



MINISTRY OF EDUCATION

NKABUNE TECHNICAL TRAINING INSTITUTE

CITIZENS' SERVICE DELIVERY CHARTER



Preamble

Nkabune Technical Training Institute is committed to providing high quality services to all our clients with dignity, professionalism and within the shortest time possible.

Vision

To be a center of excellence in provision of Technical, Industrial, Vocation and Entrepreneurship Training.

Mission

To provide Technical, Industrial, Vocation and Entrepreneurship Training to produce skilled manpower that can compete favorably in the local and international labor market as well as creating self-reliance that suits current and changing technology.

Motto

Technical Skills for Self Reliance

S/No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENTS	COST OF SERVICE	TIME LINE
1	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	1 minute
3	Response to correspondence	Written correspondence (Letters)	Free	5 Working days
		Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
4	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Registration of Suppliers	Dully filled application form, company profile, certificate of Incorporation,/Registration, PIN Certificate, Valid Tax Compliance Certificate/Exceptions, Original Bank Statement, Copy of certificate of registration with relevant regulatory bodies, Non-Refundable fee payment receipt, Copies of annual return forms filed by company registry, National ID/Passport	Free	14 working days

7	Processing of tenders	Submit bids for goods and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9	Payment for goods and services received	L.P.O/Invoice certificate of completion/goods/services received	Free	60 days from the date of receipt of the invoice
10	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13	Processing of request for information	Make a request for information	Free	21 days
14	Admission into a Training Programme	Register upon meeting the requirements as per the admissions policy	As per the course advertised	10 minutes
15	Undergoing through Training	Adherence to the institution's academic policy	As per the course registered	Course duration
16.	Administration of assessment	Adherence to the internal and external examination policies	As per the course requirements	As stipulated by the examination body
17	Provision of Security Service	Adherence to the institutional security policy	Free	Course duration

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 both of the following:

The Principal Nkabune Technical Training Institute through our Contact address: P.O Box 330 – 60200, Meru. Contact: 0719569844 E- mail: nkabunetti@yahoo.com, nttinkabune@gmail.com Website: www.nkabunetti.ac.ke	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Tel: +254 (0)20 2270000/2303000 Email: feedback@ombudsman.go.ke
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