MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING
BELGUT TECHNICAL TRAINING INSTITUTE
P. O. BOX 205 – 20200 KERICHO – KENYA. Tel: +254701566195
Website: www.betti.ac.ke. E-mail: belguttechnical@gmail.com
MOTTO: SKILLS FOR INDUSTRIALIZATION

HATI YA UTOAJI HUDUMA ZA FEDHA

	Huduma/Bidhaa	Mahitaji ya kupata huduma/bidhaa	Bei ya Huduma/Bidhaa	Muda
1.	Utoaji wa risiti	Upatikanaji wa hati za benki, taarifa ya MPESA au benki na hundi kutoka kwa wateja	Bure	Baada ya siku 3
2.	Malipo kwa wafanykazi wa kawaida	fomu zilizojaa kikamilifu, kutiwa saini na kupitishwa	Bure	Mara moja
3.	Usindikaji wa malipo kwa wauzaji	• Ombi lililohidhinishwa • Tathmini na maoni ya kitaaluma • Ripoti • Agizo la ununuzi wa ndani • Agizo la huduma ya ndani • Noti ya utoaji • Ankara iliyopokelewa • Dakika za kukubalika za ukaguzi	Bure	Ndani ya siku 90
4.	Usindikaji wa mishahara	Makato ya kila mwezi, Malipo ya mapema, muhtasari wa malipo	Bure	Ndani ya siku 3
5.	Usindikaji wa kuvutia (imprest)	Fomu ya imprest iliyokamilishwa	Bure	Siku 1
6.	Kujisalimisha kwa imprest	Risiti rasmi, uuzaji wa pesa taslimu, Marejesho, Fomu ya madai	Bure	Ndani ya siku 7
7.	Upokeaji wa busari, udhamini na mikopo ya HELB	Hundi, Nyaraka za benki, Orodha ya wanufaika	Bure	Mara moja

UMEJITOLEA KWA ADABU UBORA KATIKA UTOAJI WA HUDUMA

Huduma au bidhaa yoyote inayotolewa ambayo hailingani na viwango vilivyotajwa hapo juu au afisa yeyote ambaye hajatimiza wajibu wake katika utoaji wa huduma anaweza ripotiwa kwa:

Mwalimu Mkuu Chuo cha Ufundi cha Belgut SLP 205 – 20205 Simu: 0701566195	Katibu wa Tume/Afisa Mtendaji Mkuu Tume ya Haki ya Utawala, Orofa ya pili, West End Towers, Barabara ya Waiyaki, Nairobi SLP 204 – 00200, Nairobi Simu: +254(0)20 22700000/2303000 Barua Pepe: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

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FINANCE SERVICE DELIVERY CHATTER

S.NO.	SERVICE/GOOD	REQUIREMENTMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINE
1.	ISSUING OF RECEIPTS TO CLIENTS	AVAILABILITY OF BANK-IN SLIPS, MPESATRANSACTION STATEMENT AND CHEQUES FROM CLIENTYS	FREE	AFTER THREE DAYS
2.	PAYMENT TO CASUALS	FULLY FILLED CASUAL LABORERS SIGNED AND APPROVED FORM	FREE	IMMEDIATELY
3.	PROCESSING OF PAYMENT FOR SUPPLIERS	• APPROVED REQUISITION • OPENING, EVALUATING AND PROFESSIONAL OPINION REPORT • LPOS/LSOS • DELIVERY NOTE • INVOICES RECIEVED • INSPECTION ACCEPTANCE MINUTES/ S13	FREE	WITHIN 90 DAYS
4.	PAYROLL PROCESSING	MONTHLY DEDUCTIONS, PAYMENT ADVANCED CHANGE AND PAYROLL SUMMARY.	FREE	WITHIN 3 DAYS
5.	IMPREST PROCESSING	DULY COMPLETED IMPREST FORM	FREE	1 DAY
6.	IMPREST SURRENDER	OFFICIAL RECIEPT, CASH SALES, REFUND, CLAIM FORM	FREE	WITHIN 7 DAYS
7.	RECEIVING OF CDF, BURSARIES, SCHOLARSHIP, CAPITATION AND HELB LOAN	CHEQUE, BANKSLIPS, AND ATTACHED LIST OF BENEFICIARIES	FREE	IMMEDIATELY

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 report to:

The Principal of Belgut Technical Training Institute P.O.BOX 205-20205 TEL: 0701566195	The Commission Secretary/Chief Officer Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki way, Nairobi P.O.Box 204-00200 Nairobi Tel +254 (0)20 2270000/2303000 email:feedback@ombudsum.go.ke

HUDUMA BORA NI HAKI YAKO