



KFC SERVICE CHARTER

The Kenya Forestry College and its entire staff is committed to provide high quality services to all our clients with dignity, professionalism and within the shortest time possible. The table below indicates the kind of services and requirements on the same.

	SERVICE RENDERED/ DELIVERED	CUSTOMER REQUIREMENTS	USER CHARGES	TIMELINES	RESPONSIBLE PERSON
1.	Admission of students	Minimum course requirement	As prescribed	Within two months after application	Deputy Principal
2.	Allocation of rooms for students	Fee payment/admission	Free	Upon reporting	Dean of Students
3.	Issuance of students ID cards/ Insurance cover	Payment of requisite fees	As prescribed	One month upon reporting	Dean of Students
4.	Teaching	Fee payment Class attendance	Prescribed fees	Upon reporting for a period of 12 weeks	Deputy Principal
5.	Library	Library registration	As prescribed	Immediate	Librarian
6.	Catering	Payment of requisite fees	As prescribed	At documented meal times	Cateress
7.	Health care services	Visit to the facility	Free	Immediate	Clinical officer
8.	Curriculum evaluation/ examinations	80% class attendance Student ID card Examination card	As prescribed	Last two weeks before the end of term	Deputy Principal
9.	Sitting for supplementary/special examinations	Request letter	As prescribed	Request be done one month before the papers are administered	Deputy Principal
10.	Examination appeal	Letter of appeal/remarking	As prescribed	Two weeks after the results are released	Academic Officer
11.	Graduation ceremonies	Met qualification for graduation Payment of graduation fee	As prescribed	Be held in August-September	Principal
12.	Issuance of academic certificate and final transcript	Duly filled Clearance form	Free	One month after graduation/completion of course	Academic Officer
13.	Storage charge for certificates	Duly filled Clearance form	As prescribed	Two months after graduation	Academic Officer
14.	Transcript re-issue	Request for re-issue	As prescribed	Seven days	Academic Officer
15.	Replacement of lost/defaced certificate	Police abstract Letter of replacement	As prescribed	Two months	Academic Officer
16.	Replacement of misspelt certificate/transcript	Letter of replacement Original certificate to be replaced	Free	Two months	Academic Officer

17	Confirmation/verification of academic documents	Copies of documents	As prescribed	Immediate	Academic Officer
18	Provision of information about KFC	Request for information	Free	Within 24 hrs	Principal
19	Professional and technical support	Request for information	As prescribed	Up to 30 days	Principal
20	Publishing tenders, pre-qualification, disposal of assets and quotations	Payment of procured goods	As prescribed	As per the PPDA Act, 2015	Principal
21	Stakeholder support, training, sensitization and awareness	Send enquiries and requests	Free	As per the precise need	Principal
1.	Inclusiveness	All groups will be afforded opportunities to improve their well being	Free	Continuous process	KFC
2.	Good governance & transparency	The college will follow the rule of law, corruption eradicated and views of the community will be taken to account in decision making	Free	Continuous process	KFC
3.	Sustainable development	The college will offer quality training for a sustainable climate change	As prescribed	Continuous process	KFC

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in Service Delivery should be reported to:

**The Chief Conservator of Forests
Kenya Forest Service,
Karura, off Kiambu road.
P.O BOX 30513, NAIROBI
TEL: 0202020285/2014663
Email. director@kenyaforestservice.org**

**The Commission Secretary/Chief Executive Officer,
Administrative Justice, 2nd floor,
Waiyaki Way, Nairobi
Tel:+254(0)20 22700000/23/3000
Email .complain@ombudsman.go.ke**