



BUNGOMA NORTH TECHNICAL AND VOCATIONAL COLLEGE SERVICE CHARTER



VISION

To be renowned centre of
Excellence in technical training
And research in science,
Technology, and innovation

MISSION

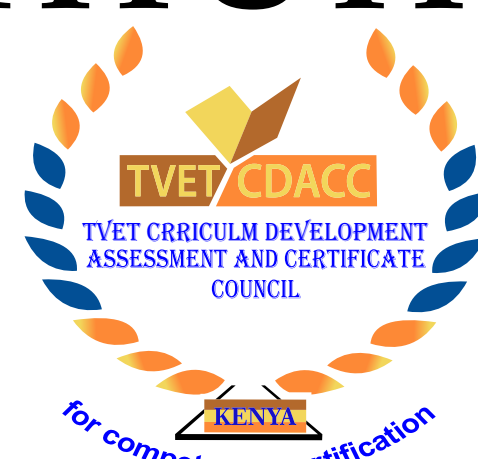
To train and produce high
Qualified personnel with
Knowledge, skills and competence
To meet societal and industrial needs

CORE VALUES

Professionalism, passion, good
Governance, integrity,
Accountability, teamwork
Innovation and creativity, customer focus

S/N	SERVICE	OBLIGATION	CHARGES (KSHS)	DURATION
1	Response to Phone Calls (Land Line or any other official line)	Phone Call	Free	15 Seconds
2	Response to Enquiry by Walk-in clients	Walk in and make inquiry	Free	1 Minute
3	Response to correspondences	Written correspondences (letters), Email and Social Media (X/Facebook/Youtube)	Free	1 Working day
4	Response to Public Complaints and grievances	Make a complaint	Free	1 Working day
5	Resolution of complaints	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 Valid Tax Compliance Certificate/Exemptions Original Bank Statement Copy of certificate of registration with relevant regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/Passport	Free	14 Working days
7	Processing of Tenders	Submit Bids for goods and services	Free	90 Days
8	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 Working Day
9	Payment of goods and service	- 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	- Familiarization with, - 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
14	Admission of Trainees	Minimum qualification	Kshs. 500	1 Day
15	Training	- Registration of relevant programme, - Proof of payment of tuition & other fees, - Class attendance.	Varies	As per termly schedule
16	Internal Examinations	Proof of payment of tuition & other fees	Varies	As per termly schedule
17	External Examinations	- Minimum examination entry requirements, - Examination fees, - Copy of birth certificate, - Copy of Identity Card, - Passport Photograph.	Varies	Dakika 10
18	Feedback on internal examination	Sit for all assessments	Prescribed Examination	30 days
19	Feedback on external examination	- Duly completed clearance form, - National ID	Free	30 minutes
20	Industrial Linkage	- Duly completed clearance form, - Apply for Industrial Attachment, - Obtain Insurance Cover	Prescribed Industrial Linkage charges	Five (5) working days

OUR PARTNER INSTITUTIONS



Any Service Rendered That Does Not Confirm To The Above Standards Or Any Officer Who Does Not Live Up To Commitment To Courtesy And Excellence In Service In Service Delivery Should Be Reported To:

The Principal
Bungoma North TVC
P.O. BOX 72 50211, NAITIRI
TEL: 0740437371
info@bungomanorthtvc.ac.ke
www.bungomanorthtvc.ac.ke

GOOD SERVICE IS YOUR RIGHT

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