



KISIWA TECHNICAL TRAINING INSTITUTE

Technology for Better life



Annex IV: Format for Citizens' Service Delivery Charter

No.	Service/Good	Requirements to Obtain Service/Good	Cost of Service/Good (if any)	Timeline
1	Inquiries	Courtesy	NIL	5 minutes
2	Response to written correspondence	Correspondence	NIL	Immediate
3	Issue of transcripts for end of term exams.	Attended exam	NIL	30 days
4	Disposal of disciplinary cases for students unless referred to B.O.G.	Appear before BOG	NIL	14 days
5	Disposal of disciplinary cases for the staff.	Appear before the panel	NIL	30 days
6	Issue of official receipts.	Payment	NIL	Immediate
7	Sale of tender documents.	Payment	1,000	21 days
8	Payment of valid invoices.	Delivery of goods/services	NIL	30 days
9	Admission of students.	Admission letter	NIL	10 minutes
10	Orientation and induction of students.	Presence	NIL	14 days
11	Commencement of lessons.	Valid card	Valid card	Immediately
12	Marking and return of scripts to students	Exam scripts	NIL	30 days
13	Assessment of students on attachment	Payment of attachment fee	3,000	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.
[Tel:+254 0110096090](tel:+2540110096090)
Email: info@kisiwatech.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)20 2270000/2303000
Email : complaints@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO