

## ENGLISH SERVICE CHARTER

<b>NO.</b>	<b>SERVICE</b>	<b>CLIENT RESPONSIBILITY</b>	<b>COST</b>	<b>OUR COMMITMENT</b>
1.	Inquiries	Clarity of requested service/wish and full disclosure of what is required	FREE	i) Verbal response within a day ii) Electronic response within two (2) days ii) Postal response within five (5) days
2.	Complaints/Suggestions	Presentation of formal Complaint/Suggestion	FREE	i) Acknowledgement of receipt within a day ii) Feedback within seven (7) days minimum
3.	Establishment of collaborations, partnerships and linkages	Formal request for Partnerships/Collaborations	FREE On agreement	i) Acknowledgement of receipt within two (2) days ii) Convene a formal meeting within two (2) weeks iii) Within three (3) months a memorandum of understanding (MOU) signed
4.	Procurement of goods and services	i) Be prequalified ii) Submit bid in the prescribed manner	As prescribed in Procurement Act	Adhere to timelines prescribed in the regulations
5.	Payment of Creditors	Delivery note and Submission on Invoice		Within ninety (90) days on receipt of invoice
6.	a) Training of athletes on scholarship b) Training of self-sponsored athletes	Talented athletes  On request after trials	FREE  Rate determined by area of interest	Scouting through merit  Provide Professional Training
7.	Holiday Sports Camps	On request	Kshs. 3,000 per week	Provide Professional Training
8.	Capacity building of technical personnel	Submission of Application	Fee determined by course	Certification based on International Standards
9.	Research and Consultancy	Request made one month in advance	Negotiable	As per client's specifications