



## CITIZENS' SERVICE DELIVERY CHARTER

S/No.	Service Rendered	Customer Requirements	Time Frame	User Charges
<b>1.</b>	<b>ADMINISTRATION</b>			
i.	Opening of offices	All offices shall be fully functional from Monday to Friday All weekends & Public Holidays Closed	8.00am – 5.00pm	Free
ii.	Registering and ushering customers/visitors	Register their names in the visitors' book and wait for direction from the officer in charge	Within 5 minutes	Free
iii.	Handling of inquiries	<ul style="list-style-type: none"> <li>Show respect, courtesy and dignity</li> <li>Listen carefully to get the right information</li> </ul>	Within 5 minutes	Free
iv.	Response to correspondence, complaints, compliments and suggestions	<ul style="list-style-type: none"> <li>Presentation of correspondences, complaints, compliments and suggestions</li> <li>Be patient, respectful and courteous</li> </ul>	Within 2 days	Free
v.	Issuance of recommendations	- None	Within 24 hrs of request	Free
vi.	Issuance of the Institute's calendar of events	Adhere and implement the programme	One (1) week to commencement of a new term	Free
<b>2.</b>	<b>STUDENTS APPLICATIONS, ADMISSIONS AND OTHER SERVICES</b>			
i.	Admission of interested candidates	<ul style="list-style-type: none"> <li>Duly filled admission form</li> <li>Pay required fees for admission</li> </ul> <b>Other relevant documents i.e. Copies of:-</b> <ul style="list-style-type: none"> <li>✓ Results slip / Certificate</li> <li>✓ School leaving certificate</li> <li>✓ National ID Card</li> <li>✓ 2 recent passport size photos, original</li> <li>✓ Medical certificate duly</li> </ul>	Within 30 minutes on reporting	Kshs. 1500

		filled by a registered medical practitioner		
ii.	Allocation of rooms for boarders	<ul style="list-style-type: none"> <li>• Present a copy of the approved admission form with the relevant documents attached</li> <li>• Present the payment receipt from the accounts office</li> </ul>	Within 10 minutes	Free
iii.	Change of Course	Duly filled change of course form	Within 2 weeks from the official Date of Admission	Free
iv.	Course Deferment	Dully filled Deferment form	End of term preceding the deferment term/period	Free
v.	Training	Class attendance	Ten (10) minutes to commencement of a lesson	Free
vi.	Meals	Pay As You Eat	As soon as payment is made	As per the Menu ordered
<b>3</b>	<b>TUITION</b>			
i.	Tuition	<ul style="list-style-type: none"> <li>• Payment and registration</li> <li>• Attendance</li> </ul>	As per the stipulated timetable	As per the fees structure
ii.	Registration for National examinations	<ul style="list-style-type: none"> <li>• Payment for the exams and present the bank slip / money order to the accounts office</li> </ul>	Within 30 minutes upon presentation of the bank-slip	As per the set fees for the course
<b>4.</b>	<b>STUDENTS' EVALUATION AND ASSESSMENT</b>			
i.	Internal examinations	<ul style="list-style-type: none"> <li>• Exam card</li> <li>• attempt all CATs</li> <li>• Minimum 90% class attendance</li> </ul>	As per the stipulated schedule	As per the fees structure
ii.	Placement of students on attachment	Avail themselves at the attached places	During holidays	Kshs. 2000
iii.	Assessment of students on attachment	Attendance and compliance with work ethics	Within 6 weeks after start of the exercise	Free
<b>5.</b>	<b>STUDENTS' CERTIFICATION</b>			
	Issuance of transcripts and certificates	<ul style="list-style-type: none"> <li>• Fully registered student</li> <li>• Completed course successfully</li> <li>• 3 copies (duly filled and signed) of clearance forms</li> </ul>	<ul style="list-style-type: none"> <li>- 1 week after release of results</li> <li>- Within 30minutes upon presentation of the</li> </ul>	Free

			forms	
<b>6.</b>	<b>ACCOUNTS OFFICE</b>			
i.	Issuance of fee statements	Make a requisition to the accounts office	Within 2 minutes	Free
ii.	Issuance of receipts	Presentation of Pay-in slip or M-Pesa message	Within two (2) minutes	Free
iii.	Payment of casuals	Processed request from Human Resource	After every one week	Free
iv.	Payment of Staff	Processed Payroll from Human Resource	After every 30 days	Free
v.	Payment of Suppliers	Processed invoices from stores and procurement	Within sixty (60) days from the day of delivery	Free
vi.	Receiving of goods	Present a purchasing order for confirmation and signing	Within fifteen (15) minutes	Free
<b>7</b>	<b>EXAMINATIONS</b>			
i.	Supplementary Examination	Referral Papers	Within two weeks after official date of opening	Ksh.300 per paper
ii.	Special Examination	Departmental recommendation	Within two weeks after official date of opening	Free
<b>8.</b>	<b>PROCUREMENT</b>			
i.	Procurement of Goods and services	Submission of annual procurement plans Submission of goods/services requisition form	Within twenty one(21) one days after requisition is made	Free
ii.	Processing of goods received note and forwarding of invoices for payment	Submission of invoices	Seven (7) days after receiving of goods and invoices	Free
<b>9.</b>	<b>CENTRAL STORES</b>			
i.	Receiving of goods	Submission of:- <ul style="list-style-type: none"> <li>• Requisitions</li> <li>• LPO/LSO</li> <li>• Inspection &amp; Acceptance form</li> <li>• Delivery Note</li> <li>• Invoice</li> </ul>	Within Thirty (30) minutes after delivery	Free
ii.	Issue of goods to user departments	Duly Filled store Issue Note	Within ten (10) minutes	Free
<b>10</b>	<b>LIBRARY</b>			
	Use of library	<ul style="list-style-type: none"> <li>• Presentation of student ID or National ID</li> </ul>	<ul style="list-style-type: none"> <li>• Monday - Friday 8.00am -5.00pm</li> <li>• Weekends &amp;</li> </ul>	Free

			Public holidays Closed	
	Borrowing of Library Materials	<ul style="list-style-type: none"><li>• Be a registered student</li><li>• Presentation of student or National ID</li></ul>	<ul style="list-style-type: none"><li>• Within 2 minutes upon presentation of ID</li></ul>	Free
<b><i>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</i></b>				
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 Keroka Technical Training Institute P.O Box 440-40202 Keroka Tel: 0726588 558 Email : <a href="mailto:kerokatechnical@gmail.com">kerokatechnical@gmail.com</a> , <a href="mailto:info@kerokatechnical.ac.ke">info@kerokatechnical.ac.ke</a>		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)20 2270000/2303000 Email : <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a>		
<b><i>BEST SERVICE YOUR RIGHT</i></b>				