



ISO 9001:2015 Certified

# KENYA MEDICAL TRAINING COLLEGE

*Training for Better Health*

## MKATABA WA UTOAJI HUDUMA KWA WANANCHI

|    | HUDUMA  | MAHITAJI   | GHARAMA                      | MUDA  |  |
|----|---|--|------------------------------|---|--|
| 1  | Maulizo                                       | • Kuzuru chuo<br>• Kupiga simu                                 | • Barua pepe<br>• Kidijitali | Bila malipo   | Ndani ya siku moja                         |
| 2  | Utatuzi wa malalamishi                        | Rasmi  |                              | Bila Malipo   | Siku kumi (10)                             |
| 3  | Majibu ya malalamishi, pongezi au mapendekezo | Isiyo rasmi  |                              | Bila malipo   | Papo hapo                                  |
| 4  | Usajili wa wanafunzi                          | Kuafikiana na mfumo wa usajili                                 |                              | Shilingi elfu mbili na ishirini na mbili (Ksh 2,022) Ada ya maombi na karo iliyopendekezwa              | Kila usajili (Machi na Septemba)           |
| 5  | Utoaji wa nakala ya mafunzo                   | Kukamilisha mtihani wa kufuzu na uasilishaji wa fomu ya maombi |                              | Shilingi elfu moja (Ksh 1,000)  | Siku kumi                                  |
| 6  | Utoaji wa vyeti vya mafunzo                   | Mahafali   |                              | Bila malipo   | Siku tano baada ya mahafali                |
| 7  | Utoaji wa cheti badala                        | Ombi rasmi   |                              | Shilingi elfu tano (Ksh 5,000)  | Ndani ya siku kumi                         |
| 8  | Thibitisho la cheti cha mafunzo               | Cheti asili cha mafunzo  |                              | Shilingi elfu mbili (Ksh 2,000) (ombi la wenyeji)<br>Shilingi elfu tano (Ksh 5,000) (ombi la kimataifa) | Siku mbili                                 |
| 9  | Thibitisho la nakala za mafunzo               | Nakala asili za mafunzo  |                              | Shilingi elfu moja (Ksh 1,000)  | Siku mbili                                 |
| 10 | Mahafali                                      | Kukamilisha masomo   |                              | Shilingi elfu mbili mia tano (Ksh 2,500)  | Alhamisi ya kwanza kila mwezi wa Disemba   |
| 11 | Utatuzi wa rufaa za kinidhamu za wanafunzi    | Uzinduzi wa ombi la rufaa                                      |                              | Bila malipo   | Kila robo ya mwaka wa mafunzo              |
| 12 | Uanachama wa wanafunzi waliofuzu zamani       | Kufuzu na usajili  |                              | Ada iliyopendekezwa   | Papo hapo                                  |
| 13 | Mafunzo kazini                                | Kuwasilishwa na Tume ya Huduma za Umma                         |                              | Bila malipo   | Papo hapo                                  |
| 14 | Mafunzo ya kikazi                             | Barua ya maombi  |                              | Bila malipo   | Ndani ya siku tano                         |
| 15 | Huduma za ushauri na utafiti                  | Ombi rasmi   |                              | Kulingana na upeo wa ushiriki   | Kulingana na upeo wa ushiriki              |
| 16 | Utoaji zabuni                                 | Kuwasilisha hati za zabuni                                     |                              | Hadi shilingi elfu moja (Ksh 1,000)   | Kulingana na tangazo/mwito wa zabuni       |
| 17 | Malipo wa wasambazaji wa bidhaa na huduma     | • Nakala zilizowekwa saini                                     |                              | Bila malipo   | Ndani ya siku ishirini hadi tisini (20-90) |
| 18 | Kupokea malipo yote chuoni                    | Hati ya malipo au hati ya ushauri wa benki                     |                              | Bila malipo   | Papo hapo                                  |

**Idadi ya siku haijumuishi wikendi na likizo za umma.**

**Chuo kimeazimia kuzingatia masharti ya Kifungu cha Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.**

**Kwa malalamishi, pongezi au mapendekezo, toa habari kwa ofisi ya Malalamiko ya Umma iliyoko Makao Makuu ya Chuo cha Tiba cha Kenya ghorofa ya kwanza, ofisi nambari 108**

barua pepe [complaints@kmtc.ac.ke](mailto:complaints@kmtc.ac.ke), au  
piga simu kwa 0742478789 au  
wasiliana na Mkurugenzi Mkuu, S.L.P. 30195-00100,  
Simu 020-2725711/2/3/4, au Kipepesi (+254) 020-2722907

au

Barua pepe kwa [info@kmtc.ac.ke](mailto:info@kmtc.ac.ke).  
Tovuti: [www.kmtc.ac.ke](http://www.kmtc.ac.ke).  
Iwapo hujaridhika andika kwa Tume ya Kushughulikia Haki za Kiutawala, S.L.P 20414-00200 Nairobi, simu 020-2270000.



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## CITIZENS' SERVICE DELIVERY CHARTER

| S.NO | SERVICE  | REQUIREMENTS  | COST   | TIMELINE  |
|------|--|---|--|---|
| 1    | Enquiries  | • Physical Visit/<br>• Phone call/<br>• Email<br>• Digital media        | Free   | Within a day                                      |
| 2    | Resolution of complaints                           | Formal  | Free   | 10 days   |
| 3    | Response to complaints, compliments or suggestions | Informal  | Free   | Immediate   |
| 4    | Student admission                                  | Conformity to admission criteria  | Ksh 2,022 application fee and prescribed College fee                               | Per intake ( <i>March and September intakes</i> ) |
| 5    | Issuance of academic transcripts                   | Completion of Final Qualifying Exams and submission of application form | Ksh 1,000  | 10 days   |
| 6    | Issuance of academic certificates                  | Graduation  | Free   | Five days after graduation                        |
| 7    | Replacement of lost academic certificate           | Formal request  | Ksh 5,000  | Within 10 days                                    |
| 8    | Verification of academic certificate               | Original academic certificate   | Ksh 2,000 ( <i>Local requests</i> )<br>Ksh 5,000 ( <i>International requests</i> ) | Two days  |
| 9    | Verification of academic transcripts               | Original academic transcripts   | Ksh 1,000  | Two days  |
| 10   | Graduation   | Successful Completion of studies  | Ksh 2,500  | First Thursday of every December                  |
| 11   | Resolving Student's Disciplinary appeals           | Launch an appeal  | Free   | Academic quarterly                                |
| 12   | Alumni Membership                                  | Graduation and registration   | Prescribed fee   | Immediate   |
| 13   | Internship   | Posting by Public Service Commission                                    | Free   | Immediate   |
| 14   | Attachment   | Application   | free   | Within five days                                  |
| 15   | Consultancy and research services                  | Formal request  | As per scope of engagement   | As per scope of engagement                        |
| 16   | Tendering process                                  | Submission of tender documents  | Maximum Ksh 1,000  | As per advertisement/<br>call for quotation       |
| 17   | Payments to Suppliers                              | Duly signed supporting documents  | Free   | Within 20-90 days                                 |
| 18   | Receipt of all payments to the College             | Payment slip or bank advice   | Free   | Immediate   |

Number of days excludes weekends and public holidays.

The College commits to comply with the provisions of the National Council for Persons with Disabilities Act in the provision of services to persons living with disabilities

For complaints, compliments or suggestions report to the  
College Public Complaints Office, KMTC HQ, 1<sup>st</sup> Floor Room 108

Email [complaints@kmtc.ac.ke](mailto:complaints@kmtc.ac.ke), or call 0742478789 or contact  
The Chief Executive Officer KMTC, P.O. BOX 30195-  
00100, TEL:020-2725711/2/3/4, or Fax:(+254)020-2722907,

OR

Email: [info@kmtc.ac.ke](mailto:info@kmtc.ac.ke), Website: [www.kmtc.ac.ke](http://www.kmtc.ac.ke) . In case  
you are dissatisfied write to the Commission on Administrative  
Justice, P.O. BOX 20414-00200 Nairobi, or Call 020-2270000.