



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

PROCUREMENT DEPARTMENT CITIZENS' SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENTS	CHARGES (Kshs.)	TIME
1. Issuance of materials from store	Duly filled and signed issuance control forms	Free	- Continuous everyday before 5pm
2. Cash purchases (Low value items)	Duly filled and signed requisition forms	Free	- Within 3 working days
3. Purchase of goods through quotations	1. Approved procurement plan 2. Duly filled, signed and approved requisition forms 3. Receipt of quotations 4. Evaluation reports	Free	- Within 15 working days
4. Purchase of goods through direct procurement	1. Approved procurement plan 2. Duly filled, signed and approved requisition forms	Free	- Within 21 working days
5. Purchase of goods through restricted tendering	1. Approved procurement plan 2. Duly filled, signed and approved requisition forms 3. Receipt of quotations 4. Evaluation reports	Free	- Within 60 working days
6. Purchase of goods by open tendering	1. Approved procurement plan 2. Duly filled, signed and approved requisition forms 3. Receipt of quotations 4. Evaluation reports	Free	- Within 60 working days
7. Submission of supplies documents to the Finance for payments	1. Requisitions and quotations 2. Approved professional opinion, invoices 3. Inspection and acceptance committee minutes 4. Delivery notes	Free	- Within 3 working days
8. Processing of LPOs and LPOs	1. Requisitions and quotations 2. Approved professional opinion, invoices 3. Inspection and acceptance committee minutes 4. Delivery notes	Free	- 1 day
9. Inspection and Acceptance of delivered materials/goods	1. Prior notice of delivery date and time 2. Actual delivery of materials/goods	Free	- 2 days
10. Disposal of idle assets	1. Detailed list of the assets 2. Technical inspection reports	Free	- 60 - 90 working days
11. 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)