



# SERVICE CHARTER

## Technology illuminating minds

### VISION

### MISSION

### CORE VALUES

| NO.  | SERVICE / GOOD  | REQUIREMENTS TO OBTAIN SERVICE / GOOD   | COST OF SERVICE / GOOD      | TIMELINE                           |
|--|---|---|-----------------------------|------------------------------------|
| <b>Information and Feedback</b>              |   |   |                             |                                    |
| 1.   | Customer service  | Enquiry   | Free                        | 10 minutes                         |
| 2.   | Attendance to phone call  | Enquiry   | Free                        | Instantly                          |
| 3.   | Response to complaints, compliments or suggestion                             | Receipt of complaints, compliments or suggestion  | Free                        | 14 days                            |
| <b>Students Admission Process</b>            |   |   |                             |                                    |
| 4.   | Receipt of applications for advertised College Courses                        | Manual or online submission of application  | Free                        | Instantly                          |
| 5.   | Communication to selected applicant   | None  | Free                        | 14 days                            |
| 6.   | Admission of successful applicants  | Admission letter and other document   | Prescribed fee              | Reporting day                      |
| 7.   | Establishment of applicants' register   | Applicants' details   | Free                        | Instantly                          |
| <b>Training, Examinations and Graduation</b> |   |   |                             |                                    |
| 8.   | Training, learning and administering examinations                             | 75 percent class attendance   | Full payment of fees        | As per Curriculum                  |
| 9.   | Examinations: Done at the end of every term                                   | All students who meet the requirements will be examined   | As per the approved fees    | Last 3 weeks of the term           |
| 10.  | Release of examination results (Progression and Final Qualifying Examination) | Provisional results will be released to all students at Department level  | Free                        | 45 days after the last examination |
| 11.  | Attachment  | All students on attachment will be examined   | As per the approved fees    | During the attachment period       |
| <b>Consultancy and Professional Services</b> |   |   |                             |                                    |
| 12.  | Provision of professional services and consultancy                            | Request and ability to meet expenses  | Prescribed fee              | 7 days                             |
| 13.  | Research, Consultancy, Innovation and Enterprises                             | Proposals for research, consultancies, partnerships and innovations will be acknowledged and responded to accordingly | Nil                         | 7 days                             |
| <b>Supply Chain</b>                          |   |   |                             |                                    |
| 14.  | Tenders for Suppliers   | All tenders advertised and suppliers invited to buy tenders will be opened in line with the .                         | As per the tender documents | 30 days after closing date         |
| 15.  | Payment of Suppliers  | Submitted invoices will be paid upon delivery of required service/goods   | Nil                         | 90 days after receipt of invoice   |

### 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 BoG Secretary/Principal,  
Ugenya Technical and Vocational College,  
Ugenya, Siaya County.  
P.O. Box 74, Sega-40614  
Tel : +254 115 107907  
Email : principal@utvc.ac.ke / info@utvc.ac.ke

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice, 2 nd Floor,  
West End Towers, Waiyaki Way, Nairobi.  
P.O. Box 20414-00200 Nairobi  
Tel : +254 (0)20 2270000/2303000  
Email : complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



# MKATABA WA HUDUMA

## Teknolojia yaangaza akili

### VISION

### MISSION

### CORE VALUES

| NO.   | HUDUMA / BIDHAA   | MASHARTI YA KUPATA HUDUMA / BIDHAA  | GHARAMA YA HUDUMA / BIDHAA       | MUDA                             |
|---|---|---|----------------------------------|----------------------------------|
| <b>Taarifa na majibu ya utekelezaji wa maazimio</b> |   |   |                                  |                                  |
| 1.  | Huduma kwa mteja  | Chunguza  | Bure                             | Dakika 10                        |
| 2.  | Kuhudumia mawasiliano ya simu   | Chunguza  | Bure                             | Mara moja                        |
| 3.  | Kuitika malalamishi, taadhimu na Ushauri  | Upokeaji wa malalamishi, taadhimu na ushauri  | Bure                             | Siku 14                          |
| <b>Jinsi ya kiingilio kwa wanachuo</b>              |   |   |                                  |                                  |
| 4.  | Mapokezi ya barua za maombi kulingana na mfululizo wa masomoiilotangazwa        | Kuwasilisha barua za kuandikiwa kwa mikono au iliyodhibitiwa na kompyuta kuu                      | Bure                             | Mara moja                        |
| 5.  | Mawasiliano na mwombaji aliyechukuliwa  | Hakuna  | Bure                             | Siku 14                          |
| 6.  | Kiingilio kwa waombaji waliofaulu   | Barua ya kiingilio na hati zozote zinginezo   | Ada iliyohitajika                | Siku ya kuwasili                 |
| 7.  | Kuthibitishwa kwa rejista ya maombi   | Mambo kuhusu mwombaji   | Bure                             | Mara moja                        |
| <b>Mazoezi, mitihani na mahafali</b>                |   |   |                                  |                                  |
| 8.  | Mazoezi, masomona kufanya mitihani  | Asilimia 75 ya kuhudhuria masomo  | Kulipwa kwa karo yote            | Kulingana na mitaala             |
| 9.  | Mitihani ya mwisho wakila muhula  | Wanachuo wote waliotimiza masharti watatahiniwa   | Kulingana na ada iliyopendekezwa | Wiki 3 za mwisho wa muhula       |
| 10.   | Kutolewa kwa matokeo ya mitihani (maendeleo na jaribio la ustahilifu wa mwisho) | matokeo ya muda itatolewa kwa wanachuo wote katika <b>Department level</b>                        | Bure                             | Siku 45 baada ya mitihani        |
| 11.   | Uteuzi wa kufanya kazi  | Wanachuo wote walio kwenye mazoezi ya uteuzi wa kufanya kazi watatahiniwa                         | Kulingana na Ada iliyopendekezwa | Wakati wa uteuzi wa kufanya kazi |
| <b>Ushauri na Huduma weledi</b>                     |   |   |                                  |                                  |
| 12.   | Kupeana huduma weledi na ushauri  | Uwezo wa kugharamia   | Ada iliyopendekezwa              | Siku 7                           |
| 13.   | Utafiti, Ushauri, Uvumbuzi na Utendaji  | mapendekezo za utafiti, ushauri, ubia na uvumbuzi zitadhibitishwa na kujibiwa kadri ya utendakazi | Bure                             | Siku 7                           |
| <b>Supply Chain</b>                                 |   |   |                                  |                                  |
| 14.   | Zabuni za watoa huduma  | Zabuni zote zilizotangazwa na watoaji huduma wataalikwa ili zabuni zifunguliwe                    | Kulingana na hati ya zabuni      | Siku 30 baada ya kufungwa        |
| 15.   | Kulipwa kwa watoa Huduma  | Ankara au bili zilizowasilishwa zitalipwa baada ya kupokea huduma / bidhaa zilizohitajika         | Bure                             | Siku 90 baada ya kupokea bili    |

### TUNA MSIMAMO WA HUDUMA WENYE HESHIMA NA UBORA TAJIKA

Huduma / bidhaa zozote zitakazo peanwa zisizo fuata viwango vilivyowekwa hapa juu au afisa yeyote asiyetimiza masharti za heshima na ubora katika kutoa huduma anafaa kuripotwa kwa:

Katibu wa BOG/Mkuu  
Chuo cha utaalamu wa ufundi ya Ugenya,  
Ugenya, Gatuzi la Siaya,  
S.L.P. 74, Sega-40614  
Nambari ya simu : +254 115 107907  
Barua Pepe : principal@utvc.ac.ke / info@utvc.ac.ke

Katibu wa Kamishna/ Afisa mkuu wa,  
halmashauri ya utoaji wa haki, Orofa ya pili,  
Jumba la mnara wa West End, Barabara ya Waiyaki, Nairobi.  
S. L. P. 20414-00200 Nairobi  
Nambari ya simu : +254 (0)20 2270000/2303000  
Barua pepe : complain@ombudsman.go.ke

**HUDUMA BORA NI HAKI YAKO**