

SERVICE RENDERED	CUSTOMER REQUIREMENT	TIME FRAME	USHER CHARGES
ADMINISTRATION			
REGISTRATION OF VISITORS	Identification card/passport.	2 min	Free
RESPONSE TO PHONE CALLS	Phone call	15 sec	Free
RESPONSE TO ENQUIRY	Walking in and making enquiry	1 min	Free
RESPONSE TO CORRESPONDENCE	Written correspondence	5 days	Free
	Email and Social Media(WhatsApp/Facebook/X)	1 day	Free
RESPONSE TO PUBLIC COMPLAINTS AND GRIEVANCES.	Make a verbal/written complaint	1 day	Free
RESOLUTION OF COMPLAINTS		14 days	Free
PROCESSING OF REQUESTS FOR INFORMATION	Make a request for information	21 Days	Free
ADMISSION OF TRAINEE			
TRAINEE ADMISSION	Dully filled application form attached with necessary documents.	30 min	Ksh.500
ISSUANCE OF TRAINEE ID	Admission letter Fee payment receipt	5 working days	Ksh.300
REGISTRATION OF TRAINEES	Fee payment receipt	5 min	As per tuition fee structure
EVALUATION AND CERTIFICATION			
ISSUANCE OF TRANSCRIPTS	Identification Card	5 min	Free
	Assessment fee receipt Dully filled registration form	30 min	As stipulated by assessing body
ISSUANCE OF CERTIFICATES	National ID Dully filled and signed reporting form	10 min upon presentation of clearance form	Free

FINANCE OFFICE			
ISSUANCE OF FEE RECEIPTS AND STATEMENTS	Deposit slips Payment advise Students ID	Within 2 min	Free
PAYMENT FOR GOODS AND SERVICES	L.P.O/Invoice certificate of completion/Goods/Services received.	60 Days from the date of receipt of the invoice.	Free
SUPPLIERS STATEMENT OF ACCOUNT	Identification Document	10 min	Free
PROCUREMENT/STORES			
REGISTRATION OF SUPPLIERS	Dully filled application form Company profile(certified certificates) Certificate of Incorporation/Registration KRA pin Certificate Valid Tax compliance certificate Certified original bank statement Copy of certificate of registration with relevant regulatory bodies. EGP Number CR 12 CR 13 Copies of annual return forms filed by the company registry. National ID/Passport(14 Working Days.	Free
PROCESSING OF TENDERS	Issuance of bid documents	90 Days	Free
NOTIFICATION OF SUCCESFUL AND UNSUCCESFUL BIDDERS	Access e-procurement portal for notification	1 Working day	Free
RECEIVING OF SUPPLIES	Delivery note	Within 1 Working Day	Free
DISPOSAL OF OBSOLETE STORES	Submission of Bids	60 days from the date of advertisement	Free
ISSUANCE OF GOODS	Stock issue note Approved request letter	Within 1 day	Free

HUMAN RESOURCE			
RECRUITMENT OF STAFF	Make a formal application based on the advert	90 Days	Free
PUBLIC PARTICIPATION IN POLICY MAKING PROCESS	Familiarization with issues and active participation	1 Day	Free
LIBRARY AND INFORMATION SERVICES			
LIBRARY SERVICE	National ID Students and Staff	Monday-Friday 8:30am to 5:00 pm	Free
INDUSTRIAL ATTACHMENT			
ISSUANCE OF MENTORING TOOL	Student ID		
INDUSTRIAL ASSESSMENT			As stipulated in the fee structure