

RIFT VALLEY INSTITUTE OF SCIENCE AND TECHNOLOGY
QMS ISO 9001:2015
CUSTOMER SERVICE CHARTER

OUR VISION: To be a centre of excellence in providing quality technical training research and development for self-reliance and industrialization in the region.

OUR MISSION: To develop competent, dependable, innovative and creative human resource that suits dynamic technology trends for sustainable development.

CORE VALUES: RVIST has adopted the following set of values and guiding principles towards the achievement of its mission. These values are institutionalized and observed by RVIST fraternity.

Professionalism, Integrity, Team Work and Collaboration, Confidentiality, Customer Focus and Courtesy, Innovation and Creativity.

S/NO.	SERVICES RENDERED	CLIENT REQUIREMENT	CHARGES (KSHS)	TIMELINES
1	Customer Care <ul style="list-style-type: none"> Answering incoming calls Attending to customers 	<ul style="list-style-type: none"> To RVIST line Visit RVIST 	Free	2 rings 15 mins
2	Receipt of Mails <ul style="list-style-type: none"> Ordinary Electronic 	<ul style="list-style-type: none"> Send mail to RVIST Send electronic Mail 	Free	7 days 1 day
3	Dispatch of Mails <ul style="list-style-type: none"> Information to Ministry, other agencies 	<ul style="list-style-type: none"> Mail registry with addresses clearly indicated 	Free	1 day
4	Provide Timely and Accurate Information <ul style="list-style-type: none"> Admission, advertisement of courses Website posting and updates Response to clients Student progressive report Communication policies to clients 	<ul style="list-style-type: none"> Request for information Request advertised courses Raise queries Formal request 	Free	1 day 1 day 2 days 5 days 2 days
5	Addressing of Complaints from Clients	<ul style="list-style-type: none"> Launch formal complaint 	Free	14 days
6	Invitation Tenders <ul style="list-style-type: none"> Notification of successful and Unsuccessful bidders of quotation Award of contracts 	<ul style="list-style-type: none"> Submission of quotation Invitation and submission of tenders Clients participation in bids To have submitted the tender documents 	As per tender notice As per tender specification Free Free	14 days 21 days 7 days 21 days
7	Invitation of payment process for the supply of services, goods and works	<ul style="list-style-type: none"> LPO/LSO Original invoice 	Free	2 days
8	<ul style="list-style-type: none"> Preparation of invoices and supporting documents Issue of receipt for payments Payment to suppliers 	<ul style="list-style-type: none"> Delivery notes, invoices, copy of LPO/LSO Provide payments 	Free Free	7 days 15 mins
9	Provision of Transport Services/Trip <ul style="list-style-type: none"> Within Nakuru Outside Nakuru 	<ul style="list-style-type: none"> Submission of formal request Submission of formal request 	Free Free	7 days 14 days
10	Admission of New Students <ul style="list-style-type: none"> Processing of Applications Registration of students Student orientation Issue of student's ID cards 	<ul style="list-style-type: none"> Provide application form Payment of full fees Attendance by the student Provide personal details Provide 2 passport photographs 	Kshs 500 As per fees Structure Free Free As per fees Structure	21 days 1 day 14 days 14 days 7 days
11	Registration of External Exams	<ul style="list-style-type: none"> Payment of full fees Academic certificates Birth certificates 2 Passport Photos National ID 	Free	As per exams body requirement
12	Processing of Industrial Attachment <ul style="list-style-type: none"> Placement Supervision 	<ul style="list-style-type: none"> Payment of attachment fee Notification of placement firm 	Free Free	30 days 30 days
13	Training of Students in Respective Disciplines Internal exams	<ul style="list-style-type: none"> 100% class attendance Sit for: <ul style="list-style-type: none"> CATS Term/Stage exams Submit assignments and projects 	Free Free	As per course requirement As per academic requirement
14	Issuance of Completion Certificate <ul style="list-style-type: none"> Internal External (After receiving from exam body) 	<ul style="list-style-type: none"> Pay full fees Provide clearance form Pass per examining body 	Free Free	15 mins 15 mins
15	Provision of Hostel Services <ul style="list-style-type: none"> Allocation of rooms to students Issuance of meal vouchers Medical services Emergency treatment Guidance and counseling 	<ul style="list-style-type: none"> Submit formal request Payment of hostel fees Provide personal details Formal request On request Referral and requests 	Free Free Free Free Free Free	1 day 1 day 1 day 1 day Immediately 14 days
16	Disbursement of Bursary <ul style="list-style-type: none"> TVET Donations 	<ul style="list-style-type: none"> Formal requests Formal request/referrals/Donor specifications 	Free Free	1 Month Upon receipt of Donation
17	Library Services <ul style="list-style-type: none"> Issuance of Library cards Issuance of reading materials Issuance of audio/visual manual e-library 	<ul style="list-style-type: none"> Provide personal details Formal requests Formal requests Formal requests 	Free Free Free Free	7 days 1 day 1 day 1 day
18	Recreation Services <ul style="list-style-type: none"> Indoor games Ball games Athletics Drama Music 	<ul style="list-style-type: none"> Requests “ “ “ “ 	Free Free Free Free Free	1 day 1 day 1 day 1 day 1 day

MANDATE:

- a) To conduct training at tertiary level in Technical, Applied Sciences and Business Studies
- b) To determine curriculum appropriate for training of the various manpower categories and specialization required by the labour market through careful selection of available syllabi from local and international institutions recognized the Ministry responsible for TVET.
- c) To foster linkages with industry and other institutions for the promotions of quality and relevant training.
- d) To promote and inculcate entrepreneurial skills and culture within the institutes staff and students.
- e) To conduct applied research.
- f) To undertake income generating activities through production, consultancy and tailor-made short course, In-services, equipment and facility hiring and hospitality services to compliment government and fees revenue.

Any services that do not conform to delivery of services should be reported to:

The Principal
Rift Valley Institute of Science and Technology
P.O. Box 7182 – 20100
NAKURU
TEL: 0720668238
Email: principal@rvist.ac.ke

The Commission Secretary
The Commission on Administrative Justice
P. O. Box 20414- 00200
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Tel: +254-20-2270000, 2303000, 2803765, 2441211, 8030666
Website: www.ombudsman.go.ke

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