



EMURUA DIKIRR TECHNICAL TRAINING INSTITUTE

CITIZEN'S SERVICE DELIVERY CHARTER

EDTTI is committed to Teamwork, Integrity & Ethics, Equity and Environmental Stewardess



VISION:

An Institute of global excellence in Technical and Vocational Training, Research, Innovation and Entrepreneurship for Sustainable Development

MISSION:

To train Quality and Competent manpower that responds to dynamic needs of our community

S/No	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE/GOOD (IF ANY)	TIMELINE
1. ENQUIRIES AND ACCESS TO INFORMATION				
	Response to phone calls	Phone call	Free	15 Seconds
	Response to enquiries by walk-in clients	Walk-in and make the enquiry	Free	1 minute
	Response to Correspondence	Written correspondence (Letters) Email and Social media	Free	5 working days 1 working day
	Processing of request for information	Make a request for information	Free	21 days
2. PUBLIC COMPLAINTS				
	Response to public complaints and grievances	Make a complaint	Free	1 working day
	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
3. APPLICATION OF COURSES				
	Course application	Proper working email address/mobile number/face to face	Ksh. 500	Within Seven working days
	Communication to the applicant intending to join	Proper working email address/mobile number/face to face	Free	Immediately
4. ADMISSION				
	Walk in admission	Dully filled admission letter, Copy and original certificates for verification, paid Ksh. 500 nonrefundable, ID & Birth certificate, fee payment, 2 coloured passport sized photographs	Free	Within same day of Admission/reporting
	Online (KUCCPS)	Dully filled admission letter, copy and original certificates for verification, ID & Birth certificate, Fee payment, 2 coloured passport sized photographs	Free	Day of admission/reporting
	Registration	Fee payment, qualifies as per academic policy, Trainee 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 registry and pay the required fee	Ksh 500	Within 2 weeks
5. EXAMINATION				
	Internal Exams	As stipulated in academic policy, Exam Card	As per fee structure & as per academic policy	As per Exam schedule
	Special Exam	Application for academic board and evidence where necessary	As per academic policy	Within 4 weeks of opening in the proceeding term
	External Exam	Copies and original certificates, ID & Birth certificate and not having any pending internal exam not done	Completed fee payment & examination fee	As per examining body schedule
	Registration of External Exams	Full payment of tuition fee, original and copies of certificates, ID's and Birth certificate & course requirement	Completed fee payment & examination fee	As per Exam schedule
	Issuance of Report Form	Fully registered trainee and passes end term exams	Free	1 month after release of results
	Issuance of External Result Slip and Certificate	Dully filled clearance form, completed fee payment, dully filled alumni form & National Identity Card	Free	1 day
	Industrial Attachment to trainees	Completed fees & passed end/stage exams	Free	As per the attachment schedule
	Assessment of Trainees 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
6. PROCUREMENT AND FINANCE				
	Registration of suppliers	Dully filled application form, company profile, certificate of incorporation/registration, KRA PIN certificate, Valid Tax Compliance Certificate/Exemptions, original bank statement, copy of certificate with relevant regulatory bodies, non-refundable fee payment receipt, copies of annual return forms filed by company registry, National ID/Passport	Free	14 working days
	Processing of tenders	Submit bids for goods, services and works	Free	Within 90 days
	Notification of successful and unsuccessful bidders	Email for notification	Free	1 working day
	Payment for goods, services and works	L.P.O/invoice, certificate of completion/goods and services Received Note/inspection and acceptance certificate	Free	Within 60 days from date of receipt of invoice (subject to availability of funds)
	Disposal of unserviceable/surplus/obsolete stores/assets/equipment	Submission of bids	Free	Within 60 days from the date of advertisement
	Processing of:			

i) Imprests ii) Claims	i) Imprest warrant ii) Vouchers	Free Free	Within 7 days of application Within 7 days of application
Production of payroll	Formal appointment	Free	By 21st day of every month
Payment of salaries	Formal appointment	Free	By 30th day of every month subject to availability of funds
Receipt issuance	Bank slip or M-pesa confirmation SMS as a proof payment	Free	Same day upon visit to accounts office
Payment of school fees	Bank slip/M-pesa notification/cheque (NO CASH PAYMENT)	Free	Same day upon visit to accounts office
7. POLICY-MAKING PROCESS			
Public participation policy-making process	Familiarization with issues and active participation	Free	1 day
8. HUMAN RESOURCE			
Recruitment of staff	Make a formal application based on the advert	Free	90 days
9. LIBRARY SERVICES	Trainee ID/Library Card/National ID	Free	Monday – Friday: 8:00 a.m. -9:00 p.m.

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 excellence in service delivery

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HUDUMA BORA NI HAKI YAKO