



NAIROBI TECHNICAL TRAINING INSTITUTE

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	None	Immediate
2.	Admission of New Students	Apply through 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"> Fees Payment 	As per Fees Structure	As per the specified date
3.	Training	<ul style="list-style-type: none"> Must be registered Class Attendance 	As per Fees Structure	As per the Tuition Timetable
	Administration of Internal Examinations	<ul style="list-style-type: none"> Adhere to the Academic Policy 	None	As per the Internal Examinations Timetable
	Release of Internal Examinations Results	None	None	Within two Weeks after the End of Term Examinations
	Processing of Internal Examination Certificates	<ul style="list-style-type: none"> Pass relevant Examinations 	None	Within 1 Month after completion of Examinations
	Industrial Attachment	<ul style="list-style-type: none"> Fulfill Industrial Attachment requirements 	As per the Fees Structure	Immediate
	Library	<ul style="list-style-type: none"> Member of NTTI Community Adhere to the Library rules and regulations 	None	Immediate
4.	Receipt of payments in the Finance Office	<ul style="list-style-type: none"> Bank Slip / Money Order / Bankers cheque / Paybill 	None	Immediate
	Payment to service providers	<ul style="list-style-type: none"> Invoices / Claims 	None	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
OR
info@nairobi.ac.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice,
2nd Floor, West End Towers, Waiyaki Way,
P.O. Box 20414-00200 NAIROBI
Tel: +254 (0)20 2270000/2303000
Email : 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

QUALITY SERVICE IS YOUR RIGHT

Nairobi Technical Training Institute does **NOT** discriminate against Persons with Disability

KEEP SAFE, WEAR MASKS, OBSERVE SOCIAL DISTANCE, WASH YOUR HANDS WITH SOAP AND WATER / SANITISE



NAIROBI TECHNICAL TRAINING INSTITUTE is ISO 9001:2015 Certified