



# 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 hence produce resourceful teachers for Kenya and beyond

## SERVICE DELIVERY CHARTER

S/N	SERVICE RENDERED	USER CHARGES	TIME LINE/DURATION	PERSON RESPONSIBLE
1	Enquiries (Chief Principal's Office)	NIL	8 minutes	Principal's Secretary
2	Response to written correspondence	NIL	Less than 2 days	Chief Principal
3	Students' daily leave out requests	NIL	10 minutes	Lecturer on duty/Dean's office
4	Issuance of student academic transcripts for end term exams	Nil	5 weeks	Registrar
5	Handling of disciplinary cases for students; unless referred to Board of Management (BOM)	NIL	Immediately but not more than 2 weeks	Deputy Principal
6	Issuance of official receipts on payment	Nil	Instant	Finance Officer (F.O.)
7	Sale of tender documents	KSh 1000	5 minutes	F.O. /Procurement Officer
8	Payment of valid invoices	NIL	90 days	Finance Officer (F.O.)
9	Admission of new/continuing students	NIL	1 hour	Registrar
10	Orientation of new students/staff	NIL	1 week	Dean /Registrar/Principal
11	Notification for collection of DTE certificates	NIL	2 weeks	Registrar
12	Commencement of lessons	NIL	5 minutes	Registrar
13	Marking and returning of scripts to students	NIL	2 weeks	Lecturers
14	Handling of staff disciplinary cases	NIL	4 weeks	Board of Management (BOM)
15	Guidance & Counseling for students and staff	NIL	Continuous	HOD Guidance & Counseling
16	Hiring of college facilities by the community	Negotiable	1 week notice	Finance Officer

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: complaints [lugaridttc@gmail.com](mailto:lugaridttc@gmail.com).**

**It's your right to demand for efficient services.**