



GITWEBE TECHNICAL TRAINING INSTITUTE

SERVICE DELIVERY CHARTER

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.	SERVICE POINT	SERVICE RENDERED	SERVICE STANDARD	COST
1	Main Gate	Ushering and directing visitors	Visitors shall be registered in the visitors' book and directed within 5 minutes	FREE
2	Reception desk	Enquiries	Enquiries shall be responded to within 5 minutes	FREE
3	Principal's Office	Administrative issues	The office of the principal shall be fully functional from Monday to Friday from 8am to 5pm	FREE
		Correspondences	All correspondences shall respond to within 5 working days	FREE
4	Registrar's Office	Admission of students	Students shall be admitted within 20 minutes upon payment of admission fees	Ksh 1,550
		Registration of students	Students shall be registered within 30 min upon payment of fees	Fees charged per course
		Issuance of external slips and certificates upon approval by principal	Students shall be issued with external slips/certificates on the same day upon completion of all the requirements	FREE
5	Examination Office	Administration of external and internal exams	Eligible candidates shall be registered for external exams within 30 min	FREE
		Issuance of exam time table	Internal exam time table shall be issued 2 weeks before the exam	FREE
6	Industrial Attachment Office	Placement of students	Students shall be issued with log book, attachment letters and insurance 2 weeks before commencement	Ksh 2000
		Supervision/assessment	Supervisory visits shall be 8 weeks after placement	FREE
7	Dean's office	Issuance of ID cards	Students' ids shall be issued within one week after registration	Ksh 500
8	Finance Office	Fees payment	Receipts shall be issued within 5 min upon presentation of bank pay in slip	FREE
		Payment of suppliers	Suppliers shall be paid 80 days after delivery and presentation of invoice	FREE
9	Store	Receiving of goods	Goods shall be received Monday to Friday between 8.00am to 4.00 pm within 15 minutes of delivery upon verification	FREE
		Issuance of goods	Goods shall be issued 5 mins upon approval by the Principal /Deputy.	FREE

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