



BURETI TECHNICAL TRAINING INSTITUTE

P O BOX 444-20406, SOTIK-KENYA. Tel: +254704453337
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CLIENTS' SERVICE DELIVERY CHARTER

We are committed to provide Technical, Vocational, Education & Training that promote Innovation and Creativity to meet Global Socio-Economic and Environmental challenge

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
GENERAL SERVICE			
• Inquiries (Principal's Office)	• Registration at the gate • Visit/call to secretary's desk	Free	Immediate
• Response to written correspondence	• Contact address	Free	Within 3 days
ACADEMICS			
• Admission of new students	• Duly filled admission form	Free	1 day
• Orientation & induction of students	• New students	Free	Within 2 weeks
• Registration of continuing students	• Payment of specified fees	Free	1 day
• Teaching	• Duly registered student • Student's availability	Free	As per academic time table
• Notification for collection of national certificates	• Receipt of national certificate from KNEC/KASNEB	Free	Within 2 weeks
• Library services	• Library card	Free	Immediate
• Industrial attachment placement facilitation	• Course requirement • Attachment fee	Free	At least 3 months to commencement
• Computer training community	• Payment of specified fees	Free	As per academic policy
STUDENT WELFARE			
• Guidance And Counselling	• Client availability	Free	Immediate
• Accommodation	• Payment of specified fees	Free	1 day
• Registration of clubs & societies	• Application letter	Free	Within 2 weeks
EXAMINATIONS			
• Internal Exams	• Exam card	Free	1 day
• Registration for external examinations	• Examinations body requirements	Free	1 day
• Issuance of academic's transcripts	• Meet certification requirement clearance	Free	1 day
FINANCE			
• Remittance of statutory deductions	• As per legal requirements	Free	Within 1 month
• Safe of tender documents	• Payment of specified fees	Free	1 day
• Payments of service providers	• As per agreement	Free	Within 90 days
• Issuance of official receipts	• Evidence of payment	Free	Immediate
CORPORATE SOCIAL RESPONSIBILITY			
• Use of playing fields	• Request letter	Free	Upon availability
HANDLING OF PUBLIC COMPLAINTS			
• Acknowledgment of complaint	• File complaint	Free	Within 2 working days
• Response to complaints and feedback	• Resolution of complaint	Free	Within 15 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 any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:			
The Principal, Bureti Technical Training Institute, P.O Box 444-20406, Sotik-Kenya. Tel: +254704453337. Website: www.buretitechnical.ac.ke Email: buretitechnical@gmail.com		The Commission Secretary/ Chief Executive Officer, Commission on Administration 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			