



MUSAKASA TECHNICAL TRAINING INSTITUTE

P.O.BOX 1249-50200 BUNGOMA

CELL: 0717624837

E-MAIL: musakasa.inst@gmail.com

WEB SITE: www.musakasatti.ac.ke



SERVICE DELIVERY CHARTER

NO.	SERVICE	OBLIGATION	COST (KSh)	TIMELINE (Within)
1.	Gate reception	Self-introduction and Direction enquiry	Nil	5 Minutes of arrival
2.	Enquiries	Phone calls will be answered promptly	Nil	3 rings
		Customers will be attended to promptly	Nil	15 minutes
3.	Response to correspondences	All e-mails will be acknowledged and kept confidential	Nil	18 hrs. on work days & 36 hrs. on weekends
		All e-mails will be responded to	Nil	3 days
		Written Correspondence	Nil	7 days
4.	Processing of Applications for Admissions	Your applications with KCPE & KCSE Certificates or their Equivalent	Ksh.500	14 days
	Registration	Relevant Certificates	Nil	2 hours.
5.	Accommodation	Students will be allocated hostel facilities on a first come first served basis or under special circumstances	As per the regulations	1 hour.
6.	Identity Cards	All students will be issued with Students Identity Cards	As per the regulations	30 days on admission
7.	Provision of Appropriate and Relevant Teaching and Learning Facilities	Attend to all Classes and learning activities pertaining to your course	Chargeable Statutory and Tuition Fees	Term/ Academic Year
8.	Delivery of Syllabus Content	Registration as a student	Prescribed Tuition Fees	Prescribed Contact Hours
9.	Attachment	All students on attachment will be examined.	Chargeable Examination Fees	During the attachment period
	Assessment	Duly filled and signed logbook	As per Fees Guidelines	
10.	Examinations- Done at the end of every term	All students who meet the laid down examination regulations will be examined	As per the Regulations	14 days to end of term
12.	Feedback on Internal Examination	Sit all examinations and Continuous Assessment Tests	Chargeable Examination Fees	4 weeks
13.	Feedback on External Examination	Sit all examinations and Continuous Assessment Tests	Chargeable Examination Fees	14 Days after results are received
14.	Guidance & Counseling	Counseling / VCT tests	Nil	Prompt 10 Minutes
15.	Payments for Goods & Services	LPO/LSO, Delivery note, claims, invoice or procurement documents	Nil	7 days
16.	Dissemination and Implementation of Policy Guidelines	Identified Policy, Your Inquiry, Requests and concerns through relevant offices	Nil	Immediate

In cases where the service delivery is perceived to be inefficient or ineffective, complaints should be reported to:-

The Principal, Musakasa Technical Training Institute - Tel 0717624837/0726698841

