



THIKA TECHNICAL TRAINING INSTITUTE



VISION

A center of excellence in technical and vocational education and training.

MISSION

To provide Training, Research and Outreach Programmes that impart skills and utilize acquired knowledge to spur economic growth and solve problems in society

CORE VALUES

- ★ Professionalism
- ★ Teamwork
- ★ Integrity
- ★ Innovation
- ★ Equity and Equality
- ★ Customer focus

CUSTOMER SERVICE DELIVERY CHARTER

S/No.	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/ GOOD	COST OF SERVICE/GOOD (KSHS.)	TIMELINE
1. GENERAL ENQUIRIES				
Response to general enquiries from clients through;				
(a)	Response to enquiries by walk in clients	★ initiate enquiry, customer identification	Free	Within 10 minutes of visit
(b)	Response to Correspondence	★ email, social media enquiry	Free	Within 1 working day
		★ written letter	Free	Within 5 working days
2. APPLICATION AND ADMISSION				
(a)	Course application and feedback	★ Minimum qualifications as per course requirements	500	Within 1 day upon receipt of dully completed documents
(b)	Admission	★ Admission Letter and course admission requirements	Free	Within 1 day upon fulfillment of course requirements
(c)	Registration	★ Fee Payment ★ course requirements	As per fees structure	Within the reporting week
(d)	Issuance institute Identity card	★ Admission number ★ Fee Payment	As per fees structure	Within 2 weeks upon registration
3. CURRICULUM IMPLEMENTATION				
(a)	Training	★ Registration as per Academic Policy ★ Class Attendance	As per fees structure	As per training schedule
(b)	Formative Assessment	★ As stipulated in the course curriculum	As per fees structure	As per the assessment schedule
(c)	Summative Assessment	★ Registration by the relevant assessment body	As stipulated by the relevant assessment body	As per the assessment body schedule
(d)	Re-assessment	★ Previous Assessment results	As stipulated by the relevant assessment body	As per the assessment body schedule
4. INDUSTRIAL TRAINING				
(a)	Placement of Trainees	★ Full payment of fees ★ Completion of the required module(s) as per the training schedule	As per Fees Structure	As per the training schedule
(b)	Assessment of Trainees	★ Dully filled attachment information and Mentoring tool	Free	As per the assessment Schedule
5. CERTIFICATION				
(a)	Issuance of transcript/ Certificate	★ Completed the course of study ★ Trainee clearance	Free	Immediately after the receipt of the transcript/certificate from the assessment bodies.
(b)	Issuance of completion letter	★ Completed the course of study ★ Result slip/certificate ★ Trainee Clearance	Free	Immediately upon request
(c)	Graduation	★ Course completion ★ Trainee clearance	Graduation Fee	As per the institute's annual workplan
6. RESEARCH AND INNOVATION				
(a)	Exhibitions and Fairs	★ Innovations ★ Research papers ★ Prototypes	Free	As per the schedules of the exhibitions and fairs
(b)	Collaborations and partnerships in RSTI	★ MOU's/MOA's ★ Innovations ★ Research papers ★ Provisional patent ★ Anti-plagiarism check	As Per the MoU's/MOA's	As per approved schedules of the exhibitions and fairs
7. PROCUREMENT				
	Procurement of goods and services	★ Bid Documents ★ LPO/LSO	Free	As stipulated in the PPADA, 2015
8. FINANCE				
(a)	Fee payment feedback	★ Bonafide trainee	Free	After fee payment
(b)	Payment of suppliers	★ Invoice ★ Delivery note ★ LPO/LSO ★ Completion/inspection certificate	Free	As stipulated in the PPADA, 2015
9. COMPLIMENTS AND COMPLAINTS				
	Management of complaints and complements	★ Lodged complaints and complements	Free	Within 30 working days after receiving the complaint or compliment

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:

The Chief Principal The Commission Secretary/The 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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QUALITY SERVICE IS YOUR RIGHT