



# LAISAMIS TECHNICAL TRAINING INSTITUTE



## CITIZENS' SERVICE CHARTER

SERVICE	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
<b>GENERAL SERVICE</b>			
Response to phone calls (Landline or any official line)	Phone call	Free	15 seconds
Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
Response to correspondence	Written correspondence(letters)	Free	5 working days
	Email and social Media (X, Facebook & YouTube)	Free	
<b>ACADEMICS</b>			
Admission of new students	Dully filled admission form	KES 500	1 day
Orientation and induction of students	Registration as a student	Free	Within 2 weeks after admission
Registration of continuing students	Payment of specific fees	As per the fee structure	1 day
Teaching and Training	Duly registered students	Prescribed tuition fees	As per academic timetable
Library services	Student ID/Library card	Free	1 minute
Industrial attachment	Dully filled industrial attachment form, Payment of industrial attachment fees	KES 2500	At least 3 months prior to commencement
Computer lab services	Payment of specific fees	Free	1 minute
<b>STUDENT WELFARE</b>			
Guidance and counselling	Client's availability	Free	2 hours
Accommodation	Payment of specific fees	As per the fee structure	1 day
Registration of clubs and societies	Application form	Free	2 weeks
<b>EXAMINATIONS</b>			
Internal examinations	Examination card Upon meeting the requirements	Free	1 day
Registration for external examination	Examination body requirement Payment of specific fees	Free	1 day
Issuance of academic Transcripts/Certificates	Meet certification requirement/ Clearance	Free	1 day
<b>FINANCE</b>			
Remittance of statutory deductions	As per legal requirements	Free	1 month
Sale of tender documents	Payment of specified fees	Free	1 day
Issuance of official receipts	Evidence of payment	Free	1 minute

Registration of suppliers	Duly filled application form, Company profile, Certificate of incorporation/Registration, PIN Certificate Valid Tax compliance/exemptions, Original Bank statement Copy of certificate of registration With relevant regulatory bodies, a Non-refundable fee payment receipt, Copies of annual return forms filed by the company registry National ID/Passport	Free	14 Working days
Processing of tenders	Submit bids for goods and services	Free	90 days
Notification of successful and unsuccessful bidders	Access the e-procurement portal for notification	Free	1 working day
Payments for goods and services received	LPO/invoice Certificate of completion/goods/services received	Free	60 days from the date of receipt of the invoice
Disposal of obsolete	Submission of bids	Free	60 days from the date of advertisement
<b>ADMINISTRATION</b>			
Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
Recruitment	Make a formal application based on the advert	Free	90 days
Processing Request for information	Make a request for information	Free	21 days
<b>CORPORATE SOCIAL RESPONSIBILITY</b>			
Use of playing fields	Request letter	Free	Upon availability
<b>PUBLIC COMPLAINTS/COMPLIMENTS</b>			
Response to complaints and grievances	Make a complaint	Free	1 working day
Resolution of complaints	Make a complaint	Free	14 Working days

### **We are committed to courtesy and excellence in service delivery**

Any service rendered that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to

The principal Laisamis Technical Training Institute, P.O BOX 30-060500, Marsabit, Kenya Mobile no: +254700303300 Email: <a href="mailto:complains@laisamistech.ac.ke">complains@laisamistech.ac.ke</a>	The commission of administrative justice, West End Towers, Waiyaki Way, Nairobi P.O. BOX 20414-00200, Nairobi <a href="tel:+254202270000">Tel: +254(0)202270000/230300</a> <a href="mailto:complain@ombudsman.go.ke">Email: complain@ombudsman.go.ke</a>
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