



GITWEBE TECHNICAL TRAINING INSTITUTE

MAKTABA WA HUDUMA

Vision Statement

To be the Centre of excellence for Technical, Vocational Education and Training (TVET).

Mission Statement

To provide Competent Human Resource for Sustainability Development in Science and Technology.

Core Values

- Integrity
- Transparency and Accountability
- Creativity and Innovation
- Professionalism & Teamwork
- Financial Sustainability

NO.	ENEO LA HUDUMA	HUDUMA	MUDA WA HUDUMA	MALIPO
1	Lango kuu	Kupokea, kusajiri na kuelekeza wageni	Wageni kuelekezwa kati ya dakika tano	BURE
2	Meza ya kupokea wageni	Hojaji	Hojaji za wageni hujibiwa kati ya dakika tano	BURE
3	Afisi ya mkuu wa chuo	Maswala ya uongozi na mawasiliano	Afisi inatekeleza majukumu kama ifuatavyo jumatato mpaka ijumaa saa mbili mpaka saa kumi na moja	BURE
4	Afisi ya msajili	Kupokea na kusajili wanafunzi	Wanafunzi watapokelewa na kusajiliwa chini ya dakika 30	1,550
5	Afisi ya mkuu wa mitihani	Usajili wa mitihani ya kitaifa	Wanafunzi watasajiliwa kwa mitihani ya kitaifa kati ya dakika 30 baada ya kupeana vyeti vinavyohitajika.	ADA KULINGANA NA KOSI
		Utekelesaji wa mitihani ya ndani	Wanafunzi watafanya mitihani kulingana na ratiba	KARO YA SHULE
		Ratiba ya mitihani	Ratiba ya mitihani ya ndani itatolewa wiki tatu kabla ya kuanza	BURE
6	Afisi ya uombatishaji viwanda	Kuambatisha na kuwatembelea wanafunzi	Kuwatembelea na kufuatilia wanafunzi baada ya wiki nane viwandani	2,000
7	Afisi ya maswala ya wanafunzi	Kupeana vitambulisho vya chuo	Kitambulisho cha chuo kupeanwa wiki moja baada ya kusajiliwa	500
8	Uhasibu	Kupokea karo	Risiti hupeanwa kati ya dakika tano	BURE
		Malipo ya wawasilizaji	Wawasilizaji vidhaa hulipwa kabla ya siku 80 baada ya kupeana vidhaa na cheti cha kukamilisha	BURE
		Kutuma tathmini ya pesa	Tathmini ya fedha hutumwa kabla ya tarehe 20 kila mwezi	BURE
		Makato ya kisheria	Kabla ya tarehe tisa kila mwezi	BURE
9	Bohari ya chuo	Kupokea bidhaa	Bidhaa zitapokelewa jumatatu hadi ijumaa saa mbili hadi saa kumi jioni	BURE
		Kupeana bidhaa	Bidhaa zitapeanwa kwa waagizaji kati ya dakika 10 ya kupeana ombi	BURE

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered that does not confirm to the above standards or any officer who does not live up to excellence in services delivery should be reported to

The CS/CEO/Principal of GTTI

The Commission Secretary/CEO
Commission on Administrative Justice,
2nd Floor, West End Towers,
Waiyaki Way Nairobi
P.O Box 20414 -00200 Nairobi
Tel: +2540202270000/2303000

HUDUMA BORA HAKI YAKO