



MINISTRY OF EDUCATION

MURANG'A TECHNICAL TRAINING INSTITUTE



CUSTOMER SERVICE DELIVERY CHARTER

S/NO	CUSTOMER SUPPORT SERVICE	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINES
1	Response to phone calls (Landline/Official)	Phone call	Free	15 seconds
2	Response to enquiry by walk-in clients	Walk-in and make enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (Letters) Email and Social Media(Twitter, Facebook and YouTube)	Free Free	5 working days 1 working day
4	Response to public complaints and grievances	Make a complaint	Free	1 working day
5	Enquiries	Specify the enquiry	Free	Immediate
6	Administrative issues	Specify the issue	Free	Within 10 minutes depending on the nature of the issue
7	Handling of mail	Received mail	Free	3 Days
8	Issuance of fees advice note	Admission number	Free	Issuance of fees advice note
9	Resolution of complaints	Verbal or written complaint	Free	14 Working days
10	Receipt of payments	Bank slip/Bankers cheques	Free	2 Minutes
11	Admission of students	\$ Admission Letter \$ Completed registration forms \$ Copies of Academic Certificates/Result slips \$ Copy of National ID and Birth Certificate \$ Proof of Fees payment	Free Free Free Free As per fees structure	Within a day
12	Teaching assessment and supervision	Registered students	As per fees structure	As per the academic programme
13	Library services	Registered Students /Staff	Free	Working hours
14	Registration of external exams	Original copies of relevant documents	As per examination body structure	As per national exam body circular
15	Issuance of external result slip and certificates	\$ Payment of full tuition and examination fee \$ Dully filled clearance form	Free Free	Within a day
16	Attachment and assessment of students			As per attachment schedule
17	Continuous registration of Suppliers	\$ Duly filled application, \$ Company profile, \$ Certificate of incorporation/Registration, \$ PIN Certificate \$ Valid Tax Compliance Certificate/Exemptions, Original Bank Statement, \$ Copy of Certificate of Registration with relevant regulatory bodies \$ Non-refundable fee payment receipt	Free	14 Working days
18	Processing of tenders	Submit bids for goods/services	Free	90 days
19	Notification of bidders	Access e-procurement portal for notification	Free	5 working days
20	Payment for goods/services received	L.P.O / Invoice Certificate of Completion/ Goods/Services received	Free	60 days from the date of receipt of the invoice
21	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
22	Public participation in policy making process	Familiarization with issues and active participation	Free	Free
23	Recruitment of staff	Make formal application based on the advert	Free	As per the advertisement
24	Processing of request for information	Make a request for information	Free	21 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
MURANG'A TECHNICAL TRAINING INSTITUTE
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HUDUMA BORA NI HAKI YAKO



The Commission Secretary/Chief Executive officer,
Commission on Administrative of Justice
2nd Floor Westland building, Westland Nairobi
P.O BOX 20414 00200 NAIROBI
TEL: 254020 2270000
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