



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
INFORMATION AND FEEDBACK				
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
ADMINISTRATION				
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
APPLICATIONS/ ADMISSIONS				
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
TRAINING AND ASSESSMENT				
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
TRAINEE WELFARE				
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
FINANCE AND PROCUREMENT				
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: info@buteretvc.ac.ke complaints@buteretvc.ac.ke</p>	<p>The Commission Secretary/Chief Executive Officer, Commission on Administration Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi, P.O. Box 20414-00200, Nairobi. Tel: +254 (0) 20227000/230300 Email: complain@ombudsman.go.ke</p>
---	--