



# NAIROBI TECHNICAL TRAINING INSTITUTE

## CITIZEN'S SERVICE DELIVERY CHARTER



### Our commitment to the provision of Quality Service Delivery

We dedicate ourselves to providing quality and relevant Technical Vocational Education and Training, guided by our Core Values: - Excellence, Integrity, Professionalism, Innovation, Inclusion & Empowerment.

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE (IF ANY)	TIMELINE
1.	Enquiries	Comply to Institute requirements	Free	Immediate
2.	Admission of New Students	Must apply and be placed by KUCCPS	As per KUCCPS requirements	KUCCPS timelines
		Complete Admission form and attach the required documents	As per Admission requirements	Within 1 day
	Registration of Continuing Students	<ul style="list-style-type: none"> <li>Fees Payment</li> </ul>	As per requisite fees	1 <sup>st</sup> week of the term
3.	Training	<ul style="list-style-type: none"> <li>Must be registered</li> <li>Must Attend Class</li> </ul>	As per requisite fees	As per the Tuition Timetable
	Administration of Internal Examinations	<ul style="list-style-type: none"> <li>Adhere to the Academic Policy</li> </ul>	Free	As per the Internal Examinations Timetable
	Release of Internal Examinations Results	None	Free	Within two Weeks after the End of Term Examinations
	Processing of Internal Examination Certificates	<ul style="list-style-type: none"> <li>Pass relevant Examinations</li> </ul>	Free	Within 3 Month after completion of Examinations
	Industrial Attachment	<ul style="list-style-type: none"> <li>Fulfill Industrial Attachment requirements</li> </ul>	As per the requisite fee	Immediate
	Library	<ul style="list-style-type: none"> <li>Adhere to the Library rules and regulations</li> </ul>	Free	Immediate
4.	Receipt of payments in the Finance Office	<ul style="list-style-type: none"> <li>Avail: Bank Slip / Money Order / Bankers cheque / Mpesa message</li> </ul>	Free	Immediate
	Payment for Goods and Services	<ul style="list-style-type: none"> <li>Complete payment support documents</li> </ul>	Free	Within 90 Days

### WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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:

The Principal  
Nairobi Technical Training Institute  
P.O Box 30039-00100  
NAIROBI  
Tel (020)8034403  
Mobile No. 0721233394/ 0717764444  
Email : [nairobitechnical@gmail.com](mailto:nairobitechnical@gmail.com)  
**OR**  
[info@nairobiiti.ac.ke](mailto:info@nairobiiti.ac.ke)

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice,  
2<sup>nd</sup> Floor, West End Towers, Waiyaki Way,  
P.O. Box 20414-00200 NAIROBI  
Tel: +254 (0)20 2270000/2303000  
Email : [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
**OR**  
The Chief Executive Officer,  
Ethics and Anti-Corruption Commission,  
Integrity Centre, Milimani Road/Valley Road Junction,  
P.O Box 61130-00200  
NAIROBI  
Tel: (020) 4997000  
Mobile: 0709781000; 0730997000  
Email: [report@integrity.go.ke](mailto:report@integrity.go.ke)

**QUALITY SERVICE IS YOUR RIGHT**

Nairobi Technical Training Institute does NOT discriminate against Persons with Disability



NAIROBI TECHNICAL TRAINING INSTITUTE is ISO 9001:2015 Certified