



KATINE TECHNICAL TRAINING INSTITUTE

P.O. BOX 251-90131 Tala
 Email: info@katinetti.ac.ke
 Website: www.katinetti.ac.ke Tel.: 0719 508 039



Vision: "Academic Excellence in High Quality Competent Workforce and Globally Competitive Employable Human Resource"

Mission: "To provide quality Technical Training education through innovative teaching, research and consultancy services for Social, Environmental and Sustainable Economic Development"

Motto: "Shaping the Future for Kenyan Workforce"

Core Values: Professionalism Transparency Accountability Respect for Diversity Impartiality
 Teamwork Excellence Equity and Social Justice Innovation and Creativity Integrity

FINANCE DEPARTMENT CITIZENS' SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	CHARGES (Kshs.)	TIME
1. Issuance of receipt/fee statement	Original bank deposit slip/banker's cheque	Free	- 5 minutes
2. Receipt of payment for goods/ services	1. Inspection and acceptance reports 2. Submission of delivery note, invoices, copy of LPO/LSO	Free	- 30-60 working days as per agreement
3. Refund for overpayment of fees	1. Proof of overpayment 2. Copies of previous receipts	Free	- 3 working days
4. Preparation of payment vouchers	All necessary documents and approval	Free	- 3 working days
5. Issuing of imprest to employees	1. Approved Necessary documents, requisition forms	Free	- 3 working days
6. Processing of imprest surrender issued to employees	1. Dully filled surrender form 2. Triplicate of imprest warrant 3. Copy of approved requisition form 4. Valid supporting documents on expenditure	Free	- 3 working days
7. Preparation of expenditure returns	1. Financial orders and regulation 2. Circulars	Free	- Monthly
8. Preparation of cash flow projection	1. Financial orders and regulation 2. Circulars 3. Departmental work plans	Free	- Bi-annually
9. Preparation of bank reconciliatory statements	Bank statements	Free	- Monthly
10. Preparation and submission of Bi-annual accounts	1. Ledger statements 2. Expenditure returns 3. Printed estimates	Free	- By 31 st March every year
11. Preparation and submission of Appropriation accounts	1. Ledger statements 2. Expenditure returns 3. Printed estimates	Free	- By 30 th September every year
12. Preparation and submission of Ledger statements	None	Free	- Quarterly
13. Payment of salaries	Proof of attendance to duty as per the terms of employment	Free	- 3 working days
14. Preparation and submission of response to Audit queries	Reference sheet from KENAO	Free	- 5 working days
15. Remittance of statutory deductions	By-products for staff payroll	Free	- 2 working days
16. Receipt of A-in-A	Cash	Free	- Immediately
17. Approval of payments for goods/services	Exchequer	Free	- Immediately
18. Response to complaints and compliments	Receipt of complaint or compliment	Free	- Immediately or within 21 days for those which require investigation

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 these commitments to courtesy and excellence in service delivery should be reported to:

The Principal
 Katine Technical Training Institute
 P. O. Box 251 - 90131 TALA
 E-mail: principal@katinetti.ac.ke or
 E-mail: complaints@katinetti.ac.ke
 Tel: 0719 508 039

OR

The Commission Secretary
 Commission of Administrative Justice (CAJ)
 West End Towers, 2nd floor, Waiyaki Way, Westlands
 P. O. Box 20414 - 00200 NAIROBI
 E-mail: info@ombudsman.go.ke
 Tel: 020-2270000 or 0800221349 (toll free)