



# RAMOGI INSTITUTE OF ADVANCED TECHNOLOGY (RIAT)



## SERVICE CHARTER

### VISION:

To Be a Leader in Quality Training that Responds to the Vocational and Technical Needs of Local and Global Society.

### MISSION:

To Produce Quality Skilled and Self-driven Technical & Vocational Education Graduates With Innovative & Creative Competencies Relevant to Industrial Development.

### CORE VALUES:

Integrity & Honesty | Professionalism | Teamwork | Accountability & Transparency | Innovativeness & Creativity | Customer Focus | Diversity & Inclusion

NO	SERVICE	OBLIGATION	CHARGES (KSHS)	DURATION
1	Response to Phone Calls (Land Line or any other official lines)	- Phone Call	Free	15 Seconds
2	Response to Enquiry by Walk-in clients	- Walk in and make inquiry	Free	One Minute
3	Response to correspondences	- Written correspondences (letters) - Email and Social Media (Facebook/Website/SMS)	Free Free	Within Five (5) days 1 Working day
4	Response to public Complaints & grievances	- Make a complaint	Free	1 Working day
5	Resolution of complaints	- Make a verbal or written complaint	Free	14 Working day
6	Registration of Suppliers	- <b>Submission of relevant documents</b> (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 statutory bodies, Non-refundable fee payment receipt, Copies of annual return forms filled by company registry, National ID/Passport)	Free	14 Working day
7	Processing of Tenders	- Submit Bids for goods and services	Free	90 Days
8	Notification of Successful & unsuccessful bidders	- Access e-procurement portal (PPIP) for notification	Free	1 Working day
9	Payment of goods and service	- Delivery Notes - Invoice - Certificate of Completion - Goods/Services Received	Free	60 Days from the date of receipt of the invoice
10	Disposal of obsolete Stores	- List of obsolete and unserviceable equipment	Free	61 Days from the date of advertisement
11	Public participation in policy making process	- Familiarization with issues in the Policy - Active participation	Free	1 Day
12	Recruitment of Staff	- Make formal application based on the advert	Free	90 Days
13	Processing of Request for Information	- Make a request for information	Free	21 Days

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

The Principal,  
Ramogi Institute of Advanced Technology (RIAT),  
P. O. Box 1738 - 40100, KISUMU  
0777 726 640  
riatcollege2015@gmail.com  
www.ramogiinstitute.ac.ke

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice,  
2nd Floor, West End Towers, Waiyaki Way, Nairobi.  
P. O. Box 2041400200, NAIROBI.  
+254 (0) 202270000/2303000  
complain@ombudsman.go.ke

