



KENYA MEDICAL TRAINING COLLEGE

Citizens' Service Delivery Charter

ISO 9001:2015 Certified

Service	Requirements	Cost	Waiting time
Information and Feedback			
Customer service	Enquiry	Free	Ten minutes
Attendance to phone calls	A phone call	Free	Ten seconds
Response to complaints, compliments or suggestions	Receipt of complaints, compliments or suggestions	Free	Fourteen days
Communication	Access to College communication channels	Free	Instantly
Students Admission Process			
Receipt of applications for advertised College Programmes/Courses	Online submission of application	Kshs 2,022 (application fee)	Instantly
Publication of selected applicants in the media	None	Free	Fourteen days after selection
Communication to selected applicants	None	Free	Fourteen days after selection
Admission of successful applicants	Admission letter and other documents	Prescribed fee	Reporting day
Establishment of applicants' register	Applicants' details	Free	Instantly
Teaching, Examinations and Graduation			
Teaching, learning and administering examinations	90 percent class attendance	Full payment of fees	As per Curriculum
Release of examination results (Promotional and Final Qualifying Examination)	None	Free	Thirty days after the last exam
Issuance of academic transcripts	Completion of studies and written request	Kshs 1,000	Thirty days
Graduation ceremony	Completion of studies and payment of graduation fee	Kshs 2,500	First Thursday of every December
Certification	Graduation	Free	After graduation
Verification of College Certificates	Written request	Kshs 2,000	Two days
Alumni Association			
Registration of Alumni	Completion of Alumni registration form	Prescribed fee	Instantly
Consultancy and Professional Services			
Provision of professional services and consultancy	Request and ability to meet expenses	Prescribed fee	Within sixty days
Accommodation			
Provision of accommodation (optional and subject to availability)	Accommodation fees	Prescribed fee per year	Within one day
Medical Services			
Provision of medical care to students, staff, their family members and the public	Health condition	Prescribed fee	Instantly from 8:00 a.m. to 5:00 p.m. on weekdays
Counseling and HIV Testing Services (HTS)	Willingness	Free	Instantly from 8:00 a.m. to 5:00 p.m. on weekdays
Disciplinary Cases			
Resolution of students' disciplinary cases	Appeals	Free	Thirty days after appeal
Procurement			
Tender documents/quotations, prequalification results	Collection and filling in of tender documents	Maximum Kshs 5,000	60 days after the closing date
Payment for goods and services	Duly signed invoices and supporting documents	Free	30 days
Human Resource Services			
Staff recruitment, placement & promotion	Advertised vacancies, application letter and interviews	Free	Within 90 days
Services to the physically challenged	Presentation of physical challenge	Free	Instant and continuous
Services to visually and hearing impaired persons	Visual and hearing impairment	Free	Instant and continuous

For complaints, compliments or suggestions, contact: The Chief Executive Officer, KMTC,

P.O. BOX 30195-00100, TEL:020-2725711/2/3/4, or Fax:(+254)020-2722907, Email: info@kmtc.ac.ke, Website: www.kmtc.ac.ke,

Incase you are dissatisfied, report to the Public Complaints Office, KMTC HQ, 1st Floor Room 108, or Email complaints@kmtc.ac.ke, or call 0742478789,

Or write to the Commission on Administrative Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.





Chuo cha Ukufunzi Wa Utabibu cha Kenya (KMTTC)

Mkataba wa Huduma kwa Wateja

Tumejitolea kuwahudumia wateja wetu kwa njia ya uwazi, heshima na usawa.

Huduma inayotolewa	Yanayohitajika	Matozo	Muda
Habari na Majibu			
Huduma kwa wateja	Kubainisha huduma hitajika	Hakuna malipo	Dakika kumi
Kupokea simu	Simu kupigwa	Hakuna malipo	Sekunde kumi
Kujibu malalamishi, pongezi au mapendekezo	Upokezi wa malalamishi, pongezi au mapendekezo	Hakuna malipo	Siku kumi na nne
Mawasiliano	Kufikia vyombo vya mawasiliano vya KMTTC	Hakuna malipo	Papo hapo
Utoaji wa Nafasi za Masomo			
Kupokea ombi la nafasi ya kusoma	Kupokea ombi	Shilingi elfu mbili na ishirini na mbili (2,022)	Papo hapo
Kutangaza wanafunzi waliochaguliwa kupitia vyombo mwafaka	Hakuna	Hakuna malipo	Siku kumi na nne baada ya uchaguzi
Mawasiliano kwa wanafunzi waliochaguliwa	Hakuna	Hakuna malipo	Siku kumi na nne baada ya uchaguzi
Kupokelewa kwa wanafunzi waliochaguliwa	Barua ya mwaliko na stakabadhi mwafaka	Karo iliyopendekezwa	Siku ya kupokelewa Chuoni
Uundaji wa sajili ya wanaotafuta nafasi ya masomo	Habari kuhusu wanaotafuta nafasi ya masomo	Hakuna malipo	Papo hapo
Mafunzo, Mitihani na Kufuzu			
Mafunzo, masomo na mitihani	Asilimia tisini ya muda wa masomo	Kulipa karo yote	Mtaala wa masomo
Kutolewa kwa matokeo ya mitihani	Hakuna	Hakuna malipo	Siku thelathini baada ya mitihani wa mwisho
Utoaji wa nakala ya kitaaluma	Kumaliza masomo na kutuma ombi rasmi	Shilingi elfu moja (1,000)	Siku thelathini
Sherehe ya kufuzu	Kumaliza masomo na kulipa ada ya kufuzu	Shilingi elfu mbili na mia tano (2,500)	Alhamisi ya kwanza ya kila Disemba
Utoaji wa vyeti	Kufuzu	Hakuna malipo	Baada ya sherehe ya kufuzu
Uthibitishaji wa vyeti	Ombi rasmi	Shilingi elfu mbili (2,000)	Siku mbili
Chama cha Wanafunzi Waliofuzu Zamani			
Usajili wa wanafunzi waliofuzu zamani	Kujaza fomu za usajili kwa waliofuzu zamani	Ada iliyopendekezwa	Papo hapo
Huduma za Kitaaluma na Ushauri			
Utoaji wa huduma za kitaaluma na ushauri	Ombi na uwezo wa kulipia huduma	Ada iliyopendekezwa	Siku sitini
Malazi			
Utoaji wa malazi	Uwezo wa kulipa ada iliyopendekezwa	Ada iliyopendekezwa	Siku moja
Huduma za Matibabu			
Kutolewa kwa huduma za kiafya kwa wanafunzi, wafanyi kazi, familia zao na umma	Ugonjwa	Ada iliyopendekezwa	Papo hapo kuanzia saa mbili (8.00) asubuhi hadi saa kumi na moja (5.00) jioni, kila Jumatatu hadi Ijumaa.
Ushauri na huduma za kupima ukimwi	Hiari	Hakuna malipo	Papo hapo kuanzia saa mbili (8.00) asubuhi hadi saa kumi na moja (5.00) jioni, kila Jumatatu hadi Ijumaa.
Kesi za Kinidhamu			
Uamuzi wa kesi za kinidhamu za wanafunzi	Rufaa	Hakuna malipo	Siku thelathini
Utoaji wa Zabuni			
Stakabadhi za zabuni	Kujaza stakabadhi za zabuni	Isizidi shilingi elfu tano (5,000)	Siku sitini baada ya kufungwa kwa zabuni
Malipo kwa bidhaa na huduma	Stakabadhi za zabuni kamilifu	Hakuna malipo	Siku thelathini
Raslimali za Kibinadamu			
Kuajiri wafanyi kazi, kuwapa kazi na kuwapandisha vyeo	Nafasi za kazi zilizotangazwa, barua ya maombi na mahojiano	Hakuna malipo	Siku tisini
Huduma kwa watu wenye ulemavu	Ulemavu	Hakuna malipo	Papo hapo na kuendelea
Huduma kwa watu wenye tatizo la kutoona na kutosikia	Tatizo la kutoona na kutosikia	Hakuna malipo	Papo hapo na kuendelea

Kwa malalamishi, pongezi au mapendekezo, andika kwa Afisa Mkuu Mtendaji, S.L.P. 30195-00100, Simu 020-2725711/2/3/4, au Kipepesi (+254) 020-2722907, au Barua pepe kwa info@kmtc.ac.ke. Tovuti: www.kmtc.ac.ke.

Usiporidhika piga ripoti kwa Ofisi ya Malalamishi ya Umma, Makao Makuu ya KMTTC, Orofa la Kwanza, Chumba Nambari 108, Barua pepe: complaints@kmtc.ac.ke, Simu 0742478789. **Au** andika kwa: Tume ya Kushughulikia Haki za Kiutawala, S.L.P 20414-00200 Nairobi, simu 020-2270000

