



## BUTERE TECHNICAL AND VOCATIONAL COLLEGE

### SERVICE CHARTER

**Mission:** To produce high-end TVET graduates who are capable of effectively participating in national development through improvement and enhancement of productivity, value addition and evolving modern technologies

**Vision:** To be a center of excellence in TVET in Kenya and beyond

**Core Values:** Professionalism, Integrity, Transparency, Accountability, Innovation, Leadership, Team work and mutual respect, Quality work

S/N	SERVICE	REQUIREMENT	CHARGES	TIME LINE
<b>INFORMATION AND FEEDBACK</b>				
1.	Walk-in Enquiries	Specify the Enquiry	NIL	1 minute
2.	Response to written correspondence	Written correspondence	NIL	Within 5 working days
3.	Response to correspondence on Email and Social media (Twitter, Facebook & Youtube)	Written enquiry	NIL	Within 1 working days
4.	Response to telephone calls	Making a phone call	NIL	15 seconds
5.	Response to public complaints and grievances	Make a complaint	NIL	1 Working Day
6.	Resolution of complaints	Make a verbal or written complaint	NIL	14 Working days
7.	Processing of request for information	Make a request for information	NIL	21 days
<b>ADMINISTRATION</b>				
8.	Recruitment of staff	Vacancy advertisement Make an application for work	NIL	90 days
9.	Public Participation in policy-making process	Familiarization with issues and active participation	NIL	1 day
<b>APPLICATIONS/ ADMISSIONS</b>				
10.	Application for admissions	Student's application and necessary entry certification for level applied for	As per requirement of	Within 7 days

			application form	
11.	Feedback to the Applicant	Functional Email address/Mobile number/Mailing Address	NIL	As per schedule of Activities
12.	Admission of New Trainees	Admission Letter, Copy of Certificates alongside their originals for verification, Payment of fees 2 Passport photo sizes	As per course fee structure	As per admission letter
13.	Registration of Continuing Trainees	Qualified as per academic policy Reporting to Relevant course/class Payment of fees	As per course fee structure	Within 14 days from date of opening
14.	Issuance/replacement of student ID cards	Registration as Butere TVC's trainee Fee payment receipt Required fees	NIL/ KSH. 500 for replacement	Within 30 days from date of admission
<b>TRAINING AND ASSESSMENT</b>				
15.	Delivery of Syllabus	Admission and registration as a student	Chargeable tuition fees	As per Circulated term dates by Ministry of Education
16.	Provision of appropriate and relevant teaching and learning facilities	Admission and registration as a student, Payment of necessary fees, attend all classes and learning activities related to the course	Chargeable tuition fees	As per Circulated term dates by Ministry of Education
17.	Feedback on internal examination	Attempt all examinations including the continuous assessments	NIL	28 days after date of last exam on timetable
18.	Registration for external Exams	Fill Exam Registration Form Payment of college fees Payment of exam fees Course work requirements met	NIL	As per exam body timelines
<b>TRAINEE WELFARE</b>				
19.	Guidance and Counselling	Presentation of issue/s	NIL	Immediate/Schedule of appointments
20.	Accommodation services as per available services	Payment of boarding fees.	Boarding fees	1 day

21.	Medical services	Registration as a Butere TVC trainee	NIL	Immediate referral to Butere TVC's partner hospital
<b>FINANCE AND PROCUREMENT</b>				
22.	Registration of Suppliers	Duly filled application form Submission of documents/information requested in call for registration document	NIL	14 working days
23.	Processing of tenders	Submission of tender proposal for goods and services	NIL	90 days
24.	Notification to successful and unsuccessful bidders	Access e-procurement portal or have a functional email for cases of direct notification	NIL	1 Working day
25.	Payment for goods and services	L.P.O/ L.S.O/ Signed contract, signed and approved delivery note, invoice and any other necessary procurement document.	NIL	60 days
26.	Disposal of obsolete stores	Submission of bids	NIL	60 days from date of advert

**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

**Any service rendered that does not conform to the above standards or any officer who does not live up to commitments to courtesy and excellence in service delivery should be reported to:**

<p>The Principal, Butere Technical and Vocational College, P.O. Box 90-50101 TEL: +254 793818662/773851165 Email: <a href="mailto:info@buteretvc.ac.ke">info@buteretvc.ac.ke</a> <a href="mailto:complaints@buteretvc.ac.ke">complaints@buteretvc.ac.ke</a></p>	<p>The Commission Secretary/Chief Executive Officer, Commission on Administration Justice, 2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi, P.O. Box 20414-00200, Nairobi. Tel: +254 (0) 20227000/230300 Email: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a></p>
-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------



## CHUO CHA UFUNDI CHA BUTERE

### HATI YA HUDUMA

**Dhamira:** Kuzalisha mahafal wa elimu ya juu kwa teknolojia na ufundi ambao wana uwezo wa kushiriki kikamilifu katika maendeleo ya taifa kwa kuboresha na kuongeza tija, thamani na kuendeleza teknolojia za kisasa.

**Dira:** Kuwa kituo cha ubora katika teknolojia nchini Kenya na kwingineko

**Maadili ya Msingi:** Utaalam, Uadilifu, Uwazi, Uwajibikaji, Ubunifu, Uongozi, Ushirikiano wa kikazi, kuheshimiana, na Kazi bora

S/N	HUDUMA	MAHITAJI KUWEZA KUPEWA HUDUMA	MALIPO YA MATUMIZI	MUDA UTAKAOCHUKUA
<b>HABARI NA MAONI</b>				
1.	Maswali	Bainisha Swali	Bure	Mara moja
2.	Majibu ya mawasiliano	Ujumbe uliyoandikwa	Bure	siku Tano (5)
3.	Majibu ya barua pepe na mitandao ya kijamii (Twitter, Facebook & Youtube)	Ujumbe uliyoandikwa	Bure	Siku Moja (1)
4.	Majibu ya simu	Kupiga simu	Bure	Sekunde 15
5.	Majibu ya malalamiko na malalamiko ya wananchi	Toa malalamiko	Bure	Siku ya Kazi moja (1)
6.	Utatuzi wa malalamiko	Fanya malalamiko ya mdomo au maandishi	Bure	Siku za Kazi kumi nan ne (14)
7.	Kushughulikia wa ombi la habari	Fanya ombi	Bure	Siku ishirini na moja (21)
<b>UTAWALA</b>				
8.	Uajiri wa wafanyakazi	Tangazo la nafasi Fanya ombi wa kazi	Bure	Siku tisini (90)
9.	Ushiriki wa Umma katika mchakato wa kutengeneza sera	Ujuzi wa suala	Bure	Siku moja (1)
<b>USAJILI</b>				
10.	Uombaji wa Kusajiliwa kuwa mwanafunzi	Ombi la mwanafunzi na cheti kinachohijika	Kulingana na mahitaji ya	Siku 7

		kuingia kwa kiwango kilichoombwa	fomu ya maombi	
11.	Kujibu ombi la kusajiliwa	Anwani ya barua pepe inayohudumu/nambari ya rununu/Sanduku la posta	Bure	Kwa mujibu wa ratiba ya Shughuli
12.	Kuandikishwa kwa Wanafunzi Wapya	Barua ya Kuingia, Nakala ya Cheti pamoja na hati zao asili kwa uthibitishaji, Malipo ya ada	Kulingana na muundo wa ada	Kama kwa barua ya kuingia
13.	Usajili wa Wanafunzi Wanaoendelea	Kuhitimu kulingana na sera Kuripoti kwa darasa Husika Malipo ya ada	Kulingana na muundo wa ada	Siku 14 baada ya kufungua
14.	Utoaji/ubadilishaji wa vitambulisho vya wanafunzi	Kujiandikisha kama mwaafunzi wa Butere TVC Risiti ya malipo ya ada Malipo ya ada hitajika	Bure/KES. 500 kama ni ubadilisha	Siku 30
<b>MAFUNZO NA MITIHANI</b>				
15.	Utekelezaji wa Silabasi	Kuandikishwa na kusajiliwa kama mwanafunzi wa Butere TVC	Ada za masomo zinazotozwa	Kulingana na ratiba za muhula uliosambazwa na Wizara ya Elimu
16.	Utoaji wa vifaa vinavyofaa kwa kufundishia na kujifunzia	kujiandikisha kama mwanafunzi, Malipo ya ada muhimu, kuhudhuria madarasa yote na shughuli za kujifunza zinazohusiana na masomo	Ada za masomo zinazotozwa	Kulingana na ratiba za muhula uliosambazwa na Wizara ya Elimu
17.	Ripoti ya mitihani ya ndani	Kalia mitihani yote	Bure	Siku 28 baada ya mitihani wa mwisho kukaliwa
18.	Usajili kwa Mitihani ya nje	Jaza Fomu ya Usajili wa Mtihani Malipo ya ada ya chuo Malipo ya ada za mitihani Mahitaji ya kozi yametimizwa	Bure	Kwa mujibu wa ratiba ya baraza La Kitaifa La Mitihani
<b>USTAWI WA MWANAFUNZI</b>				
19.	Huduma za wasia na miongozo	Uwasilishaji wa suala	Bure	Mara moja
20.	Huduma za malazi kulingana nafasi zilipo	Malipo ya ada za bwani.	Ada ya bwani	Siku moja



21.	Huduma za matibabu	Kujiandikisha kama mwanafunzi wa Butere TVC	Bure	Rufaa ya mara moja kwa hospitali shirika na chuo cha kifundi cha Butere
<b>FEDHA NA MANUNUZI</b>				
22.	Usajili wa wakandarasi	Fomu ya maombi iliyojazwa ipasavyo Uwasilishaji wa hati / habari iliyoombwa kwa hati ya usajili	Bure	Siku za kazi kumi nan ne (14)
23.	Tathmini ya zabuni	Uwasilishaji wa pendekezo la zabuni kwa bidhaa na huduma	Bure	Siku tisini (90)
24.	Arifa kwa wazabuni waliofaulu na ambao hawajafaulu	Fikia tovuti ya ununuzi wa kielektroniki au uwe na barua pepe inayofanya kazi kwa matukio ya arifa ya moja kwa moja	Bure	Siku ya kazi moja (1)
25.	Malipo ya bidhaa na huduma	L.P.O/ L.S.O/ Mkataba uliosainiwa, noti ya uwasilishaji iliyosainiwa na kuidhinishwa, ankara na hati nyingine yoyote muhimu ya manunuzi.	Bure	Siku 90
26.	Uondoaji wa mali	Uwasilishaji wa ombi/ pendekezo	Bure	Siku 60 kutoka tarehe ya tangazo

**TUMEJITOLEA KWA UNYENYEKEVU NA UBORA KATIKA UTOAJI HUDUMA**

**Huduma yoyote inayotolewa ambayo haiambatani na viwango vilivyotajwa hapo juu au afisa yeyote ambaye hatimizi ahadi za uungwana na ubora katika utoaji wa huduma anapaswa kuripotiwa kwa:**

Mkuu wa Chuo cha ufundi cha Butere, S.L.P. 90-50101 Simu: +254 793818662/773851165 Barua pepe: <a href="mailto:info@buteretvc.ac.ke">info@buteretvc.ac.ke</a> <a href="mailto:complaints@buteretvc.ac.ke">complaints@buteretvc.ac.ke</a>	Katibu wa Tume/Afisa Mtendaji Mkuu, Tume ya Haki ya Utawala, Ghorofa ya 2, West End Towers, Waiyaki Way, Nairobi, S.L.P. 20414-00200, Nairobi. Simu: +254 (0) 20227000/230300 Barua pepe: <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a>
------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------	---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------