



Service Point	Service Rendered	Customer Requirement	Timeline	Charges
Gate	Registration of visitors & motor vehicles Ushering and directing visitors	Official identification documents (National ID/Passport/Student ID)	Within 5 minutes	Free
Reception	Reception of telephone calls. Handling correspondence. Directing visitors to the right office. Handling complaints	A call Correct address Clarity of purpose of visit Complaint	Within 3 rings Within 5 working days Within 5 minutes As per case	Free
Finance	Payment to suppliers Receipt of payments Issuance of statements	Correct Invoice lodged Bank slips, Money Orders, Bank Drafts, Bankers' Cheque, EFT transactions Official identification documents	Within 30 days of lodging Invoice Issued within 5 minutes Within 5 minutes upon request	Free
Registrar's Office	Response to Enquiries Processing of applications. Admission Issuance of certificates/transcripts	Enquiry Minimum qualification as per course requirements Meet admission requirements as per the admission letter Official Identification, duly signed clearance form, successful completion of an academic program	Within 5 Minutes Within 5 minutes Within 10 Minutes Within 10 Minutes	Free
Examinations' Office	Administration of Internal Examinations Administration of External Examinations	Fully paid fees 75% class attendance Fully paid tuition and examination fee. Meet examining body requirements.	Within 14 days after the last examination paper. As per the external examining body.	Exam - Free Supplementary - Ksh. 300 As determined by external examining body
Library	Issuance and receiving of books. Clearance of overdue books	Official identification. Fee card. Payment receipt	Within 2 minutes Within 2 minutes	Free Ksh. 20 per day
Industrial Liaison Office (ILO)	Facilitating students' industrial attachment.	Full payment of tuition fee.	30 Days prior to industrial attachment date.	Free
	Assessment of students on Industrial Attachment.	Full payment of industrial attachment fee. Complete a module.	Within the final two months of attachment.	Ksh. 1800
Guidance & Counselling Office.	Guidance & Counselling for Students and Staff	A ready client	As per case	Free
Principal's Office	Administrative issues, public relations and other procedures	Clarity of service required.	As per case	Free

Core Values**Transparency****Professionalism****Integrity****Innovation****Accountability***For queries, complaints, compliments or comments contact;***The Principal**

P C Kinyanjui Technical Training Institute

P. O. BOX 21280-00505, Nairobi | Tel: 0721480199/0773829417 | www.kinyanjuitechnical.ac.ke | Email: kinyanjuitechnical2008@gmail.com, info@kinyanjuitechnical.ac.ke

Hotlines

0735885423/0707492072

Commission of Administration of Justice (CAJ)West End Towers (2nd Floor), Waiyaki Way, Westlands | P.O. Box 20414-00200, Nairobi | Tel: 020 2274046

Email: certification@ombudsman.go.ke | www.ombudsman.go.ke

Toll Free Number: 0800221349 | sms: 15700



ISO 9001:2015 CERTIFIED