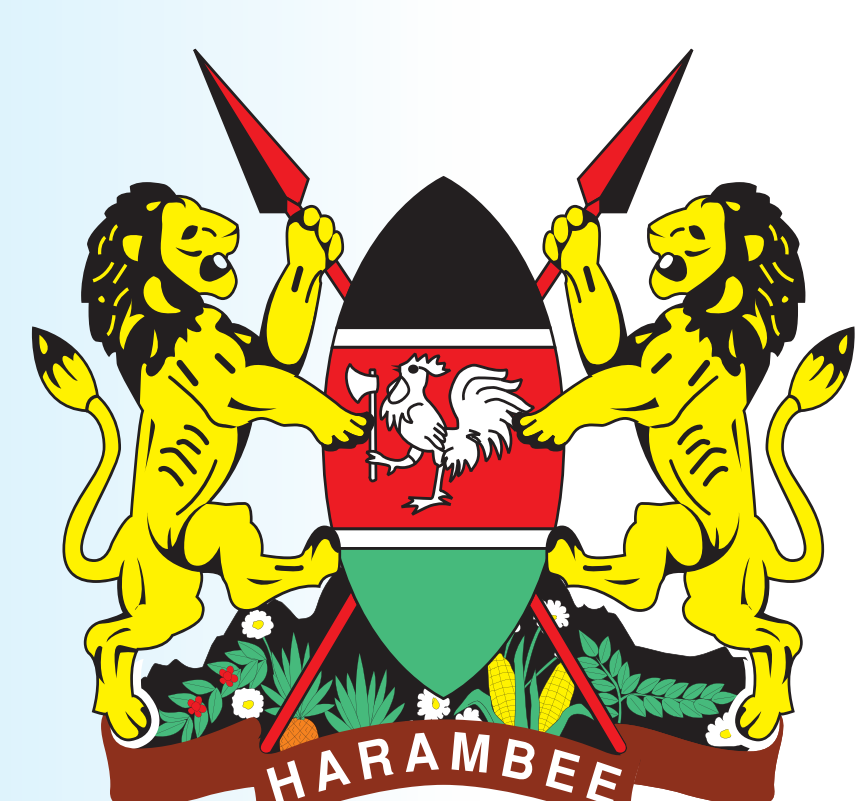


MINISTRY OF EDUCATION

KAREN TECHNICAL TRAINING INSTITUTE FOR THE DEAF

P.O. Box 24785-00502 Nairobi Tel: +254 722 677859
Email: kttid2007@yahoo.com Website: www.kttideaf.ac.ke



SERVICE DELIVERY CHARTER

NO	SERVICE	REQUIREMENTS	CHARGES	TIMELINE
1	Response to enquiries at the gate.	- Alert - Courtesy	Free	Immediate
2	Response to enquiries and correspondence at the reception	Courtesy	Free	Immediate
3	Response to Mobile and Telephone calls and SMS	Respond using available relevant information	Free	Immediate
4	Response to E-mails	Respond using available relevant information	Free	Respond
5	Response to Letters	Respond using available relevant information	Free	Respond within 7 working days
6	Application for course	Registrar's Office - Avail information on courses offered by the institute through various types of media e.g. Brochures, Newspapers etc. - Avail application forms - Avail admission letters in hard copies	Kshs. 300 (for the	Immediate
7	Admission	Registrar's Office - Receives duly filled admission forms and admission letters - Receive certified Academic Certificates and other official Testimonials - Issues admission numbers - Open a personal file for each student - Organize accommodation for resident students.	Free	Immediate
8	Training and Tuition	- Students Registered at the Department as per the course admitted to. - Teachers attend classes and teach as per the course syllabi and timetable - Teachers implement professional discipline in students	Full payment of fees as	Within three months
9	Evaluation (i) Internal Examinations	- Teachers set, moderate, proof-read internal examinations. - Registrar's office coordinate, Typing, Photocopying of internal examinations and ensures that security by banking them. - Invigilators ensures Examination rules and regulations are adhered to. - Class assignments and continuous assessment tests are administered at least twice per term. - Mark and record marks accordingly - Submit recorded marks per student to the Head of Department.	Free	Two months of the term End of term Examinations within the last
	(ii) Release of Internal Examination results	- On adoption and approval by the academic board and the Registrar's office - Uploads results on the website and releases on the internal notice board - Avail Transcripts	Free	Two weeks after First week of
	(iii) Supplementary Examinations	- Lecturers prepare supplementary examinations on approval by the Academic Board. - Administer supplementary Examinations - Mark Examinations	Kshs.	Third week
	(iv) Special Examinations	- With written proof from the HOD teachers administer special Examinations on approval by the Academic Board. - Mark Examinations - Release results	Free	Third week
10	Certification (i) Issuance of Transcripts kitaalamu (ii) Issuance of leaving certificates	- Prepare Transcripts - Issue Transcripts - Issue leaving certificates on completion of the course	Free	First week upon resumption of new

We work in collaboration with COMMISSION ON ADMINISTRATIVE JUSTICE
WEST END TOWERS, 2ND FLOOR, WAIYAKI WAY WESTLANDS
P.O. BOX 20414-00200 NAIROBI.
Email: certificationpc@ombudsman.go.ke
For any query, calls us on:
0722-365 680 / 020-227000

KENYA
VISION 2030



WIZARA YA ELIMU, SAYANSI NA TEKNOLOJIA
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MKATABA WA UTOAJI HUDUMA

NO	HUDUMA	MAHITAJI	MALIPO	RATIBA YA WAKATI
1	Kujibu maswali kwenye lango kuu	- Tahadhari - Heshima	Bure	Kwa haraka
2	Kujibu maswali na mawasiliano wakati wa mapokezi	Heshima	Bure	Kwa haraka
3	Kupokea simu afisini na kujibu ujumbe mfupi	Toa majibu kutumia habari rasmi zinazofaa	Bure	Kwa haraka
4	Kujibu barua pepe	Toa majibu kutumia habari rasmi zinazofaa	Bure	Toa majibu kwa siku moja
5	Kujibu barua	Toa majibu kutumia habari rasmi zinazofaa	Bure	Toa majibu wakati wa siku saba za kazi au siku saba baada ya mkutano wa BOG kuhusu suala husika
6	Ombi la kozi/programu ya kozi	Ofisi ya msajili - Hutoa habari za kozi zinazotolewa na taasisi kupitia vyombo vya habari kama vile; vipeperushi, majarida, gazeti, tovuti na matangazo - Kutoa barua za maombi - Kutoa barua za usajili kwa nakala ngumu na kwenye tovuti.	Kshs. 300 (ada ya fomu za maombi)	Kwa haraka
7	Kujiandikisha	Ofisi ya msajili - Hupokea barua za usajili zilizojazwa kikamilifu. - Hupokea nakala thabiti ya vyeti vya kitaaluma na vyeti vingine rasmi - Hutoa nambari za usajili - Hufungua nakala za kibinafsi kwa kila mwanafunzi - Huandaa makazi kwa wanafunzi wanaoishi shuleni.	Bure	Kwa haraka
8	Mafunzo na utaaluma	- Wanafunzi kujiandikisha kwa idara kulingana na kozi za usajili - Walimu kuhudhuria vikao darasani kulingana na kielelezo ya kozi na ratiba - Walimu kutekeleza nidhamu ya kitaaluma kwa wanafunzi.	Malipo Kamilifu ya karo kwenye muundo wa karo kila muhula	Muda kuanzia mwezi wa kwanza hadi tatu
9	Tathmini (I) Mitihani za ndani	- Walimu hutunga mitihani, huhakiki na kusoma ushahidi za mitihani za ndani. - Ofisi ya msajili huratibisha kuandika, kupiga chapa mitihani za ndani na kuhakikisha usalama wa mitihani hiyo. - Walimu na wahadhiri husimamia mitihani hiyo - Mazoezi ya darasani na mjarabu kupeana mara mbili kila muhula - Kusahihisha na kuashiria mitihani - Kurekodi alama kwa njia ifaayo.	Bure	Mjarabu mbili ndani ya miezi mbili ya muhula Mitihani ya mwisho wa muhula katika mwenzi wa mwisho wa muhula
	(ii) Kutoa matokeo ya mitihani za ndani	- Kupitishwa na kuidhinishwa na bodi ya kitaaluma katika ofisi ya msajili - Kuweka matokeo kwenye tovuti - Matokeo huwekwa kwenye bodi za taarifa za ndani	Bure	Wiki mbili baada ya siku ya mwisho kufanya mitihani AU Wiki ya kwanza ya muhula
	(iii) Mitihani za ziada	- Waadhiri kuandaa mitihani za ziada baada ya idhinisho ya bodi ya kitaaluma - Kupeana kwa mitihani za ziada - Kusahihisha mitihani - Ofisi ya msajili kutoa matokeo	Kshs. 300	Wiki ya tatu ya muhula
	(iv) Mitihani Maalum	- Baada ya idhinisho rasmi kutoka kwa wakuu wa idara pamoja na bodi ya kitaaluma walimu wataruhusiwa kupeana mitihani maalum. - Kusahihisha mitihani - Msajili kutoa matokeo	Bure	Wiki ya tatu ya muhula
10	VYETI (I) Utoaji wa nakala ya kitaalamu	- Kuanda nakala - Kupeana nakala	Bure	Wiki ya kwanza ya muhula mpya

Tunafanya kazi kwa ushirikiano na tume ya haki ya Utawala
WEST END TOWERS, 2ND FLOOR, WAIYAKI WAY WESTLANDS
Sanduku la Posta 20414-00200 NAIROBI.
Barua pepe: certificationpc@ombudsman.go.ke
Iwapo kuna kutoridhika, tupigie kupitia:
0722-365 680 / 020-227000

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