

| S/No | CUSTOMER SUPPORT SERVICES | CUSTOMER REQUIREMENT(S) | COST OF SERVICE | TIMELINE |
|------|--|--|---|-----------------------------------|
| 1. | Response to correspondence | Phone call and Social Media inquiries | Free | IMMEDIATE RESPONSE |
| 2. | | Walk-in customer enquiry | Free | IMMEDIATE RESPONSE |
| 3. | | Written correspondence (letters) | Free | 5 working Days |
| 3. | | Email/ SMS | Free | 1 working Day |
| 5. | Complaint Resolution (Verbal/Written) | Make a verbal or written complaint | Free | 10 Working Days |
| | | Make an E-written Complaint | Free | 10 Working Days |
| | | Walk-in Complaints | Free | 24hrs |
| 7. | Membership Registration | Complete registration at EIK Portal Approval of EIK membership upon Completion of the membership registration process via https://members.eik.co.ke/register | <u>REGISTRATION AND ANNUAL SUBSCRIPTION</u> Students- 700 Associates – 3,000 Lead – 7,000 Firm – 12,500 | 7-14 Working Days |
| 8. | | Acknowledgement of membership subscription | <u>ANNUAL SUBSCRIPTION</u> Students- 500 Associates – 3,000 Lead – 5,000 Firm – 7,500 | 1 Working Day |
| 9. | Issuance of E- Membership Certificates | Upon Successful membership Renewal | Free | 1 Working Day |
| 10. | Payment for goods and services received | L.P.O/Invoice Certificate of Completion/ Goods/ Services received | Free | 14 days from the date of Delivery |
| 11. | Training | Training Registration | | As per the Training Schedule |
| 12. | Conference/Workshop/Capacity Building Programs | Program Registration | | As per the Program Schedule |

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY.

Any service/good 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:

Chief Executive officer
Environment Institute of Kenya
Highway Towers, 4th Floor, Suite 10,
P.O BOX 5087-00506
Nyayo Stadium

Tel. No: 0769 484 895
Email: info@eik.co.ke
Web: www.eik.co.ke