

ZIWA TECHNICAL TRAINING INSTITUTE

SERVICE DELIVERY CHARTER



...Our promise to you

Vision

To be a center of excellence in Technology and Innovation

Mission

To train and Nurture Human Capital for a Dynamic Economy

Underpinned by the core Values;

Team work

Integrity

Professionalism

Commitment

Creativity



Service	Requirement to obtain service	cost	Time line
General Service			
Handling of inquiries	• Visit the institute /Make call	Free	Within 10 minutes of visit
Response to correspondence	• Receipt of enquiry	Free	Within 7 working days
Admission			
Admission & registration	<ul style="list-style-type: none"> • Completed admission letter • Originals and copies of: <ul style="list-style-type: none"> ✓ Result slip/certificate ✓ National ID ✓ Birth Certificate ✓ Leaving certificate • Passport photographs 	Payments of required fee for the course per fee structure	Within same day of reporting
Orientation and induction of students	• Presence	Free	Within 28 days
Issuance and replacement of Institute Identity card	• As per Academic Policy	Fulfillment of admission requirements.	Within 14 days
Tuition			
Tuition	<ul style="list-style-type: none"> - Attendance - Activation through school system 	Meet admission and progression requirements	As per term dates
Assessment			
Internal examination/Assessment	<ul style="list-style-type: none"> • As stipulated in academic policy • Exam card 	As per academic policy	As per exam schedule
Special exams/ Supplementary Assessment	Academic board recommendation	As per academic policy	Within the first week of opening the proceeding term
Registration for External exams/ Assessment	<ol style="list-style-type: none"> 1. Full payment of required fees 2. Originals and copies of relevant documents: 	Full Institute fee and examination fee payment	As per exam schedule

Certification			
Issuance of transcripts	<ul style="list-style-type: none"> Passed stage exam 	Free	1 month after release of results
Issuance of external result slips and certificates	<ul style="list-style-type: none"> Fee clearance Duly filled clearance form 	Free	Within a day
Receipting			
Receipt of fees and issuing of receipts	<ul style="list-style-type: none"> Money order Bankers cheque Bank deposit slips 	Free	Within 3 days
Sale of tender documents	Bankers cheque Bank deposit slips	Ksh 1000/= or Free if downloaded from the Institutional website/PPIP portal	Within 14 days
Payment of valid invoices	<ul style="list-style-type: none"> Delivery of Goods and Services 	Free	Within 90 days
Industrial attachment			
Attachment of students	<ul style="list-style-type: none"> Full payment of fees Passed stage exams 	Free	As per attachment schedule
Assessment of students	<ul style="list-style-type: none"> Dully processed attachment requirements Communication of attachment placement location 	As per ILO policy	As per attachment schedule
Disciplinary			
Disposal of disciplinary cases for students unless referred to the BOG	<ul style="list-style-type: none"> Appearance before the disciplinary committee 	Free	Within 14 days
Disposal of disciplinary cases for staff	<ul style="list-style-type: none"> Appearance before the disciplinary committee 	Free	Within 30 days

THE CONSTITUTION OF KENYA

..... (2) the national values and principles of governance include: -

- (a) Patriotism, National Unity, Sharing and devolution of power, the rule of law, Democracy and participation of the people;
- (b) Human dignity, Equality, Social Justice, Inclusiveness, equality, Human Rights, and discrimination and protection of the marginalized;
- (c) Good governance, Integrity, transparency, and accountability (d) Sustainable development.

The Principal
ZTTI P.O Box 1055- 30100, Eldoret Kenya
Phone: 0705981111/0727447528
Email: info@ziwatti.ac.ke
Website: ziwatti.ac.ke

OR

The Chief Executive Officer, Commission of Administration of justice, 6th Floor, Deputy President's Building, Nairobi
P.O Box 20414-00200 Nairobi,
Tel:+254020 2270000
Email: certificationpc@ombudsman.go.ke
Web: www.ombudsman.go.ke

"GOOD SERVICE IS NOT A PRIVILEGE, NOT A FAVOUR, GOOD SERVICE IS YOUR RIGHT"