



Vision: To provide training opportunities for innovation, transfer of technical and entrepreneurship skills.

Mission: Provision of a supportive environment suitable for innovation, nurturing of technical and entrepreneurship skills and talent development.

SERVICE DELIVERY CHARTER

We are strongly committed to offering service in a fair, impartial, patriotic and loyal manner to all our customers.

Service/good rendered	Requirement to obtain services/goods	Cost of service (if any) (Ksh.)	Time line
Enquiries for services provided	Call college official lines/personal visit	Free	10 min
Responding to applications for admission	Filled application form	500	10 min
Admission for new trainees	- Filled application form, - Relevant previous exam results, - National ID and - Passport photos	Approved Termly fees	3 weeks
Processing trainees college IDs	Admission No	250	1 day
Content delivery/Training	Approved curriculum/trainee's availability in class	Approved fees	12 weeks termly
Issuance of training materials to trainers for training	Approved internal Requisition	Free	30 min.
Registration for external examinations	Exam fees/National ID/Passport photo/Relevant certificates/Result slips	As per Exams Body	As per Exam Body
Declaration of exam results	Sitting for the examination(s)	Free	3 weeks after exams
Trainee placement for attachment	completed relevant module		30 days
Assessment during attachment	Timely feedback/confirmation about place of attachment	2500	30 days
Issuance of certificates/ Transcripts	Sitting for all exams in a year	Approved fees	10 min
Discipline of trainees	Reported indiscipline case	Free	1 hr
Attending to trainees issues	Identified issues	Free	30 min
Guidance and counseling for trainees and trainers	Identified case/appointment	Free	30 min
Attending to the sick trainees	Reported sickness	Free	30 min
Clearance of trainees and staff on exit	Duly completed clearance form	Free	3 days
Response to official correspondence	Receipt of communication	Free	1 day
Orientation of new staff and trainees	Appointment letter/completion of registration process	Free	1 week
Processing of staff salaries	Appointment letter/successful duty performance	Free	As per terms of engagement
Payment for goods and services	Copy of LPO/delivery note/invoice	Free	14 days
Farm services: ploughing, harrowing, planting	Request for service/Payment for the service	Depends on type of service	1 day

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 Bunyala Technical and Vocational College ,P.O Box 104-50410 Port Victoria.

Tel: +254758850414

Email: info@bunyalatvc.ac.ke / bunyalatvc@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
Email : complain@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT/ HUDUMA BORA NI HAKI YAKO