



**MINISTRY OF EDUCATION**  
**KAIBOI TECHNICAL TRAINING INSTITUTE**  
**CITIZEN SERVICE DELIVERY CHARTER**



We are committed to providing quality and relevant technical training responsive to the dynamic market needs.

Service	Requirements to Obtain Service	Cost of Service to Client (Kshs)	Timeline
<b>GENERAL SERVICE</b>			
Enquiries	Visit the institution /make a phone call	Free	Immediate
<b>Academics</b>			
Admission of new students	Duly filled admission form and payment of specified fees	Free	10 Minutes
Registration of continuing students	Payment of specified fees	Free	5 minutes
Training	Duly registered trainees	Free	As per academic time table
Library services	Clients' identification	Free	Immediate
Industrial Attachment	Course requirement and attachment fee	Free	At most 3 months to commencement
<b>Students welfare</b>			
Guidance and Counseling	Client's availability	Free	Immediate
Accommodation	Payment of specified fees and availability of boarding facilities	Free	10 minutes
Registration of Clubs & Societies	Application Documents	Free	2 weeks
<b>Examinations</b>			
Internal Exams	Exam Card upon meeting the requirements	Free	As per the exam
Registration for external examination	Examinations body requirement and payment of specified fees	Free	10 minutes
Issuance of Academic Transcripts	Meet certification requirements and Clearance form	Free	5 minutes
<b>Finance</b>			
Remittance of statutory deductions	As per legal requirements	Free	Within timelines
Payments to suppliers	As per agreement	Free	Within 90 days
<b>Corporate social responsibility</b>			
Use of playing fields	Request letter	Free	Upon availability
Use of tea buying centre	Registration with tea buying agency	Free	Upon registration
Water bowser services	Request letter	Specified charges	Upon availability
Institute bus	Request letter	Specified Charges	Upon availability
<b>Handling of public complaints and complements</b>			
Acknowledgement of complaints	File complaint	Free	Immediate
Resolution of complaints	Action taken and feedback	Free	Within a month
<small>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</small>			
<small>Any service/good rendered that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to :</small>			
<b>The Principal,</b> Kaiboi Technical Training Institute Mosoriot-Chepterwai Road- Off Eldoret-Kisumu Road. P.O BOX 937-30100, ELDORET. Tel : +254 727937937, +254734937937 E-mail: <a href="mailto:kaiboi@kaiboitech.ac.ke">kaiboi@kaiboitech.ac.ke</a> / <a href="mailto:complaints@kaiboitech.ac.ke">complaints@kaiboitech.ac.ke</a>		<b>The Commission Secretary/Chief Executive Officer</b> <b>Commission on Administrative Justice</b> <b>West End Towers, 2nd Floor Waiyaki Way,</b> <b>Nairobi</b> P.O. Box 20414-00200 Nairobi Tel: +254 (0)202270000/2303000 Email : <a href="mailto:complain@ombudsman.go.ke">complain@ombudsman.go.ke</a> : <a href="mailto:info@ombudsman.go.ke">info@ombudsman.go.ke</a>	
<i>HUDUMA BORA NI HAKI YAKO</i>			
<i>Technology for self-Empowerment</i>			