

KENYA LEATHER DEVELOPMENT COUNCIL

TRAINING AND PRODUCTION CENTRE FOR SHOE INDUSTRY (TPCSI), THIKA

CITIZEN SERVICE DELIVERY CHARTER

Vision

To be a first-choice training and common manufacturing facility for footwear and leather goods industry.

Mission

To serve as a specialized technology provider for both local and regional footwear and leather goods industries.

Quality Policy

Training and Production Centre for Shoe Industry Council (TPCSI) is committed to drive the Government's agenda on the development of leather industry and consistently meet its customers' requirements and endeavor to exceed their expectations through:

- Commitment to continued excellence in service delivery.
- Upholding professionalism, integrity and sensitivity to stakeholder interests.
- Continual improvement of quality management system.

Core Values

- Transparency and accountability.
- Professionalism
- Honesty and Integrity
- Team Work
- Collaboration and Networking
- Commitment to Meritocracy and welfare of our staff and social responsibility



REPUBLIC OF KENYA

Citizen's Service Delivery Charter



Quality leather, Better Earnings

Service Category	Customer Support Services	Customer Requirement(s)	Cost of Service/Good	Timeline
Common Services	Response to phone calls (landline or any other official line)	Phone call	Free	15 seconds.
	Response to enquiry by walk-in clients	Walk in and make the enquiry	Free	1 minute
	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook, LinkedIn, and Instagram)	Free	1 working day
	Response to public complaints and grievances	Make a complaint	Free	1 working day
	Resolution of complaints	Make a verbal or written complaint	Free	14 working day
Technical Support	Training services offered: - Footwear Manufacture - Leather goods manufacture - Footwear and leather goods manufacture - Refresher courses (short courses) Production services offered: - Product design - Pattern grading - Products production - Specific services (skiving, cutting/clicking, splitting, stitching, roughing & waxing, lasting and product finishing)	Provision of: - National identification document/passport - Medical insurance cover lasting not less than 7 months. Ability to communicate in English and/or Kiswahili Avail the required production materials as per the Centre's recommendation. Formal request/proposal	Ksh. 2,000 per week As per the Centre's service charge chart. Ksh. 750 per student per week	As per the defined period of the selected course in the service charge chart. - Small leather items will be developed within two (2) working days after acceptance of the order (subject to volumes); - Grading of patterns will be done within one (1) working day (subject to volumes); - Current production capacity is 6 bags and 70 pairs of shoes daily (subject to complexity of the designs); - Specific services will be done within one (1) working day after acceptance of the order (subject to

	Student Exchange Programme Services (SEPS)			volumes); As per the request/proposal
<i>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</i>				
Any service/good rendered that does not conform to the above standards or any officer who does not live up to commit to courtesy and excellence service delivery should be reported to both of the following:				
Manager, Capacity Building Training and Production Centre for Shoe Industry (TPCSI), Thika. P.O. Box 3586 - 01002 Thika. Tel: +254113 131 771/+254 709 386 000 E- mail: tpcsi@leathercouncil.go.ke / tpcsiindustry@yahoo.com			The Chief Executive Officer, Kenya Leather Development Council, P. O. Box 14480 – 00800, Nairobi. Tel: +254113 131 771/+254 709 386 000 Website: www.leathercouncil.go.ke Email: info@leathercouncil.go.ke	
<i>HUDUMA BORA NI HAKI YAKO</i>				