COMMISSION SECRETARY /EXECUTIVE OFFICER

Commission on administrative justice, 2nd floor West End Towers,

Waiyaki way, Nairobi.

P. o Box 201414-00200.

Nairobi.

Office: +254 (0) 20 2270000/2303000

Email: complains@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

SKILLS FOR DEVELOPMENT