



# MUKIRIA TECHNICAL TRAINING INSTITUTE

PO.BOX 1093 -60200, MERU

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## CITIZENS' SERVICE DELIVERY CHARTER

NO	SERVICE OFFERED	CUSTOMER REQUIRMENTS	CHARGES	TIMELINE
1.	Application for courses	<ul style="list-style-type: none"> <li>• Application letter</li> <li>• Copies of: <ul style="list-style-type: none"> <li>- Result slip/certificate</li> <li>- Leaving certificate</li> <li>- ID card</li> <li>- Birth certificate</li> </ul> </li> </ul>	Admission fee Ksh.300	As advertised
2.	Communication to qualified applicants	<ul style="list-style-type: none"> <li>• Proper mailing address and mobile number posted on time</li> </ul>	Free	1 day after selection
3.	Admission	<ul style="list-style-type: none"> <li>• Register with Registrar upon arrival</li> </ul>	Free	20 minutes
4.	Receiving and invoicing of trainees' fees	<ul style="list-style-type: none"> <li>• Banking slips/notification message/cheque/payment list from Sponsors</li> </ul>	Free	Immediately
5.	Teaching and training	<ul style="list-style-type: none"> <li>• Trainee abide by academic policy, rules, regulations and provide course work material (project)</li> </ul>	Free	Course duration
6.	Administer exams	<ul style="list-style-type: none"> <li>• To register for examinations, one should meet all the requirement of the examination body- KNEC, NITA and CDACC</li> </ul>	As stipulated by the examining body.	KNEC , CDACC&NITA as per scheduled
7.	External Examination results	<ul style="list-style-type: none"> <li>• Dully filled and approved clearance form</li> <li>• Clearance of fees</li> </ul>	Free	As per terms schedule
8.	Release of internal exam results	<ul style="list-style-type: none"> <li>• As per terms schedule</li> </ul>	Free	As per academic policy.
9.	Issuance of Academic certificate	<ul style="list-style-type: none"> <li>• Completed course successfully</li> <li>• Dully filled and approved Clearance form</li> </ul>	Free	2 weeks after release by the examining body
10.	Registration of continuing students	<ul style="list-style-type: none"> <li>• As per academic policy</li> <li>• Clearance of fees</li> </ul>	As per course fees structure	10 min per student
11.	Issuance of students' identification card	<ul style="list-style-type: none"> <li>• Receipt of payment</li> <li>• Dully filled registration form</li> </ul>	200	4 Weeks
12.	Security	<ul style="list-style-type: none"> <li>• Abide by the security procedures and take care of personal property.</li> </ul>	Free	Within course stay in the Institute
13.	Enquiry & reception services	<ul style="list-style-type: none"> <li>• Make clear &amp; specific enquires.</li> </ul>	Free	Immediately
14.	Response to telephone calls	<ul style="list-style-type: none"> <li>• Call M.T.T.I No 0716674848.</li> </ul>	Free	Pick the call after 2 rings
15.	Response to written communication	<ul style="list-style-type: none"> <li>• Write clear &amp; specific enquiries / request</li> <li>• Contact - PO Box 1093-60200 Meru</li> <li>• Email: <a href="mailto:mukiriatechnical@gmail.com">mukiriatechnical@gmail.com</a></li> </ul>	Free	48 hours
16.	Receiving of goods	<ul style="list-style-type: none"> <li>• Delivery note</li> <li>• Abide by all procurement regulations</li> </ul>	Free	15 minutes
17.	Issue of goods	<ul style="list-style-type: none"> <li>• Provide dully filled store requisition form</li> </ul>	Free	Immediately
18.	Payment of Suppliers	<ul style="list-style-type: none"> <li>• Provide duly completed relevant documents from the Procurement office</li> </ul>	Free	30 days

Mukiria T.T.I is committed to courtesy and excellence in service delivery. Any service that does not conform to the above standards or an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to:

The principal Mukiria Technical Training Institute  
P.O Box 1093-60200, MERU  
Tel: 0716674848  
Email: [info@mukiriatechnical.ac.ke](mailto:info@mukiriatechnical.ac.ke)

The commission on Administrative Justice  
P.O Box 20414-00200, NAIROBI  
Tel: +254020 227000  
Email: [certificationpc@ombudsman](mailto:certificationpc@ombudsman)

## HUDUMA BORA NI HAKI YAKO