

## *Customer Service Delivery Charter*

Payment to suppliers	Delivery of services or goods	Free	Within 60 days of delivery
Processing of tenders i). Prequalification of tender ii). Tender processing	Tender documents	Ksh.1000 or free when downloaded	Within 90 days
Disposal of unserviceably goods and surplus items	Request from departments	Ksh.1000 or free when downloaded	60 days from authorization
Processing of: i). Imprests ii). Claims	i). Imprest warrants ii). Vouchers	Free	i). Within seven days of application ii). Within 14 days from preparation
Correspondence i). Acknowledgement ii). Response	i). Enquiries ii). Complaints	Free	i). Within seven days from receipt date ii). Within 14 days from receipt date
Production of payroll and payment of salaries	Formal Appointment	Free	By the 30 <sup>th</sup> day of every month
Recruitment of staff	Appointment letter	Free	2 Weeks from the date of the interview
Clearance of staff on exit	Duly filled clearance form	Free	2 Weeks upon receipt of the duly filled clearance forms