



MINISTRY OF EDUCATION
STATE DEPARTMENT FOR TECHNICAL VOCATIONAL EDUCATION AND TRAINING
CHANZEYWE TECHNICAL & VOCATIONAL COLLEGE

P.O BOX 413 – 50310 VIHIGA MOBILE: 0740932743

Email: chanzeywetvc@gmail.com

Website: www.chanzeywetechnical.ac.ke



----- S/NO	SERVICE /GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD IF ANY	TIMELINE
A.	GENERAL SERVICES			
	Response to general enquiries from clients through			
	Direct contact	Initiate an inquiry	Free	Immediate
	Telephone call or sms	Initiate an inquiry	Free	Immediate
	social media	Initiate an inquiry	Free	24 hours
	Written request	Initiate an inquiry	Free	48 hours
	Admission of trainees	-Original and photocopies of admission documents -Duly filled application forms	Application fee: Ksh.500.00	10 minutes
	Teaching and examination	Registration to relevant course Class attendance Payment of tuition fee	Tuition fee per the prevailing fee structure	1 st -12 th week of the term Academic calendar As per examinations schedules
	Issuance of academic certificates	Trainees ID, duly filled clearance form Copy of fees statement	Free	Upon release by examining body Within one month upon completion of a short course
B.	SERVICE TO TRAINEES			
	Guidance and counselling	Referrals /voluntary	Free	As per the need
	Attachment placement	As per the attachment policy	Free	Four months
	Library services	Identification documents	Free	As per the need
C.	PROFESSIONAL SERVICES			
	Short courses training	As per the need	Application fee: Ksh.500.00	As per contract
	Consultancy	Request	As per contract	As per contract
D.	ACCOUNTING			
	Fee payment	-Bank Deposit Slip -Bankers Cheque -M-Pesa Transaction	Free	10 Minutes
	Payment of suppliers	Duly signed invoices and supply documents	Free	Within 90 days upon receipt of the required documents

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good 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:

THE PRINCIPAL,
CHANZEYWE TECHNICAL AND VOCATIONAL COLLEGE
PO BOX 413-50310 VIHIGA
Tel: +254 740932743
Email: chanzeywetvc@gmail.com

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

HUDUMA BORA NI HAKI YAKO