

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

CITIZEN'S SERVICE DELIVERY CHARTER FY 2022/2023

OUR VISION

To be a regional centre of excellence for technical and vocational training for persons with special needs and disabilities

OUR MISSION

To provide and promote competence based skills to persons with special needs and disabilities so as to meet challenges of dynamic society

NO	SERVICES	REQUIREMENTS TO OBTAIN SERVICES	COST	TIMELINE	RESPONSIBLE OFFICER
1	1. Admission of students: a) Special needs and disabled students	KUUPS admission list: Minimum course entry	Nil	Within three months of receipt of admission letter	Registrar (AA)
	b) GOK sponsored (regular) students	KUUPS admission list: Minimum course entry	Nil	Within three months of receipts of admission letter	
	c) Self-sponsored (regular) students	Payment of applicationn fee.			
2	Teaching	Adapted syllabus Course syllabus Class attendance Learning materials	As per fee structure	The first ten weeks of the semester.	Heads of Department (H.O.D)
3	Examinations	Two-thirds class attendance Student ID Examination card	As per fee structure	The last two weeks of the semester.	Heads of Department (H.O.D) & Deputy Registrar Examinations (DRE)
4	Issuance of academic certificates upon graduation in collaboration with examination bodies.	Successful completion of the course National ID/passport Clearance from the college Evidence of payment of graduation fees	Nil	Within 10 days upon graduation	Registrar (AA)
5	Recruitment interviews	Invitation for interview	Nil	Within two months from the closing date of application	human resource officer
	Response to successful Candidates after interview	Contact details Email address Telephone number	Nil	Within one month after the date of interview	
	Industrial attachment/ Internship/apprentice	Insurance cover Letter of request Letter of confirmation	Nil	Within one month after the date of application	Human resource Officer & Industrial Coordination Officer
6	Health care services	Student identification card Receipt	As per fee structure	Immediate	Staff in charge
7	Processing and awarding of tenders	Request from the user department Submission of bid document	Nil	Within 30 days of opening of tenders	Procurement Officer
8	Payment of creditors and other contracted services	Duly signed invoices Approved claim Inspection report Goods Received Note Completion certificate Duly signed LSO/LPO	Nil	Within 90 days of receipt of documents As per the contract	Finance officer
9	Preparation of collaboration Documents and activities	Identified needs Requests/Proposals	Nil	Within 30 days upon approval	Principal
10	Goods and services Farm and workshop goods and Services	Request Identified need Receipt Gate pass	As per quotation	As per request	Farm manager and Heads of Departments
11	Research and innovations	Request/proposals Identified need	As per approved	Within 30 days upon request	Research and training coordinator