



MINISTRY OF EDUCATION  
STATE DEPARTMENT FOR TECHNICAL AND VOCATIONAL EDUCATION AND TRAINING  
**SIKRI TECHNICAL AND VOCATIONAL TRAINING  
COLLEGE FOR THE BLIND AND DEAF**



**CITIZEN'S SERVICE DELIVERY CHARTER**

**OUR VISION**

A world class center for Technical, Entrepreneurial Training, Research and Innovation for persons with special needs.

**OUR MISSION**

Transfer of competence based skills to persons with special needs in technical & entrepreneurial training areas, carrying out research and focusing on innovation.

NO	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE	RESPONSIBLE OFFICER
1	Response to enquiry	Submission of verbal or written enquiry	Nil	2 minutes for verbal enquiry & 2 working days for written enquiries	Principal
2	Admission of students: (SNE, Regular)	Course entry requirement Payment of admission fee	As per the approved fee structure	Within the first two weeks of every intake	Registrar (AA)
3	Training	Completion of termly trainee registration	As per the approved fee structure	Between the first two weeks and the last two weeks of the term	DP AA & Heads of Departments (H.O.D)
4	Internal assessments	As per the approved Academic Policy	As per the approved fee structure	As per the approved Academic Policy	Registrar AA & HODs
5	Registration for external assessments	As per the requirements of the examining body	As per the requirements of the examining body	As per the requirements of the examining body	DP AA & Registrar AA
6	Trainee industrial attachment	Qualification for industrial attachment as per the syllabus requirement	As per the approved fee structure	As per the approved academic policy	Industrial Attachment Coordinator
7	Issuance of academic results slips and certificates	Duly filled clearance form	Nil	2 hours upon receipt from the examining body	Registrar (AA)

8	Trainees' basic medical care services	Bonafide trainee as per the approved academic policy	As per the approved fee structure	Immediate	Dean of Students
9	Processing and awarding of tenders	As per Government Procurement regulations	Ksh. 1,000	Within 30 days of opening of bids	Procurement Officer
10	Payment of creditors and other contracted services	<ul style="list-style-type: none"> <li>• Duly signed invoices</li> <li>• Approved claim</li> <li>• Inspection report</li> <li>• Goods Received Note</li> <li>• Completion certificate</li> <li>• Duly signed LSO/LPO (As Applicable)</li> </ul>	Nil	Within 60 days of receipt of claims or as per the contract	Principal
11	Sale of goods and services	Request Evidence of payment/commitment	As per quotation	As per request	DP/Administration
12	Provision of Research and Innovation services	Request/proposals	As per approved research proposal budgets	As per approved research proposal	DP/Administration
13	Rehabilitation services (Hearing and Visual impairment)	As per admission requirements	As per approved fee structure	As per Individualized Education Programme requirements	HOD SNE

Any service 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**

Sikri Technical and Vocational Training College  
For The Blind and Deaf  
P.O. BOX 194-40222  
OYUGIS.

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[info@sikriblinddeaf.ac.ke](mailto:info@sikriblinddeaf.ac.ke)



**b) The Commission Secretary/CEO**

Commission for Administrative Justice  
2<sup>nd</sup> Floor West-End Towers  
Opposite Agakhan High School Off Waiyaki Way  
Westlands.

P.O Box 20414 – 00200

Nairobi.

Phone: 020-2270000/2303000

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