

CITIZENS SERVICE DELIVERY CHARTER



LUGARI DIPLOMA TEACHERS TRAINING COLLEGE



MOTTO:

KNOWLEDGE IS POWER .

VISION

TO BE A MODEL DIPLOMA TEACHER TRAINING COLLEGE IN KENYA.

MISSION

TO PROVIDE EDUCATION AND TRAINING AIMED AT PRODUCING
RESOURCEFUL TEACHERS FOR KENYA AND BEYOND.

S/N	SERVICE RENDERED	USER CHARGES	TIME LINE/ DURATION	PERSON RESPONSIBLE
1	Enquiries and response to written correspondence	NIL	Immediately	Chief Principal’s Secretary
2	Admission of new/continuing students	NIL	1 hour	Registrar
3	Orientation of new students/staff	NIL	1 week	Dean/Registrar/Chief Principal
4	Changeover of lessons	NIL	3 minutes	Registrar
5	Marking, returning of scripts and issuance of academic transcripts for end term exams	NIL	5 weeks	Registrar/Lecturers
6	Notification for collection of DTE results slips/certificates upon receipt from KNEC	NIL	2 weeks	Registrar
7	Guidance and counseling for students and staff	NIL	Continuous	HOD - Guidance and Counseling
8	Handling of disciplinary cases for students and non-teaching staff; unless referred to Board of Management (BOM)	NIL	Immediately but not more than 2 weeks	Deputy Principal
9	Issuance of official receipts on payments	NIL	Immediately	Finance officer (F.O)
10	Payment of valid invoices	NIL	90 days	Finance officer (F.O)

We are committed to courtesy and excellence in service delivery.
Any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Chief Principal Lugari DTTC,
P.O. BOX 229 – 50241,
Kipkaren River
Tel: 0718120187
Email: lugariddttc@gmail.com

The Commission Secretary/Chief Executive Officer
Commission on Administrative Justice (CAJ) 2nd Floor,
West End Towers, Waiyaki Way, Nairobi
P.O. BOX 20414-00200, Nairobi
Phone Number; +254-20-2270000/2303000
Email: complain@ombudsman.go.ke

It’s your right to demand for efficient services.

HATI YA UTOAJI HUDUMA KWA RAIA



CHUO CHA MAFUNZO YA STASHAHADA YA UALIMU LUGARI



KAULI MBIU

ELIMU NI NGUVU

MAONO

KUWA KIELELEZO CHA CHUO CHA STASHAHADA CHA UALIMU NCHINI KENYA

MADHUMUNI

KUTOA ELIMU NA MAFUNZO ILI KUZALISHA MWALIMU STADI
NCHINI KENYA NA KWINGINEKO

	HUDUMA ZITOLEWAZO	GHARAMA	MUDA	MHUSIKA/ ANAYEWAJIBIKA
1	Mwitiko kwa nyaraka na Mapokezi katika ofisi ya Mkuu wa Chuo	Bila malipo	Papo	Mhazili wa Mkuu wa Chuo
2	Usajili wa wakurufunzi wapya/ wa kuendelea	Bila malipo	Saa 1	Msajili wa Masomo
3	Ufahamishaji/Maelekezi kwa wakurufunzi wapya na wafanyakazi	Bila malipo	Juma 1	Muadili/Msajili wa Masomo/Mkuu wa Chuo
4	Ubadilishanaji zamu kwa vipindi vya masomo	Bila malipo	Dakika 3	Msajili wa Masomo
5	Usahihishaji na urejeshaji wa karatasi za mitihani na utoaji wa nakala za matokeo kwa wakurufunzi mwishoni mwa muhula	Bila malipo	Majuma 5	Msajili wa Masomo/ Wahadhiri
6	Taarifa ya kutolewa kwa nyaraka za matokeo/vyeti vya stashahada vipokelewapo kutoka KNEC	Bila malipo	Majuma 2	Msajili wa Masomo
7	Ushauri na nasaha kwa wakurufunzi na wafanyakazi	Bila malipo	Endelevu	Mkuu wa Idara ya Ushauri na Nasaha
8	Kushughulikia kesi za kinidhamu za wakurufunzi na wafanyakazi isipokuwa zinapoelekezwa kwa Halmashauri ya Chuo.	Bila malipo	Haraka iwezeka- navyo, ila muda hauzidi majuma 2	Naibu wa Mkuu wa Chuo
9	Utoaji wa risiti rasmi za malipo	Bila malipo	Papo	Mhasibu
10	Malipo ya ankara halali	Bila malipo	Siku 90	Mhasibu

Tumejitolea kwa hisani kufikia viwango vya juu vya utoaji huduma.
Taarifa kuhusu afisa yeyote asiyetimiza viwango vilivyowekwa na asiye na hisani ya kutoa huduma hizi, itolewe kwa:

Mkuu wa Chuo cha Mafunzo ya
Stashahada ya Ualimu - Lugari,
S.L.P. 226, Kipkaren River.
Nambari ya simu; 0718120187,
Barua Pepe: lugariddtc@gmail.com.

Katibu wa tume/mkurugenzi mkuu,
Tume ya Haki ya Utawala, ghorofa ya pili, waiyaki way, Nairobi,
S.L.P 20414-00200, Nairobi.
Nambari ya Simu; +254-20-2270000/2303000
Barua pepe: complain@ombudsman.go.ke

Ni haki yako kupata huduma zifaazo.