



REPUBLIC OF KENYA

MINISTRY OF EDUCATION
MITUNGUU
TECHNICAL
TRAINING



MKATABA WA KUTOA HUDUMA KWA WATEJA

| | Eneo la huduma | Huduma iliyotolewa | Malipo | Hitajiko la mteja | Muda |
|---|-----------------------------------|--|-----------------------------------|---|--|
| 1 | Lango Kuu | Usajili wa wageni na magari Kuelekeza wageni | Bila malipo | Hati ya kitambulisho rasmi kama Kitambulisho cha Taifa au cha Taasisi | Dakika mbili |
| 2 | Eneo la kukari- bisha | Kuelekeza wageni | Bila malipo | Jina la mtu au afisi anayohitaji kumuona au kuona | Dakika Moja |
| | | Kushughulikia mawasiliano | Bila malipo | Anwani sahihi | Ndani ya siku 5 |
| | | Mapokezi ya simu | | Kujitambulisha | Sekunde 30 |
| 3 | Ofisi ya Akaunti | Kulipa wateja | Bila malipo | Bili ya malipo | Ndani ya siku 30 ya bili ya malipo |
| | | Kupokea malipo | Bila malipo | Malipo yanayo kubalika | Dakika 2 |
| | | Taarifa ada | Bila malipo | Kitambulisho sahihi cha wanafunzi | Siku moja |
| | | Kupokeza taarifa ya malipo kwa wanafunzi | Bila malipo | Mzazi / mlezi | Dakika 2 |
| 4 | Ofisi ya Uhusi- ano wa Viwanda | Kuratibu mafunzo kwa viwanda | KES. 2,250 | Kulipa karo | Wiki 2 |
| | | Usimamizi na tathmini ya wahusika | Bila malipo | Mawasiliano juu ya mahali pa kushikamana katika fomu rasmi | Kulingana na ratiba |
| 5 | Ofisi ya Msajili | Utoaji wa fomu za maombi | Bila malipo | Cheti cha matokeo ya KNEC / au cheti kamili | Dakika 5 |
| | | Admission letter | KES. 500 | Hitimu mahitaji ya kuingia | Wiki 1 |
| | | Habari kuhusu kozi | Bila malipo | Omba katika mapokezi | Dakika 2 |
| | | Usajili wa mitahani za nje | Kama ilivyo kwa kanuni za KNEC | Kitambulisho sahihi, kuingizwa kwa benki na cheti cha kuzaliwa | Wanafunzi watajulishwa ku- husu mahitaji ya KNEC |
| | | Matokeo ya mitihani ya nje | Bila malipo | Fomu iliyojazwa kikamlifu | Dakika 5 |
| | | Mitihani ya ndani | Bila malipo | Kibali cha kufunya mtihani | Mtihani wa ndani utafanyika katika wiki mbili za mwisho za |
| 6 | Afisi ya kuhifad- hi bidhaa | Kupokea bidhaa | Bila malipo | Fomu ya uwasilishaji | Dakika 10 |
| | | Kupokeza bidhaa | Bila malipo | Uwasilishaji wa fomu ya mahitaji | Dakika 5 |
| 7 | Ofisi ya nyaraka | Upyaji wa maelezo ya taasisi | Bila malipo | Uthibitisho wa kibali | Dakika 10 |
| | | Upokezi wa cheti cha mti- hani wa nje | Bila malipo | Uthibitisho wa kibali | Dakika 10 |
| | | Huduma ya kunakilisha | Bila malipo | Fomu ya kuruhusu kunakilisha | Dakika 10 |
| 8 | Ofisi kuu | Masuala ya usimamizi, ma- husiano ya umma na itifaki zingine | Bila malipo | Ombi la huduma linahitajika | Ofisi ya mkuu itakuwa kazi kika- milifu kutoka 8am hadi 5pm siku zote za kazi. Huduma ya ofisi itakuwa inapatikana wakati mwingine kukiwa na hitaji. Masuala yote yatashughulikiwa kwa ufanisi na kwa wakati |
| 9 | Maktaba | Kuingia kwenye maktaba | Bila malipo | Usajili | Siku za wiki kutoka 9:00 asubuhi hadi 10:00 jioni |
| | | Utoaji wa vitabu | Bila malipo | Kitambulisho | Dakika 5 |

TUMEJITAHIDI KUPEANA HUDUMA BORA NA ZA KIWANGO CHA JUU

Ikiwa huduma zinazotolewazo haziabatani na malengo yetu au kuna muhudumu ambaye atapeana huduma duni inapaswa kuripotiwa kwa:

The Principal Mitunguu TTI

P.O. Box 64, Mitunguu Tel.701233591

Email:info@mitunguutechnical.ac.ke

HUDUMA BORA NI HAKI YAKO

The CS/CEO 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



REPUBLIC OF KENYA

MINISTRY OF EDUCATION
MITUNGUU
TECHNICAL
TRAINING



SERVICE DELIVERY CHARTER

| No. | Service point | Service rendered | Charges/Cost | Customer requirements | Timelines |
|-----|--------------------|--|----------------------|---|---|
| 1 | Gate | Registration of visitors and motor vehicles Ushering and directing visitors | Free | Official identification document e.g. National ID, Institute ID | 2 Minutes |
| 2 | Reception | Directing visitors to the right places | Free | Name of person/office to be visited | 1 Minute |
| | | Handling of correspondence | Free | Correct address | Within 5 days |
| | | Telephone reception | Free | Identity of caller | 30 seconds |
| 3 | Accounts | Payment of suppliers | Free | Correct invoice lodged as required | Within 30 days of lodging invoice |
| | | Receipt of payment from our customers | Free | Allowed mode of payment | Within two minutes |
| | | Provision of fees structure | Free | Appropriate identification of students | 1 day to the end of the term |
| | | Issuance of statements | | Parent/guardian | within two minutes |
| 4 | ILO | Coordination of industrial attachment | KES. 2,250 | Payment of fees | two weeks before the attachment period begins |
| | | Supervision and assessment of attachments | Free | Communication on place of attachment in official forms. | As per the assessment schedule |
| 5 | Registrar's office | Admission of students | Free KES. 500 | KNEC result slip/certificate Fulfill admission requirements | Issuance of application forms Admission letters will be issued one week after close of call for applications |
| | | Course inquiry | Free | Request at reception | Customer shall be furnished with relevant information with- |
| | | External examinations registration | As per KNEC circular | Appropriate identification bank slip and birth certificate | Students shall be informed of the requirement from KNEC |
| | | External examination | Free | Completed clearance form submitted to the registry | External examination shall be released immediately upon receipt from examination body |
| | | Internal examination | Free | Formal clearance | Internal examinations shall be conducted in the last two weeks of each term |
| 6 | Central stores | Receiving of goods | Free | Present a delivery note | 10 minutes |
| | | Issuance of goods | Free | Presentation of a stores requisition form | 5 Minutes |
| 7 | Registry | Retrieval of institute's information | Free | Necessary approval | 10 Minutes |
| | | Issuance of external exam results. | Free | Proof of clearance | 10 minutes |
| | | Photocopying services | Free | Photocopy request form | Within 10 Minutes considering work in progress |
| 8 | Principal's office | Administrative issues, public relations and other protocols. | Free | Request of service required | The office of the principal shall be fully functional from 8am to 5pm on all working days. The service of the office shall be available at other times as need be. All issues shall be handled expediently and within reasonable time |
| 9 | Library | Access to the library | Free | Register as a library user | Week days from 9:00am to 10:00pm |
| | | Books issuance | Free | Borrowers updated records | Within five minutes on request |

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

The Principal Mitunguu TTI

excellence in Service Delivery should be reported to:

The CS/CEO Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi

P.O. Box 64, Mitunguu Tel.701233591

Tel:+254(0)20 2270000/2303000

Email:info@mitunguetechnical.ac.ke

Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO