



CITIZENS SERVICE DELIVERY CHARTER

Services	Requirements	User Charge (Ksh)	Time Line
Enquiries		Free	Within 5 - 10 mins
Admission of new students	Proof of name & academic documents, school leaving certificate. Filling admission form	500	Within 20 mins
Reservation for boarding	Dully filled application form for boarding	700	
Teaching	<ul style="list-style-type: none"> • Dully enrolled students • Teaching space • Learning Resource • Authority to use institutional facilities 	Free	As per instructional time-table/Schedule
External Examination Registration	<ul style="list-style-type: none"> • Proof of payment of relevant examination fees. • Copies of relevant academic certificates • Copy of national ID • Passport size photograph 	Free	Within 5 -10 mins
Issuing of academic certificates, report forms	<ul style="list-style-type: none"> • Stage certificates - proof of payments • External/leaving certificates - clearance form of which all requirements fullfiled national identity cards (for KNEC certificates) • Academic report forms - Student identification card 	75	Within 2 - 5 mins
		Free	
		Free	
Current / Continuing Students registration	Production of registration	Free	Within 2 - 5 mins
Accomodation / Boarding	Proof of payment of boarding fee	Free	Within 2 mins
Students Welfare / Complaints / Grievances / Sports	Background information on the issue	Free	Immediately
Guidance & Counselling	<ul style="list-style-type: none"> • Presentation of problem • Identification of problem 	Free	Immediately
Fee Collection	<ul style="list-style-type: none"> • Student File • Cash / Cheques / M.O, bankers cheque/ Paying in slip • Last payment receipt 	Free	Within 5mins
Payments	<ul style="list-style-type: none"> • Authority to pay • Signature from payee, National ID 	Free	Within 2 - 5 mins
Fee Balance Enquiries	<ul style="list-style-type: none"> • Proof of name and admission number • Course & Class 	Free	Within 2 - 5 mins
Issuing of TVET Bursary Form	<ul style="list-style-type: none"> • Proof of admission • Offer of admission 	Free	Within 1 - 2 mins

Any services that do not conform to the above standards should be reported to the officer in charge on

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For further details please visit our wesbite: www.ramogiinstitute.ac.ke