

CAMPUS CITIZENS' SERVICE DELIVERY CHARTER

| COMMON SERVICES (HEADQUARTERS & CAMPUSES) | | | | | CAMPUS CORE SERVICES | | | | |
|---|---|--|-------------|---|----------------------|--------------------------------------|---|--|---|
| Service | | Customer requirement(s) | Cost (Kshs) | Timeline | Service | | Customer requirement(s) | Cost (Kshs) | Timeline |
| 1. | Response to Phone Calls | Phone call | Free | 15 seconds | | | | | |
| 2. | Response to enquiry by walk-in clients | Walk in and make an enquiry | Free | 1 minute | 1. | Student Enrolment | <ul style="list-style-type: none"> Student report to relevant Campuses with duly filled forms A & B Present original KCSE Certificate & a certified copy of the same Original ID/Birth certificate Two passport size photos Present certificate of vaccination against Hepatitis B | Free | 1 working day |
| 3. | Response to correspondence | Write a letter of enquiry | Free | 5 working days | 2. | Teaching and learning | <ul style="list-style-type: none"> Self-report in student portal at the beginning of the semester Relevant learning materials Signed class attendance register Smart phone and/or laptop | Prescribed tuition fee | As per academic calendar and curriculum |
| | | Write an email of enquiry | Free | 1 working day | | | | | |
| | | Enquire via social media | Free | 1 working day | | | | | |
| 4. | Processing of request for information | Make a request for information | Free | 21 working days | 3. | Administration of Examination | <ul style="list-style-type: none"> 90% class attendance Full payment of required fee Print & avail exam card | Free | As per the Academic Calendar and examination schedule/timetable |
| 5. | Response to public complaints and grievances | Make a complaint | Free | 1 working day | 4. | Student Accommodation | <ul style="list-style-type: none"> Full payment of tuition fee Make an online application | Payment of the required accommodation fees | 1 working day |
| 6. | Resolution of public complaints | Make verbal/written request | Free | 14 working days | 5. | Health Services | Must have registered for SHIF or any other recognized insurance cover | Free | 30 minutes |
| 7. | Registration of suppliers | Submit all mandatory statutory documents | Free | 14 working days | 6. | Counseling/Chaplaincy | Present self and attend the session(s) | Free | 30 minutes |
| 8. | Processing of tenders | Submit bids for goods and services | Free | 90 days | 7. | Library services | <ul style="list-style-type: none"> Student registration Present library card | Free | 5 minutes |
| 9. | Disposal of obsolete stores | Submit bids | Free | 60 days from date of advertisement | 8. | Campus Students disciplinary process | <ul style="list-style-type: none"> Receive and respond to the allegations Present self for a hearing Receive and adhere to the verdict | Free | 10 working days |
| 10. | Payment for goods and services | Submit delivery note(s), LPO/LSO, invoice, certificate of completion/goods/services received and any other applicable supporting documents | Free | 60 days from date of receipt of invoice | | | | | |
| 11. | Public participation in the policy making process | Familiarization with issues and active participation | Free | 1 day | | | | | |
| 12. | Recruitment of staff | Application based on the advert | Free | 90 days from date of advert | | | | | |

Vision

A globally competitive institution for training human resource for health

Mission

To develop fit-for-purpose middle-level health professionals through transformative training, research, and consultancy

Motto

Training for Better Health

Core Values

Accountability
Integrity
Responsiveness
Equity
Teamwork
Professionalism
Creativity and Innovation

Quality Training of Health Professionals
Towards Realization of KENYA VISION 2030

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

MKATABA WA UTOAJI HUDUMA KWA WANANCHI

| HUDUMA SAWIA (MAKAO MAKUU NA VYUONI) | | | | HUDUMA MUHIMU ZA CHUO | | | | | | | |
|--|---|-----------------------------|----------------------------------|---|---|----------------------------------|-------------------|----------------------------|---|------------------------|---|
| Huduma | Mahitaji kwa mteja | Gharama (Shilingi za Kenya) | Muda | Huduma | Mahitaji kwa mteja | Gharama (Shilingi za Kenya) | Muda | | | | |
| 1. Kujibu simu | Kupiga simu | Bila malipo | Sekunde 15 | 1. Usajili wa wanafunzi | <ul style="list-style-type: none"> Mwanafunzi aripoti katika chuo husika na fomu A na B zilizojazwa kikamilifu Wasilisha cheti halisi cha KCSE na nakala yake iliyothibitishwa Kitambulisho halisi/Cheti halisi cha kuzaliwa Picha mbili za pasipoti Wasilisha cheti cha chanjo dhidi ya Hepatitis B | Bila malipo | Siku moja ya kazi | | | | |
| 2. Kujibu maswali kwa wateja wanaotembelea afisi | Tembelea afisi kwa maulizo | Bila malipo | Dakika moja | | | | | | | | |
| 3. Kujibu mawasiliano ya kimaandishi | Andika barua | Bila malipo | Siku tano za kazi | | | | | | | | |
| | Andika barua pepe | Bila malipo | Siku moja ya kazi | | | | | | | | |
| | Uliza kwa mtandao wa kijamii | Bila malipo | Siku moja ya kazi | | | | | | | | |
| 4. Utayarishaji wa ombi la taarifa | Wasilishaombi la taarifa | Bila malipo | Siku 21 za kazi | | | | | 2. Kufundisha na kujifunza | <ul style="list-style-type: none"> Kuripoti kibinafsi kwenye mtandao wa wanafunzi mwanzoni mwa muhula Vifaa husika vya masomo Sajili ya mahudhurio ya darasa iliyosainiwa Simu mahiri na/au kipakatalishi | Karo ilivyo orodheshwa | Kulingana na kalenda ya masomo na mtaala |
| 5. Kujibu malalamishi na kero za umma | Wasilisha malalamishi ama kero | Bila malipo | Siku moja ya kazi | | | | | | | | |
| 6. Utatuzi wa malalamishi ya umma | Wasilisha ombi kwa maneno/maandishi | Bila malipo | Siku 14 za kazi | | | | | 3. Kutahini | <ul style="list-style-type: none"> 90% ya mahudhurio darasani Malipo kamili ya karo hitajika Chapisha na uwasilishe kadi ya mtihani | Bila malipo | Kulingana na kalenda ya masomo na ratiba ya mtihani |
| 7. Usajili wa wasambazaji bidhaa na huduma | Wasilisha hati zote hitajika za kisheria | Bila malipo | Siku 14 za kazi | | | | | | | | |
| 8. Utayarishaji zabuni | Wasilisha ombi la kuwania zabuni za bidhaa na huduma | Bila malipo | Siku 90 | | | | | | | | |
| 9. Uondoaji wa bidhaa zisizotumika | Wasilisha ombi la kuwania zabuni | Bila malipo | Siku 60 kutoka tarehe ya tangazo | 4. Malazi kwa wanafunzi | <ul style="list-style-type: none"> Malipo kamili ya karo Wasilisha ombi mtandaoni | Malipo ya ada hitajika ya malazi | Siku moja ya kazi | | | | |
| 10. Malipo kwa bidhaa na huduma | Peana; nyaraka za uwasilishaji, LPO/LSO, ankaru, cheti cha ukamilisho/bidhaa/huduma zilizopokelewa na nyaraka zingine zozote husika | Bila malipo | Siku 60 kutoka siku ya tangazo | 5. Huduma za afya | Sharti usajili na SHIF ama bima nyingine tambulika | Bila malipo | Dakika 30 | | | | |
| | | | | 6. Ushauri nasaha/Huduma za kiroho | Kujiwasilisha na kuhudhuria vikao | Bila malipo | Dakika 30 | | | | |
| 11. Ushiriki wa umma katika mchakato wa utengenezaji wa sera | Kufahamiana na masuala na ushiriki wa kina | Bila malipo | Siku moja | 7. Huduma za maktaba | <ul style="list-style-type: none"> Usajili wa mwanafunzi Wasilisha kadi ya maktaba | Bila Malipo | Dakika tano | | | | |
| 12. Uajiri wa wafanyakazi | Maombi kulingana na tangazo | Bila malipo | Siku 90 kutokatarehe ya tangazo | 8. Mchakato wa kesi za kinidhamu za wanafunzi | <ul style="list-style-type: none"> Pokea na ujibu madai Jiwasilishe kwa kusikizwa kesi Pokea na uzingatieuamuzi | Bila malipo | Siku 10 za kazi | | | | |

| Dira | Dhamira | Kauli Mbiu | Maadili Msingi |
|---|---|------------------------|--|
| Taasisi yenye ushindani wa kimataifa ya kutoa mafunzo kwa rasilimali watu kwa afya. | Kukuza wataalamu wa afya wanaofaa kwa madhumuni ya kiwango cha kati kupitia mafunzo badilishi, utafiti na ushauri wa kitaalamu. | Mafunzo kwa afya bora. | Uwajibikaji Uadilifu Mwitikio Usawa Umoja Utaalamu Ubunifu na Uvumbuzi |

Quality Training of Health Professionals Towards Realization of VISION 2030

Chuo kimeazimia kuzingatia vipengele vya Sheria ya Baraza la Kitaifa la watu wenye Ulemavu katika utoaji wa huduma kwa wanaoishi na ulemavu.



KENYA MEDICAL TRAINING COLLEGE

Training for Better Health



CITIZENS' SERVICE DELIVERY CHARTER

| HEADQUARTERS CORE SERVICES | | | | |
|----------------------------|--|--|------------------|---|
| Service | | Customer requirement(s) | Cost (Kshs) | Timeline |
| 1. | Student recruitment (In-Service) | <ul style="list-style-type: none"> • Minimum requirements • Application fees receipt | 2,072 | 60 days after close of advertisement |
| 2. | Issuance of Pre-Service Admission letter | <ul style="list-style-type: none"> • Login credentials • Duly filled application form | Free | 1 working day |
| 3. | Processing of Transcript | Duly filled application form | Free | 10 working days from the day of application |
| 4. | Verification of Academic Certificate | Avail the original academic certificate | 1,000 | 1 working day |
| 5. | Verification of Academic Transcript | Original Academic transcript | 1,000 | 1 working day |
| 6. | Authentication of Academic Transcripts and Certificates requested by overseas institutions | <ul style="list-style-type: none"> • Official request • Copy of Academic Transcripts/ Certificates | 5,000 | 5 working days |
| 7. | Replacement of Academic Certificate | <ul style="list-style-type: none"> • Duly filled form • Copy of the Police Abstract | 5,000 | 10 working days |
| 8. | Re-issuance of Transcript | Duly filled application form | 1,000 | 1 working day |
| 9. | Graduation | Successful completion of studies | 4,000 | 1 st Thursday of every December |
| 10. | Issuance of Academic Certificate | Graduation | Free | 2 working days after graduation |
| 11. | Provision of Consultancy | Submit Application, concept note, Memorandum of Understanding and Terms of References | As per the scope | As per the scope |
| 12. | Research | Submit Application, concept note, Memorandum of Understanding and Terms of References | As per the scope | As per the scope |
| 13. | Resolving Student's disciplinary appeal cases | <ul style="list-style-type: none"> • Submit written appeal • Attach supporting documents | Free | 30 working days from the date of submission |
| 14. | Registration of Alumni | Graduation | Free | 1 working day |

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For complaints, compliments or suggestions, report to the College Public Complaints Office, KMTC HQ, 1st Floor Room 108, OR Email 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 Email: info@kmtc.ac.ke, Website: 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.

@ November 2024



KENYA MEDICAL TRAINING COLLEGE

Training for Better Health



MKATABA WA UTOAJI HUDUMA KWA WANANCHI

As at November 2024

HUDUMA MUHIMU ZA MAKAO MAKUU

| Huduma | Mahitaji kwa mteja | Gharama (Shilingi za Kenya) | Muda |
|--|---|-----------------------------|---|
| 1. Usajili wa wanafunzi (Masomo endelevi) | <ul style="list-style-type: none"> • Viwango hitajika vya masomo • Malipo ya maombi ya usajili | 2,072 | Siku 60 baada ya tangazo kufungwa |
| 2. Utoaji wa barua ya kiingilio kwa wanafunzi wapya | <ul style="list-style-type: none"> • Vitambuzi vya kuingia mtandaoni • Fomu ya maombi iliyojazwa kikamilifu | Bila malipo | Siku moja ya kazi |
| 3. Utayarishaji wa nakala ya matokeo ya mafunzo | Fomu ya maombi iliyojazwa kikamilifu | Bila malipo | Siku 10 baada ya kuwasilisha maombi |
| 4. Uthibitisho wa cheti cha elimu | Wasilisha cheti halisi cha elimu | 1,000 | Siku moja ya kazi |
| 5. Uthibitisho wa nakala ya matokeo ya mafunzo | Nakala halisi ya matokeo ya mafunzo | 1,000 | Siku moja ya kazi |
| 6. Uthibitishaji wa nakala za matokeo ya mafunzo na vyeti vya elimu vinavyohitajika na taasisi za ugaibuni | <ul style="list-style-type: none"> • Ombi rasmi • Nakala za matokeo ya mafunzo/vyeti vya elimu | 5,000 | Siku tano za kazi |
| 7. Utoaji wa cheti badala cha elimu | <ul style="list-style-type: none"> • Fomu iliyojazwa kikamilifu • Nakala thibitishi ya rekodi ya polisi | 5,000 | Siku kumi za kazi |
| 8. Utoaji tena wa nakala ya matokeo ya mafunzo | Fomu ya maombi iliyojazwa kikamilifu | 1,000 | Siku moja ya kazi |
| 9. Mahafali | Kukamilisha mafunzo kwa ufanisi | 4,000 | Alhamisi ya kwanza, kila Disemba |
| 10. Utoaji wa cheti cha elimu | Mahafali | Bila malipo | Siku mbili baada ya mahafali |
| 11. Utoaji wa ushauri wa kitaalamu | Wasilisha ombi, dhana, hati ya maelewano na masharti ya ushirikiano | Kadri ya upeo | Kadri ya upeo |
| 12. Utafiti | Wasilisha ombi, dhana, hati ya maelewano na masharti ya ushirikiano | Kadri ya upeo | Kadri ya upeo |
| 13. Utatuzi wa kesi za rufaa za kinidhamu za wanafunzi | <ul style="list-style-type: none"> • Wasilisha ombi la rufaa kwa maandishi • Ambatisha nyaraka zinazounga mkono | Bila malipo | Siku 30 za kazi baada ya kuwasilisha ombi |
| 14. Usajili wa waliohitimu | Kuhitimu | Bila malipo | Siku moja ya kazi |

Dira

Taasisi yenye ushindani wa kimataifa ya kutoa mafunzo kwa rasilimali-watu kwa afya.

Dhamira

Kukuza wataalamu wa afya wanaofaa kwa madhumuni ya kiwango cha kati kupitia mafunzo badilishi, utafiti na ushauri wa kitaalamu.

Kauli Mbiu

Mafunzo kwa afya bora.

Maadili Msingi

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Uadilifu
Mwitikio
Usawa
Umoja
Utaalamu
Ubunifu na Uvumbuzi

Quality Training of
Health Professionals
Towards Realization of



Chuo kimeazimia kuzingatia vipengele vya 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 Matibabu cha Kenya, ghorofa ya kwanza, ofisi nambari 108, barua pepe complaints@kmtc.ac.ke, au piga simu kwa 0742478789 au wasiliana na Mkurugenzi Mkuu KMTCC, S.L.P. 30195-00100 Nairobi, Simu 020-2725711/2/3/4, au Barua pepe kwa info@kmtc.ac.ke, Tovuti: www.kmtc.ac.ke. Iwapo hujaridhika andika kwa Tume ya Kushughulikia Haki za Kiutawala, S.L.P 20414-00200 Nairobi, simu 020-2270000.