



KIAMBU INSTITUTE OF SCIENCE AND TECHNOLOGY CUSTOMER SERVICE DELIVERY CHARTER



VISION

A Centre of Excellence in Technical and Vocational Education and Training (TVET)

MISSION

To provide and promote quality training in science and enhance innovation through emerging technologies

MOTTO

Skills for self-reliance

CORE VALUES

- Integrity
- Accountability
- Equity
- Partnerships
- Quality
- Creativity
- Gender sensitivity
- Concern for persons with disability

SERVICES	REQUIREMENT	CHARGES	TIMELINE
Reception/response to verbal inquiry	<ul style="list-style-type: none">• Make request/enquiry courteously	Free	Within 5 minutes at every service point
Response to telephone calls	<ul style="list-style-type: none">• Correct information	Free	Within the first 5 rings
Response to correspondences <ul style="list-style-type: none">• E-mails• Letters	<ul style="list-style-type: none">• Formal request	Free	Recipient to acknowledge receipt within 24 hours Respond to issues raised within 7 working days or 30 days for issues requiring major consultation
Admission <ul style="list-style-type: none">• Artisan• Craft• Diploma	<ul style="list-style-type: none">• Formal application for the course• Meet the stipulated minimum requirement• Provision of genuine copies of relevant documents	Kshs 300	As per the Institute's termly programme and KUCCPS requirements
Registration of trainees	<ul style="list-style-type: none">• Admission letter (new trainees)• Filled registration forms• Provision of original academic and other relevant documents	Full payment of fees	Registration done on opening day between 8am and 5pm Registration process of new trainees close in 2 nd week of commencement of the Term/Semester.

	<ul style="list-style-type: none"> All trainees are required to register every term 		
Training and learning	<ul style="list-style-type: none"> Payment of fees Learning materials Attendance of classes on time Adherence to Policies, rules and guidelines 	As per the course requirement Fully paid fees Free	On registration As per timetable Continuous
Administration of internal and external examinations	<ul style="list-style-type: none"> Payment of exam fees Submission of registration documents for external exams Meet examination requirements At least 75% class attendance 	Fully paid fees as per the examining body	As per the examination registration deadline As per examination timetables
Administration of supplementary exams	<ul style="list-style-type: none"> Payment of supplementary exam fees 	Kshs. 300 per paper	First week of opening
Use of Library and issuance of information materials	<ul style="list-style-type: none"> Bonafide student/staff KIST Identity Card 	Fully paid fees	Monday - Friday 8.00am-10.00pm Saturday 9.00am - 4.00pm
Issuance of <ul style="list-style-type: none"> Progress report 	<ul style="list-style-type: none"> Successful completion of the terms /semester work (3 Continuous assessment Tests and End of term exams) 	Fully paid fees	Posted on the students portal within 1 day after the respective department's academic awards
<ul style="list-style-type: none"> Transcripts /result slips 	<ul style="list-style-type: none"> Successful completion of an academic year 	Fully paid fees Kshs. 200 (storage fee)	Every subsequent year after the first 2 years
Graduation	<ul style="list-style-type: none"> Successful completion of an academic programme 	Convocation fees as approved by Board of Governors	Annually as per the academic calendar
Issuance of Certificates	<ul style="list-style-type: none"> Successful completion of an academic programme Evidence of clearance from accounts dept/office National identity card 	Completion of payment of fees Kshs 200(storage fee)	First 2 years after receipt of the certificates from the examining body Every subsequent year after first 2 years

Guidance and Counseling	<ul style="list-style-type: none"> • Bonafide student/staff 	Free	Continuous
Payment for goods and services	<ul style="list-style-type: none"> • Local Purchase Order/ Local Service Order • Delivery Note/ Certificate of work done • Goods Received Note • Invoice 	Free	90 days from date of receipt of goods/services or as per contract agreement
Hiring out services/products and facilities	<ul style="list-style-type: none"> • A request 	As per value of service, product or facility	As per agreement
Response to complaints	<ul style="list-style-type: none"> • Formal complaint 	Free	Immediately Within 7 days for formal complaints that require investigation

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not conform to the required standards
or any officer who does not live up to commitment to courtesy and
excellence in Service Delivery should be reported to:

<p align="center"> The Principal Kiambu Institute of Science and Technology P. O. Box 414-00900, Kiambu Tel: 0203522550 Cell No. 0734207663, 0727807713 E-mail: principal@kist.ac.ke complaints@kist.ac.ke Website: https://www.kist.ac.ke </p>	<p align="center"> Commission on Administrative Justice (CAJ) Office of the Ombudsman West End Tower (2nd Floor) off Waiyaki Way - Westlands P.O Box 20414 -00200, Nairobi Tel:+254 20 2270000 +254 20 230 3000 Email: info@.ombudsman.go.ke </p>
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KIST is committed to observing human dignity and rights, equity, social justice, inclusiveness,
non-discrimination and protection of the marginalized
QUALITY AND PROMPT SERVICE IS YOUR RIGHT

COMPLAINTS HANDLING FRAMEWORK

Effective complaints handling is a crucial part of quality service delivery in KIST. The Institute is committed to effective complaint handling and values feedback through the various established channels. Feedback will help KIST to identify weak areas and create the motivation for continual improvement of the services rendered.

To ensure better response to customer needs, KIST has developed various complaints handling systems, including:

- the provision of the Institution's service charter
- installation of complaints/suggestion boxes placed in strategic places within the Institute
- the establishment of internal complaints registers at the heads of department offices and in all offices/service points
- an email address to channel complaints (complaints@kist.ac.ke)
- feedback forms at the clinic
- having student leaders who can complain on behalf of those they represent

One can also complain through the office of the Ombudsman, the Commission on Administrative Justice, either through their website or send an email to info@ombudsman.go.ke

KIST is committed to resolving the complaints received and addressing the issue(s) complained about as well as offering the best possible remedy in the circumstances. Personal information related to complaints shall be kept confidential and the complaint shall be dealt with in an equitable and objective manner.