



SERVICE DELIVERY CHARTER.

S/NO	SERVICE RENDERED	CUSTOMER REQUIREMENT	PERSON IN CHARGE	COST	TIMELINE
1.	Inquiries	Courtesy	Customer Care Officer	NIL	5 minutes
2.	Response to written correspondence.	Correspondence	Principal's Secretary	NIL	Immediate
3.	Disposal of disciplinary cases for students unless referred to B.O.G.	Appear before the disciplinary panel	Dean/DPAD	NIL	14 days
4.	Disposal of disciplinary cases for the staff.	Appear before the disciplinary committee	BOG	NIL	30 days
5.	Issue of official receipts.	Payment	Accountants	NIL	Instant
6.	Sale of tender documents.	Payment	Procurement Officer	1,000	21 days
7.	Payment of valid invoices.	Delivery of goods/services	Finance Officer	NIL	30 days
8.	Admission of students.	Admission letter	Registrar	NIL	Within a day
9.	Orientation and induction of students.	Presence	Dean	NIL	14 days
10.	Commencement of lessons.	Registration in the system	Registrar	Valid card	Immediately
11.	Issue of transcripts for end of term exams.	Attended exam	Registrar	NIL	30 days
12.	Marking and return of scripts to trainees.	Exam scripts	Subject trainers	NIL	14 days
13.	Assessment of students on attachment	Payment of attachment fee	Industrial Attachment Coordinator	2,500	45 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
Kisiwa Technical Training Institute
P.O. Box 657 – 50200, Bungoma(Kenya) **or**
Cellphone: 0110-096090
Email: info@kisiwatech.ac.ke
Website: www.kisiwatech.ack.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)20 2270000/230300
Email: complain@ombudsman.go.ke



HUDUMA BORA NI HAKI YAKO

Quality Policy Statement

Kisiwa Technical Training Institute is committed to train and produce knowledgeable, skilled and innovative manpower in Engineering, Science and Technology to meet the changing needs of industry and society.

To meet this commitment, the Institute shall comply with all applicable requirements and continually improve on her effectiveness by implementing a Quality Management System based on ISO 9001:2008 standard.

The institute shall review its quality policy and established quality objectives on annual basis to ensure continuing suitability.