



REPUBLIC OF KENYA



MINISTRY OF EDUCATION  
MURAGA TECHNICAL TRAINING  
INSTITUTE  
CUSTOMER SERVICE DELIVERY CHARTER



S/NO:	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIRMENTS	COST OF SERVICE	TIMELINE
1.	Response to phone calls	Phone call	Free	15 seconds
2.	Response to inquiry by Walk-in clients	Walk-in and make the inquiry	Free	1 minute
3.	Response to correspondence	Written correspondence(letters)	Free	5 working days
		Emails and social media	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Admission of Trainees	Dully filled admission letter, national ID, course requirements, academic certificates, birth certificates	Free	15 minutes upon arrival at the institute
7.	Training and Learning	Registration to relevant course, Class attendance, Payment of tuition fee	Tuition fees as per the prevailing fee structure	As per the academic calendar
8.	Registration of suppliers	Dully filled application form Company profile, Certificate of incorporation/ registration, Pin certificate Valid tax compliance certificate/ exemptions, original bank statements, Registration certificate with regulatory bodies, Non-refundable fee payment receipt, Copies of annual return forms filed by company registry, National ID/Passport	Free	14 working days
9.	Processing of tenders	Submit bids for goods and services	Free	90 days
10.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
11.	Payment for goods and services received	L.P.O./ Invoice, Certificate of completion/Goods/ services received	Free	60 days after receipt of invoice
12.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
13.	External Examinations/ Assessment registration	Appropriate identification documents i.e national ID, birth certificate, proof of payment, academic certificates, payment of attachment fee, Payment of examination/assessment fee	As per the National Examination Body	As per the National Examination body timelines
14.	Hiring /sale of Institute facilities /products/services	Request from interested parties Availability of facility/product/service	As per the prevailing rates	As per the Agreement

**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: