



FRIENDS COLLEGE KAIMOSI

(KAIMOSI COLLEGE OF RESEARCH AND TECHNOLOGY)

"THE SOCIETY OF FRIENDS"



FCK/ADMIN/020REV01

SERVICE DELIVERY CHARTER

Vision

To be a leading Institute of skills training in Science and Technology.

Mission

To provide quality technical training and research in Science and Technology to meet changing society needs.

Friends College Kaimosi is committed to high standards of service and shall apply the following standards in Service Delivery:

SNO	Service	Requirements to Obtain Service	Cost of Service	Timeline	Responsible Department
1	Enquiries	Voluntary visit/call	Nil	10 Minutes	All Sections/ Departments
2	Admission of Students	Minimum qualification	Ksh. 300	1 Day	Registrar
3	Teaching	<ul style="list-style-type: none">Registration to relevant programmeProof of payment of tuition & other feesClass attendance	Varies	As per termly schedules	<ul style="list-style-type: none">RegistrarAcademic HODs
4	Internal Examinations	Proof of payment of tuition & other fees	Varies	As per termly schedules	Examination Officer
5	External Examinations	<ul style="list-style-type: none">Minimum examination entry requirementsExamination feesCopy of birth certificateCopy of Identity CardPassport photograph	Varies	As per termly schedules	Examination Officer
6	Issuance of Academic Certificates	Duly filled clearance form from the College	Nil	30 Minutes	Registrar
7	Medical Care Services	Be a registered student	Nil	10 Minutes	College Nurse
8	Hire of College Facilities	Written request/fill form	Varies	10 Minutes	Principal
9	Establish Linkages and Collaboration	<ul style="list-style-type: none">NegotiationsExchange of letters & visitsMOU	Nil	7 Days	Industrial Liason Officer
10	Payment of Suppliers	Duly signed invoices and supporting documents	Nil	30 Days	Finance Officer
11	Counselling Services	Be a registered student or employee	Nil	Continuous	Head of Guiding & Counselling

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

(a) The Principal, FCK, P O Box 150 - 50309, TIRIKI
Mobile Number: 0735 818 311/0704 686 363
Email: complaints.fck@gmail.com

(b) The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P O Box 20414 - 00200, NAIROBI.
Tel: +254 (0) 202270000/2303000
Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO