



EXPERTECH ELECTRICAL CONTRACTORS LTD

**SERVICE DELIVERY
CHARTER**

DECEMBER 2024



Quality is at the core of everything we do.



VISION STATEMENT

To promote sustainable energy, environmental harmony, and global community empowerment while being a key player in carbon emission reduction through green energy sources.

MISSION STATEMENT

Empowering communities with sustainable energy solutions to illuminate a brighter, greener future for generations to come.

FOREWORD

As a professional Electrical Contractor carrying out various electrical installations, meeting your present and future needs is our highest priority. We strive to exceed your expectations in all your dealings with us.

Our core business objectives are to provide you with affordable, fairly priced, sustainable energy and related services while ensuring secure and reliable electricity supplies. We are also committed to minimizing our impact on the environment and helping our customers to do the same.

We achieve this by supporting initiatives that protect the environment and conserve resources.

Our dedicated Customer Care Team handles the majority of customer inquiries. However, you can expect all our staff, across all areas of our business, to work in alignment with this Customer Charter and our Standards of Service.

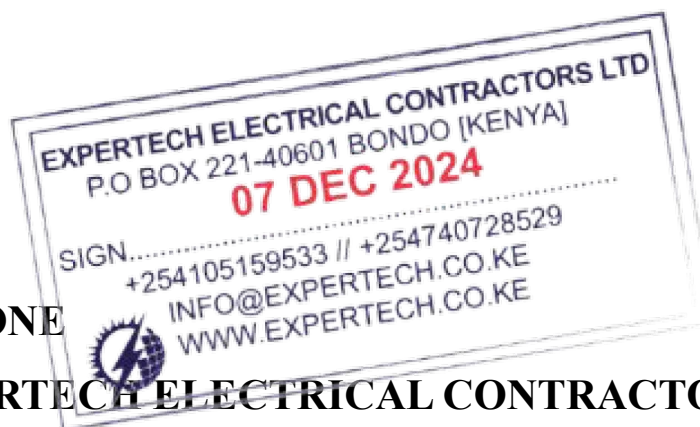
May I finally encourage you to take the time to provide your feedback on any aspect of our service. Your input is crucial to helping us improve as we go forward.

This marks an important milestone in Expertech Electrical Contractors Ltd's commitment to the provision of better services to clients. It is part of the ongoing Company reforms and sets standards for service delivery, expectations of the clients, and commitment of the company in service delivery. It thus provides a mechanism for self evaluation as well as evaluation by the clients served. It therefore lays a foundation upon which continuous service delivery improvements will be based. Further, it affirms our commitment to provide better services to our clients. The Charter also outlines the services provided by the Company, therefore, invited to help the company implement them and should always feel free to identify and bring out shortcomings to our attention. Such information shall be treated confidentially.



ENG. OIRO WASHINGTON

CEO & FOUNDER-EXPERTECH ELECTRICAL CONTRACTORS LTD



Introduction

Dear Customer,

As a professional Electrical Contractor carrying out various electrical installations, meeting your present and future needs is our highest priority. We strive to exceed your expectations in all your dealings with us.

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Core Values

- **Excellence:** We relentlessly pursue excellence in our endeavors while remaining accountable to both our customers and stakeholders.
- **Customer and Employee Focus:** We prioritize our customers and recognize the vital role of our employees in sustaining our business.
- **Innovation and Environmental Stewardship:** We are committed to environmental stewardship through innovative technological advancements.
- **Integrity and Transparency:** Upholding integrity and transparency in all our dealings.
- **Community Empowerment:** Dedicated to empowering communities and building strong relationships.

Quality Policy

Expertech Electrical Contractors Ltd is dedicated to delivering excellence in all aspects of operations, focusing on environmental responsibility, safety, and customer satisfaction.

Our commitment includes:

- Continuous improvement in processes and services.
- Adhering to legal and regulatory requirements.
- Maintaining ethical practices.
- Empowering employees through training and involvement.

STANDARDS OF SERVICE

SERVICE TYPE	PARTICULARS & REQUIREMENTS		TIMELINE
New Electrical Installations. Solar Works.	Upon receiving a fully completed 'Electricity Installation Enquiry Form' and required drawings, we will:		
	Acknowledge your inquiry within		Within 2 working days.
	Provide a written quote for straightforward installations or modifications.		Within 15 working days
	Provide a written quote if significant network reinforcement is required.		within 25 working days
	<i>Note:</i> Incomplete forms may result in delays. Download the form at www.expertech.co.ke .		
Electrical Supply Restoration	For failures on the installed distribution board: Supply will be restored		within 18 hours of notification.
	For failures on the utility provider network: Supply restoration will align with the utility provider's charter, typically		within 24 hours.
Main Fuse or Faulty Meter	Response during	normal working hours	within 3 hours
		outside working hours	4 hours
	Issue resolution or utility provider notification		within 24 hours.
Inquiries and Complaints	We will: Aim to resolve your inquiry immediately.		
	<ul style="list-style-type: none"> Provide an initial response if resolution requires further investigation. 		2 working days
	<ul style="list-style-type: none"> Provide a detailed response or schedule a visit within 		10 working days.

REQUIREMENTS NEEDED TO GET SERVICES OF EXPERTECH ELECTRICALS

1. Copy of national Identification card.
2. Copy of KRA PIN Certificate
3. Copy of Title deed
4. EPRA Wiring Certificate of Completion.
5. Route sketch map to the site (preferably exact coordinates using Google map)
6. Site plan for premium connections (preferably in soft copy AutoCAD format)

EXEMPTIONS TO STANDARDS

While we strive to meet or exceed our Standards of Service, certain exceptional circumstances may preclude compliance, including:

- Inaccessibility or unsafe premises.
- Severe weather conditions.
- Circumstances outside our control or exceptional operating conditions.
- Legal obligations preventing compliance.

Feedback

We value your feedback. Please share your suggestions or complaints via:

- **Email:** info@expertech.co.ke
- **Phone:** +254-0105-159-555
- **Website:** www.expertech.co.ke