



RIRAGIA TECHNICAL AND VOCATIONAL COLLEGE

P.O. Box 1809-40200

KISII

[riragiatti@gmail.com](mailto:riragiatti@gmail.com)



## SERVICE CHARTER/ HATI YA HUDUMA

### VISION

A top-class institution empowering people with market-driven technical and vocational skills and competencies for a brighter future

### MISSION

To develop highly qualified human resource by providing quality training, applied research and entrepreneurship skills that are responsive to industry

### CORE VALUES

Transparency      Expertise  
Creativity          Teamwork  
Professionalism

### MAONO

Taasisi ya kiwango cha juu inayowawezesha watu kuwa stadi kwa ufundi unaotokana na mahitaji ya soko la kiviwanda kwa mustakabali wa baade ulio bora.

### UTUME

Kuendeleza rasilimali watu wenye ujuzi wa hali ya juu kwa kutoa mafunzo bora, utafiti wa vitendo na ujuzi wa ujasiriamali unaokidhi mahitaji ya kiviwanda

### MAADILI MSINGI

Uwazi                  Weledi  
Ubunifu              Ushirikiano  
Utaalamu

| Service point    | Service Rendered   | Service standard                                   | Cost   |
|------------------|--------------------|----------------------------------------------------|--------|
| Kituo cha huduma | Huduma inayotolewa | Kiwango cha huduma                                 | Malipo |
| Main gate        | Ushering visitors  | Visitors shall be registered in the visitor's book | Free   |

|                                                        |                                                                                                                                                                        |                                                                                                                                                                                            |                                 |
|--------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------|
| Lango Kuu                                              | Makaribisho ya wageni                                                                                                                                                  | <b>within 5 Minutes.</b><br>Wageni watakaribishwa na kuandikishwa katika kitabu cha wageni katika muda wa dakika tano                                                                      | Bure                            |
| <b>Reception desk</b><br><br>Meza ya mapokezi          | <b>Enquiries</b><br><br>Maelekezo/kuulizia                                                                                                                             | <b>Visitors enquiries shall be responded to within 5 minutes</b><br><br>Maswali yote ya wageni yatajibiwa chini ya muda wa dakika tano                                                     | <b>Free</b><br><br>Bure         |
| <b>Principal's office</b><br><br>Ofisi ya mwalimu mkuu | <b>Administrative issues</b><br><br>Maswala ya usimamizi                                                                                                               | <b>The office of the principal shall be functional from Monday to Friday during Working hours.</b><br><br>Ofisi ya mwalimu mkuu itakuwa inafunguliwa jumatatu hadi Ijumaa masaa ya kazi    | <b>Free</b><br><br>Bure         |
|                                                        | <b>Correspondences</b><br><br>Mawasiliano                                                                                                                              | <b>Letters shall be responded in 6 working days</b><br><br>Mawasililiano kwa njia ya barua itakuwa katika muda wa siku sita za kazi                                                        | <b>Free</b><br><br>Bure         |
|                                                        | <b>Issuance of external certificates</b><br><br>Utoaji wa vyeti                                                                                                        | <b>Students shall be issued with certificates and result slips upon completion of requirements</b><br><br>Wanafunzi watapewa vyeti pamoja na matokeo yao waafikiapo matakwa/matarajio yote | <b>Free</b><br><br>Bure         |
| <b>Registrar's office</b><br><br>Msajili               | <b>Admission of students and processing of applications, including KUCCPS validation.</b><br><br>Usajili wa wanafunzi na Kushughulikia usajili wa wanafunzi kwa KUCCPS | <b>Students shall be admitted within 20 minutes upon payment of admission fee.</b><br><br>Wanafunzi watasajiliwa katika muda wa dakika ishirini baada ya kulipa fedha za usajili           | <b>Ksh 1500</b><br><br>Ksh 1500 |

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| <b>Examination office</b><br>Ofisi Ya Mithihani | <b>Registration for external examinations</b><br>Usajili kwa mithani za kitaifa                    | <b>Register all students eligible for external examinations within 30 minutes</b><br>Wanafunzi wote walioafikia mahitaji ya mitihani watasajiliwa katika muda wa daakika ishirini | <b>Charged per course</b><br>Kila ada hutuzwa kulingana na kozi |
|                                                 | <b>Issuance of exam timetable</b><br>Utoaji wa ratiba za mitihani                                  | <b>Internal exams timetable shall be issued 1 week before exam date</b><br>Ratiba ya mithani ya ndani itatolewa week moja kabla ya tarehe ya kuanza mitihani                      | <b>Free</b><br>Bure                                             |
|                                                 | <b>Administration of examinations</b><br>Usimamizi wa mitihani                                     | <b>Ensures that students sit for exams as per the timetable</b><br>Hakikisha wanafunzi wote wanafanya mtihani kama inavyohitajika na ratiba ya mitihani                           | <b>Pay termly fees</b><br>Karo ya kila muhula                   |
| <b>Departmental Heads</b><br>Wakuu wa idhira    | <b>Issuance of learning timetables</b><br>Utoaji wa ratiba za masoma                               | <b>Tuition timetables shall be issued on termly a week before opening date</b><br>Ratiba za masoma zitatolewa wiki moja kabla siku ya kufunguliwa kwa muhula                      | <b>Free</b><br>Bure                                             |
|                                                 | <b>Issuance of stage/Attachment certificates</b><br>Utoaji wa vyeti vya kiambatisho katika viwanda | <b>Issuance of leaving certificates 3 weeks upon completion of the course</b><br>Utoaji wa vyeti vya kumaliza/kuondoka utakuwa baada ya majuma matatu baada ya kumaliza masomo    | <b>Free</b><br>Bure                                             |

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| <b>Industrial attachment</b><br><br>Utendaji kwa vitendo viwandani | <b>Placement of students</b><br><br>Wanafunzi kutumwa viwandani     | <b>Students shall be attached for 3 months</b><br><br>Wanafunzi wataenda viwandani kwa uambatisho kwa muda wa miezi mitatu                                                                                                                                       | <b>Free</b><br><br>Bure                                               |
|                                                                    | <b>Dual training</b><br><br>Mafunzo mara mbili                      | <b>Students shall be attached to the industry for practical learning according to the MOU between the college and the industry.</b><br><br>Wanafunzi watahitajika kujifunza masomo ya kiufundi viwandani kulingana na mkataba kati ya chuo cha ufundi na viwanda | <b>Pay termly training fees</b><br><br>Karo ya kila muhula ya mafunzo |
|                                                                    | <b>Supervision</b><br><br>Uangalizi                                 | <b>Attached students shall be supervised upon completion of 8 weeks of attachment</b><br><br>Wanafunzi katika uambatisho watatahiniwa baada ya wiki nane baada ya kufanya uambatisho katika viwanda                                                              | <b>KSH 2000</b>                                                       |
| <b>Dean's office</b><br><br>Mwamini/mkuu wa wanafunzi              | <b>Issuance of ID cards</b><br><br>Utoaji wa vitambulisho vya shule | <b>Student ID cards shall be issued within 1 week of registration</b><br><br>Vitambulisho vya shule kwa wanafunzi vitapeanwa katika muda wa juma moja baada ya usajili                                                                                           | <b>KSH 300</b><br><br>KSH 300                                         |
| <b>Finance office</b><br><br>Ofisi ya fedha                        | <b>Fees payment</b><br><br>Malipo ya karo                           | <b>Receipts shall be issued within 5 minutes upon presentation of a bank slip</b><br><br>Risiti zitapeanwa baada ya dakika tano baada ya kuwasilisha karatasi ya malipo toka benki                                                                               | <b>Free</b><br><br>Bure                                               |

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|                                                 | <b>Payment of Suppliers</b><br><br>Malipo kwa muuzaji/msambazaji   | <b>Suppliers shall be paid within 60 days after goods/services have been received and presentation of invoice(s)</b><br><br>Wauzaji watalipwa katika muda wa siku sitini baada ya kuleta bidhaa/utumishi na kupewa ankara                                                     | <b>Free</b><br><br>Bure |
| <b>Library</b><br><br>Maktaba                   | <b>Reference</b><br><br>Marejeleo                                  | <b>The library shall open as from Monday to Friday working hours (8 am to 10 pm)</b><br><br>Maktaba itafuguliwa tokea Jumatatu hadi Ijumaa masaa ya kazi (saa mbili asubuhi – saa nne usiku)                                                                                  | <b>Free</b><br><br>Bure |
| <b>Store</b><br><br>Idara Hifadhi               | <b>Receiving of goods</b><br><br>Upokeaji wa bidhaa                | <b>Goods shall be received within 15 minutes of deliveries upon verification.</b><br><br>Bidhaa zitapokelewa katika muda wa dakika kumi na tano baada ya mapokezi na uhakikishaji                                                                                             | <b>Free</b><br><br>Bure |
|                                                 | <b>Issuance of goods</b><br><br>Kupewa bidhaa kutoka Idara Hifadhi | <b>Goods shall be issued within 15 minutes of requesting upon verification.</b><br><br>Bidhaa zitapeanwa katika muda wa dakika kumi na tano baada ya kuitishwa na uhakikishaji kufanywa                                                                                       | <b>Free</b><br><br>Bure |
| <b>Hostel allocation</b><br><br>Mgao wa hosteli | <b>Online booking</b><br><br>Kujiandikisha mtaondaoni              | <b>Students shall register an account and log in to make booking for the available hostel spaces one week before opening.</b><br><br>Wanafunzi wanapaswa kujisajili na kuingia kwenye akaunti ili kujitengea nafasi kwenye hosteli zilizopo, wiki moja kabla ya kufungua chuo | <b>Free</b><br><br>Bure |

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|                                          | <b>Admission into the hostel</b><br><br>Kusajiliwa na kupewa malazi katika hosteli | <b>Upon filling in the required documentation and paying the charges, students shall be allocated rooms within a day</b><br><br>Kwa kujaza fomu zinazohitajika na kulipa ada, wanafunzi watapangiwa vyumba ndani ya hosteli kwa siku moja                           | <b>Hostel charges</b><br><br>Malipo yanayotarajiwa na hostel         |
|                                          | <b>Clearance from the hostel</b><br><br>Kupewa kibali cha kuondoka hosteli         | <b>Upon filling in the required documentation and paying the charges, students shall be cleared from hostels within 2 hours</b><br><br>Wanafunzi watapata ruhusa ya kuondoka kwenye hosteli ndani ya masaa mawili baada ya kujaza fomu na kulipa ada zinazohitajika | <b>Free</b><br><br>Bure                                              |
| <b>Catering</b><br><br>Huduma za Chakula | <b>Receiving catering services</b><br><br>Huduma za kupokea chakula                | <b>Customers shall be offered well-prepared meals within 5 minutes of ordering and paying</b><br><br>Wateja watapewa chakula kilichoandaliwa vizuri ndani ya dakika 5 baada ya kuagiza na kulipa.                                                                   | <b>Cost of meals ordered</b><br><br>Malipo ya chakula kilicho agizwa |

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE  
DELIVERY

Any service/goods rendered that does not conform to the above standard or officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

**THE PRINCIPAL**

RIRAGIA TECHNICAL AND VOCATIONAL COLLEGE

P. O Box 1809-40200.

Kisii

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Email: [riragiatti@gmail.com](mailto:riragiatti@gmail.com)

Website: <http://www.riragiatvc.ac.ke>

**THE COMMISSION SECRETARY /EXECUTIVE OFFICER**

Commission on administrative justice, 2<sup>nd</sup> floor West End Towers,

Waiyaki Way, Nairobi.

P. o Box 201414-00200.

Nairobi.

Office: +254 (0) 20 2270000/2303000

Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**

SKILLS FOR DEVELOPMENT