



KIIRUA TECHNICAL TRAINING INSTITUTE

CUSTOMER SERVICE DELIVERY CHARTER



S/NO	Service	Requirements to Obtain Service	Cost of Service	Timeline
1.	Response to enquiries	phone calls	Free	15seconds
	Response to inquiry by walk in.	walk in and make inquiries	free	1minute
2.	Admission of students	Admission Letter Original and Photocopies of certificates Bankers Cheque or Bank Slip for fee Paid	Registration fee of Ksh.500.00	20 Minutes
3.	Teaching and Training	Trainee abide by Academic Policy, rules and regulations and provide course requirements	Government regulated fees	Every Term
4.	Processing of Exams	External Registration	Student I.D Previous examination result slip Birth Certificates Passport size photograph National ID Exam fees	As per the examination body guidelines
		Internal processing	Student Examination paper	FREE
5.	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 regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company registry National ID/ PassPort.	FREE	14working days
	Processing o tenders	Submit bids for goods and services	FREE	90 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/Goods/Services Received	FREE	60 days from the date of receipt of the invoice
	Disposal of obsolete stores	Submission of bids	FREE	60 days from the date of advertisement
6.	Response to official Correspondence	Written correspondence	FREE	5 working days
		Email and social media (Twitter, Facebook, YouT ube)	FREE	1 working day
7.	Guidance and Counseling	Staff and students identified or come forward freely	FREE	Within 1 day from time of identification of need
8.	Response to public complaints and grievances	Make complaint	FREE	1 working day
	Resolution of complaints	Make a verbal or written complaint	FREE	14 working days
9.	Recruitment of staff	Make formal application based on the advert	FREE	90 days
10.	Processing of request for information	Make request for information	FREE	21 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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
Kiirua Technical Training Institute
P.O. BOX 1931–60200 Meru. Tel:
0718621864
Email:kiiruatechnical@gmail.com.com
info@kiiruatti.ac.ke
Website: https://kiiruatti.ac.ke

The commission secretary/Chief Executive Officer
Commission on Administrative Justice,
2nd floor West End Towers, Waiyaki Way Nairobi
P.O. BOX 20414 -00200 Nairobi. Tel:
+254(0)202270000 /2303000 Email:
complain@ombudsman.go.ke

BEST SERVICE IS YOUR RIGHT