

WOTE TECHNICAL TRAINING INSTITUTE



CITIZENS' SERVICE DELIVERY CHARTER

No.	SERVICES / GOODS	REQUIREMENTS TO OBTAIN SERVICES / GOODS	COST OF SERVICES / GOODS	TIMELINE
1.	Reception at the Entrance	Identification Documents	Nil	5 minutes
2.	Enquiries (Principal's Secretary / Customer Care)	Appointment / Gate pass slip from the security	Nil	5 minutes
3.	Registration of students	Registration letter, original and photocopies of admission documents	Nil	10 minutes
4.	Fees payment	<ul style="list-style-type: none"> - Money order - Bankers cheque - Bank deposit slip - M-pesa transaction 	Nil	10 minutes
5.	Orientation of new students	New student	Nil	1 st Week of reporting
6.	Commencement of training	Clearance by registrar & relevant departments	Nil	3 rd day after opening
7.	Clearance of students	Clearance form	Nil	1 week
8.	Issuance of certificates	Dully filled clearance form	Nil	10 minutes
9.	Response to official correspondence	Incoming Correspondence	Nil	3 days
10.	Examination Registration	Necessary documents	Nil	1 Month
11.	Issuance of teaching materials to trainers	Dully filled material requisition form	Nil	2 nd day after reporting
12.	Guidance and Counseling	Referrals / Voluntary	Nil	Continuous
13.	Induction/Orientation of new staff	Appointment / Transfer letter	Nil	Within 1 week after reporting
14.	Food Service in kitchen	Receipt from cashier	Nil	5 minutes
15.	Library Services	Identification documents	Nil	5 minutes
16.	Processing of clients payments	Delivery note / Invoice / Copy of LPO/LSO	Nil	60 days

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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:

- a. The Principal Wote Technical Training Institute
P O Box 377-90300 MAKUENI
Email: wotottimakueni@gmail.com
Cell: 0728 648 649 / 0787 294 782

- b. 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 240337/0722970604
Email: info@ombudsman.go.ke



QUALITY SERVICE IS YOUR RIGHT