



MINISTRY OF EDUCATION
State Department for Technical, Vocational Education and Training
MACHAKOS TOWN TECHNICAL AND VOCATIONAL COLLEGE
P.O Box 3544-90100, MACHAKOS.



Email: machakostowntvc@gmail.com info@machakostowntvc.ac.ke
 Website: www.machakostowntvc.ac.ke Tel: 0113814680 or 0784604682
Excel in Skills and Technology

CITIZEN SERVICE DELIVERY CHARTER

(Aligned to Public Service Commission (PSC) Circular of 12th September 2023)

VISION: To be a global leader in provision of Technical skills, Research and Innovation.

MISSION: To provide quality Education and Training program for self-reliance, industry market for sustainable development.

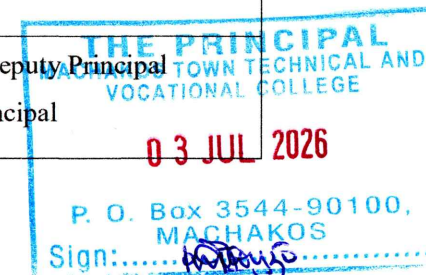


S/NO	SERVICE	REQUIREMENTS	COST OF SERVICE	TIMELINE	SERVICE POINT
1	Application for courses	Application letter, Copies of Result slip/ Certificate, Leaving certificate, ID card / Birth certificate	Nil	As advertised	Registrar Office
2	Communication to qualified applicants	Proper mailing address, Mobile number	Free	1 day after selection	Registrar Office
3	Admission of students - LEVEL 3 - LEVEL 4 - LEVEL 5 - LEVEL 6	KCPE Certificate Open to D- or KCSE Certificate D and above or Artisan Certificate C- and above	Nil Nil Nil Nil	1 working day from receipt of application	Registrar Office

4	Accommodation	Accommodation provided by private landlords	As per individual landlords	20 minutes	Dean's Office
5	Teaching and training	Trainees abide by academic policy, Rules & Regulations, Personal Requirements	As per SDTVET fees structure per module	Course duration in modules	Workshops, Fieldwork, Dual Training, Laboratories
6	Administration of Assessments	To register for assessments one should meet all the requirements of CDACC or any other Assessments body	As stipulated by the Assessing body	CDACC March, July & Nov	Assessment Center Office
7	Release of internal / external Assessments	As per term's schedule of events	Free	As per term's schedule or examining body schedule	Deputy Principal Academics
8	Issuance of Recommendation letter	As per trainees' completed modules	Free	45 Minutes	Deputy Principal Administration
9	Issuance of Permissions	Admission number and Valid Reason	Free	20 Minutes	Deputy Principal Administration
10	Issuance of Deferment Letter	Admission number and Valid Reason	Free	30 Minutes	Deputy Principal Administration
11	Clearance & Issuing of Certificate	Completed course, Clearance from HODs, Finance and Administration	Free	1 Working Day	Deputy Principal Administration
12	Registration of continuing trainees	Qualified as per TVETA guidelines, Clearance from Finance, Reporting to the ERP MIS	As per SDTVET fees structure per module	45 minutes per student	Registrar Office
13	Issuing of Trainees identification card	Receipt	Ksh 300.00	4 weeks	Registrar Office

THE PRINCIPAL
 MACHAKOS TOWN TECHNICAL AND
 VOCATIONAL COLLEGE
03 JUL 2026
 P. O. Box 3544-90100,
 MACHAKOS
 Sign:.....

14	Dual Training and Industrial Training	Insurance Cover, Mentoring tool, Introduction letter and Training agreement, Industry slot	Free	5 Working Days	ILO/Dual TVET Coordinator
15	Response to phone Calls	Phone call / Specific enquiries	Free	15 Seconds	Reception Office
16	Response to Enquiry by Walk-in Clients	Walk-ins and making enquiries	Free	1 Minute	Reception Office
17	Response to Written Correspondence - Letters - Emails & Social Media	MTTVC contacts / Written correspondence/College Facebook and website	Free	1 Working Day	Deputy Principal Administration
18	Response & Resolution of Public Complaints	Accurate information on the complaint, Suggestions box	Free	1 Working Day (Response) 14 Working Days (Resolution)	Grievances Office/ Deputy Principal Administration/Principal
19	Printing and photocopying	Bonafide trainee	Ksh 5.00 per page	Immediately	Reception Office
20	Staff reeruitment, placement and promotion	As per advertisement by PSC or college and the college strategic plan	Free	Within 90 Days	Deputy Principal Administration/Principal
21	Guidance and counseling	Bonafide trainee and staff	Free	Availability of client	Guidance & Counseling Office
22	Payment to suppliers	Duly signed invoices and supporting documents	Free	Within 90 days upon receipt	Accounts Office/ Deputy Principal Administration/Principal



23	Registration of Suppliers	Duly filled application form, Company profile, Tax compliance, PIN	Free	14 Working Days	Procurement Office, Deputy Principal Administration
24	Processing of Tenders	Submit bids for goods and services	Free	90 Days	Procurement Office, Deputy Principal Administration
25	Processing Request for Information	Make formal request for information	Free	21 Days	Deputy Principal Administration/Principal
26	Conference and workshop facilities	As per the conference session requirements	As per prevailing rates	Period of the conference	Deputy Principal Administration/Principal

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

WE WELCOME FEEDBACK ON SERVICES RENDERED TO ENABLE US KNOW TO WHAT EXTENT WE MET YOUR NEEDS.

INSTITUTION CONTACTS: The Principal, Machakos Town Technical and Vocational College, P.O. BOX 3544 - 90100, Machakos, Kenya. Tel: 0113814680 OR 0784 604 682 Email: machakostowntvc@gmail.com / info@machakostowntvc.ac.ke Website: www.machakostowntvc.ac.ke	COMPLAINTS / ESCALATION CONTACTS (OMBUDSMAN): The Commission Secretary / Chief Executive Officer, Commission on Administrative Justice (Office of the Ombudsman), 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. BOX 20414 - 00200, Nairobi, Kenya. Tel: +254 (0)20 2270000 / 2303000 Toll Free: 0800 221 000 Email: complain@ombudsman.go.ke / info@ombudsman.go.ke
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