



TURBO TECHNICAL AND VOCATIONAL COLLEGE

Citizens' Service Delivery Charter

Good/service Rendered	Requirements to obtain service/Good	Cost of Service/Good (If any)	Timeline
Verbal Response to enquiries (Responses to phone calls/Land lines or any other official line.	Phone call	Free	15 seconds
Response to enquiries by walk in clients	walk in and make the inquiry	Free	1 minute
Response to correspondence	- Written correspondence (letters) - Email and social media (twitter, Facebook and YouTube.	Free	5 Working days 1 Working Day
Response to public complaints and grievances	Launching formal complaints	Free	21 Working days
Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
- Application for admission - Registration of students - Student Orientation - Issuance of student ID	- Duly filled application form - Payment of admission fee - Student attendance - Provide personal details	- Free 500 - Free 500	5 Working Days 1 day 3 Hours 5 working days
Training	- Course registration - Class attendance	As per fee structure	As per term dates
Trainee Assessment - Internal Exam - Registration for External Exam	- Attained 80% class attendance - Full payment of required Fees	- Free - Fee as per Exam body	As per Exam schedule
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
Processing of tenders	Submit bids for good and services	Free	90 Working days
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification.	Free	1 Working Day
Payment for goods and services received	L.P.O / Invoice certificate of completion / Good /Services received	Free	60 Working days from the date of receipt of the invoice
Disposal of obsolete	Submission of bids	Free	60 Working days from date of advertisement.
Public participation in policy making process	Familiarization with issues and active participation	Free	1 Working Day
Recruitment of staff	Make formal application based on the advert	Free	90 Working days
Processing of request for Information	Make a request for information	Free	21 Working days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to :

The Principal
Turbo Technical and Vocational College
P.O. Box 9722-30100 Eldoret,
Tel: +254718000132/+254779999722
Email: tvcturbo@gmail.com

The Commission Secretary/CEO
Commission on Administrative Justice
West End Towers, Waiyaki, Nairobi
P. O. Box 20414-00200 Nairobi
Tel: +254(0)20 2270000/203000
Email: feedback@ombudsman.go.ke

QUALITY SERVICE IS YOUR RIGHT