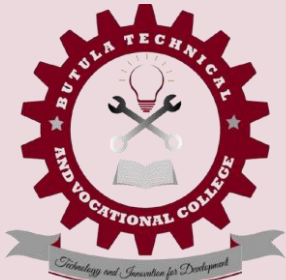




MINISTRY OF EDUCATION
STATE DEPARTMENT FOR TECHNICAL, VOCATIONAL EDUCATION AND TRAINING
BUTULA TECHNICAL AND VOCATIONAL COLLEGE
P.O. BOX 44 – 50404, BUMALA (KENYA)
Email address: butulatechnical@gmail.com



VISION: TO BE A CENTER OF EXCELLENCE, IN INNOVATION, RESEARCH AND DEVELOPMENT

MISSION: TO PRODUCE PROFICIENT MANPOWER BY PROVIDING QUALITY AND INNOVATIVE TECHNICAL AND VOCATIONAL EDUCATION

CITIZENS’ SERVICE DELIVERY CHARTER

S/N	Customer Support Services	Customer Requirement(s)	Cost of Service	Timeline
1	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by walk-in client	Walk in and make the inquiry	Free	1 minute
3	Response to correspondence	Written correspondence	Free	5 working days
		e-mail and social media (Twitter, Facebook, Youtube)	Free	1 working day
4	Response to public complaints and grievances	Make a complaint	Free	1 working day
5	Resolution of complaint	Make a verbal or written complaint	Free	14 working days
6	Registration of suppliers	- Duly filled application form - Company profile - Certificate of Incorporation/Registration - PIN Certificate - ValidTax Compliance Certificate/Exemption - Original Bank Statement - Copy of Certificate of Registration with relevant Regulatory Bodies - Non-refundable fee payment receipt - Copies of Annual Return forms filled by Company Registry - National ID/Passport	Free	14 working days
7	Processing of tenders	Submit bids for goods and services	Free	90 working days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment of goods and services received	- LPO/Invoice - Certificate of completion/ Goods/Services received	Free	60 days from the date of receipt of the invoice
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11	Public participation in policy-making process	Familiarization with issue and active participation	Free	1 day
12	Recruitment of staff	Make formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days
ADMISSIONS				
14	Admission of Trainees	Admission fee, Admission Letter, Academic result slip/certificate, Course admission requirements, original documents for verification and Passport photograph	Kshs.500	5 Minutes
15	Registration of trainees	Meet minimum course requirements Payment of required fee for the course	As per the fee structure	Within Reporting day
16	Orientation and induction of Trainees.	Presence/Availability of the Trainee	Free	1st Week of Reporting
TRAINING				
17	Curriculum Delivery	Registration Lecture attendance	As per the fee Structure	As per the Academic policy
18	Administration of Internal examinations/assessments	Examination card	Free	As per examination/Assessment schedule
		College Trainee ID card		
19	Issuance of Internal Examinations/Assessments results	Trainees Portal login credentials	Free	5 Minutes
20	Registration of external examinations/Assessments	Copy(s) of Previous qualification, a copy of National ID, Examination/Assessment fees, Passport size photograph and copy of birth certificate.	Free	As per examining/Assessing body schedule
ADMINISTRATION				
21	Disposal of disciplinary cases for students unless referred to B.O.G.	Appear before BOG	Free	14 days
22	Disposal of disciplinary cases for the staff.	Appear before the panel	Free	30 days

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 PRINCIPAL, BUTULA TECHNICAL AND VOCATIONAL COLLEGE P.O. BOX 44 – 50404, BUMALA (KENYA) TEL:+254 741969132 EMAIL ADDRESS: butulatechnical@gmail.com	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 2270000/2303000
HUDUMA BORA NI HAKI YAKO	