



# ST. JOSEPH'S TECHNICAL TRAINING INSTITUTE FOR THE DEAF

NYANG'OMA

P.O. BOX 33-40601, BONDO. Tel: 0755165570.

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## CITIZEN SERVICE DELIVERY CHARTER

S/ No	SERVICE / GOODS	REQUIREMENTS	COST	TIMELINE
<b>1. ENQUIRIES</b>				
	Handling of Enquiries	<ul style="list-style-type: none"> <li>Receipt of Enquiries</li> </ul>	Free	20 minutes
	Response to Correspondence	<ul style="list-style-type: none"> <li>Complaints</li> </ul>	Free	Within 3 working Days.
<b>2. APPLICATION OF COURSES</b>				
	Course application	Application letter and copies of; National ID, Birth certificate, Leaving certificate, Certificate/ result slip	500/=	At least 3 weeks to date of admission.
	Communication to the applicant intending to join.	Proper working email address or mobile number and face to face	Free	Within 2 Working Days
<b>3. ADMISSION</b>				
	Walk in admission	Dully filled admission letter, Copy & original certificates for verification, Birth certificate, Fee payment, 2 colour passport sized photographs.	500/=	Within same day of Admission/reporting.
	Online (KUCCPS)	Dully filled admission letter, Copy & original certificates for verification ID & Birth certificates, 2 colour passport sized photographs. Deposit Kshs. 1,500 to (KUCCPS)	FREE	Day of admission/reporting.
	Registration	Fee payment Qualifies as per academic policy, Student signed admission nominal roll	As per fee structure	Within 2 weeks of the opening date of the term.
	Issuance and replacement of college identity Card	Report to registrar and pay the required fee	200/=	Within 2 weeks
<b>4. EXAMINATION</b>				
	Internal exams.	As per stipulated in academics policy, Examcard	As per fee structure and as per academic policy	As per Exam schedule.
	Supplementary Exams	Sat for regular exam, Release of result	Ksh. 500	Within the four weeks of opening in the proceeding term
	Special Exam	Application for academic Board & Evidence where necessary.	As per academic policy.	Within the four weeks of opening in the proceeding term
	Registration of external exams	Full payment of tuition fees, Original and copies of Certificates, ID's and Birth Certificate & Course requirement	Full fee payment and Examination fee	As per Exam schedule.
	Issuance of report form	Fully registered student & passes for end term exams.	Free	1 month after release of results.
	Issuance of external result slip and certificate.	Dully filled clearance form completed fees, dully filled alumni form & National Identity card	Free	1 day.
	Industrial attachment to students.	Completed fees & Passed End/Stage exams.	Free	As per the attachment schedule.
	Assessment of students on industrial attachment	Dully filled acknowledgement form, dully filled place of attachment form & Physical presence in the place of attachment	Free	As per the attachment schedule
<b>5. FINANCE AND PROCURMENT</b>				
	Payment to suppliers	Delivery of good and services	Free	Within 30 days of delivery
	Processing of tenders: i) Prequalification of tender ii) Concluding of tender	Tender Documents	Ksh.1000	Within 90 days
	Disposal of unserviceable good and surplus items	Tender Document	Ksh.1000	60 days
	Processing of: i) Imprest ii) Claims	i. Imprest warrant ii. Vouchers	Free Free	Within 7 days of application Within 7 days of preparation
	Production of payroll	Formal appointment	Free	By 21 <sup>st</sup> day of every month
	Payment of salaries	Formal appointment	Free	By 30 <sup>th</sup> day of every month
	Receipt issuance.	Bank slip or M-Pesa Confirmation, SMS as proof of payment.	Free	Same day upon visit to accounts office.
	Processing of: I. Local Service Order II. Local Purchase Order	Quotations Tenders documents & invoices	Free	Within 7 working days
<b>6. HEALTH SERVICES</b>				
	Hearing assessment/ Hearing aid	Student ID Card/Staff ID Card / Payment Slip	As per the service	As per the condition of client
<b>7. LIBRARY SERVICES</b>				
		Student ID Card/ Library Card / National ID	Free	<b>Monday - Friday:</b> 8.00 a.m. - 9.00 p.m. <b>Saturday:</b> 9.00 am - 1.00 p.m.
<b>WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY</b> Any service / goods rendered that does not conform to the set standards or any officer who does not live up to commitment to courtesy and excellence in service Delivery should be reported to:				
<b>The Principal</b> <b>ST. JOSEPH'S TECHNICAL TRAINING INSTITUTE FOR THE DEAF NYANG'OMA</b> P.O.BOX 33-40601, BONDO Tel: 0755165570 Email: complaints.sjttid@gmail.com			The Commission Secretary/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: complain@ombudsman.go.ke	

Better Service Your Right