STATE DEPARTMENT OF TVET
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

SERVICE CHARTER FOR PROCUREMENT

SERVICE / GOODS	REQUIREMENTS	COST OF SERVICE	TIMELINE
Receipt and acknowledgement of purchase requisition	Approved requisition form (signed by HOD, Finance, Principal)	Free	Within **1 working day**
Processing of requisition & initiating procurement method	Approved requisition, budget availability confirmation	Free	**3–5 working days**
Request for Quotations (RFQs)	Complete specifications from user department	Free	Within **2 working days**
Supplier registration / prequalification	Completed supplier registration form, statutory documents (PIN, Tax Compliance, Cert. of Registration, CR12 where applicable)	Free	As per annual schedule
Tender advertisement	Approved Annual Procurement Plan (APP)	Cost covered by institution	As per APP / PPADA requirements
Tender opening	Submission of tender documents before deadline	Free	Same day and time of closing
Tender evaluation	Submission of valid and compliant documents	Free	Within **21 working days**
Notification of award / regret letters	Valid contact details of bidders	Free	Within **14 days** after evaluation approval
Contract signing	Award letter, compliance documents (performance security if required)	Free	Within **30 days** after award
Inspection & acceptance of delivered goods	Delivery note, LPO/LSO, compliance with specifications	Free	Within **2 working days** of delivery

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 Belgut Technial Training institutute P.o. box 205 –Kericho tel: 0701 566 195		The Commission Secretary/Chief Executive Officer Commission on Administrative Justice West End Towers, 2nd Floor 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

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