



THE BAHARI GIRLS' SCHOOL

SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	CHARGES	TIMELINE
VISITORS	<ul style="list-style-type: none"> • Clearance at the gate • Produce National ID or passport 	FREE	800AM – 4:00PM
RECEPTION	<ul style="list-style-type: none"> • Receiving visitors and attending to all inquiries • Directing visitors to the right offices 	FREE	Within 5 minutes of arrival
FORM ONE ADMISSION	<ul style="list-style-type: none"> • Must have admission form • Certified KCPE results slip • Copy of Birth Certificate • Fees payment slip 	FREE	Within 1 day
FORM ONE ORIENTATION	<ul style="list-style-type: none"> • After admission of form ones 	FREE	1 Week
GUIDANCE & COUNSELLING	<ul style="list-style-type: none"> • G&C committee • Co-operation from client 	FREE	Ongoing
CURRICULUM IMPLEMENTATION	<ul style="list-style-type: none"> • Approved KICD Syllabus • Schemes of work • Lesson plans • Lesson notes • Evaluation and assignment 	Subject to MoE & TSC guidelines	Ongoing
CURRICULUM EVALUATION	<ul style="list-style-type: none"> • Content covered • Tests and exams • Assessment reports 	FREE	Immediately after release of results
TERMLY ACADEMIC REPORT	<ul style="list-style-type: none"> • CATS & EXAMS results 	FREE	Closing day

LEAVING CERTIFICATE	<ul style="list-style-type: none"> • Duly completed clearance form • Class teacher's report • Student's request 	FREE	Within 15 minutes upon student's arrival
LETTER OF RECOMMENDATION	<ul style="list-style-type: none"> • Make request 	FREE	15 minutes
KCSE REGISTRATION	<ul style="list-style-type: none"> • Birth Certificate • Certified KCPE Certificate 	Subject to KNEC GUIDELINES	Term 1
STUDENT TRANSFER (IN/OUT)	<ul style="list-style-type: none"> • Vacancy availability • Duly completed transfer form 	FREE	Beginning of Term 1
KCSE CERTIFICATE	<ul style="list-style-type: none"> • Clearance with school 	FREE	Within 15 minutes upon arrival
CONSULTATIONS WITH STAKEHOLDERS	<ul style="list-style-type: none"> • Booking appointment • Pay visit during working days/hours 	FREE	10 minutes
ISSUANCE OF TENDERS	<ul style="list-style-type: none"> • Fully registered business 	Kshs. 1000	10 Minutes
OPENING/AWARDING OF TENDERS	<ul style="list-style-type: none"> • Tender forms 	FREE	30 Days