



Ministry of Education
KARUMO TECHNICAL TRAINING INSTITUTE

MOTTO: WHERE CREATIVITY AND INNOVATION DELIVERS SOLUTIONS

VISION : An Outstanding Institute in Technical, Vocational Education Training and Innovation

SERVICE DELIVERY CHARTER



KARUMO TECHNICAL
TRAINING INSTITUTE

S/No	SERVICE RENDERED	REQUIREMENT TO OBTAIN SERVICE	COST	TIMELINE
1.	Registration & directing of visitors and motor vehicles	Official Identification document e.g. National ID, Staff ID & Student ID	No charges	Five minutes of request
2.	Handling of correspondence	Correct correspondence address	No charges	Within 5 working days
3.	Directing of visitors to the right place	Clarity of purpose of visit	No charges	Within a minute of request
4.	Management activities, public relation & protocol affairs	Clear explanation of service needed	No charges	Within a minute of request
5.	Payment to suppliers	Correct invoice lodged as required	No charges	Within 30 days of lodging invoice
6.	Receipt of payment	Allowed mode of payment	No charges	official receipt within 5 minutes
7.	Issuance of Statements	Appropriate identification of student	No charges	Within 5 minutes of request
8.	Coordination of industrial attachment	Payment of attached file	Kshs 2,250	Atleast 3 months before attachment
9.	Courses Inquiry	Meeting admission requirements as stated in the admission letter	No charges	Within 5 minutes of inquiry
10.	Admission of students	Dully filled admission letter, National ID, Course requirements, Proof of fees payment, Academic certificates, Birth certificate	No charges	Within 15 minutes upon arrival
11.	External examinations registration	Appropriate identification documents i.e national ID, Birth certificate, proof of payment, Academic certificate.	No charges	One month before registration deadline
12.	Receiving of goods	Delivery note as per L.P.O	No charges	Within 20 minutes upon verification
13.	Issuance of goods	Presentation of a store requisition form	No charges	Within 10 minutes upon request

Any service that does not conform to the above standards or any other officer who does not live up to the commitment to courtesy and excellence in service should be reported to :-

The principal Karumo Technical Training Institute
P.o Box 276 - 606002 Kianjal
Cell phone: 0705 636 443 | Email: karumotti@gmail.com
Website: www.karumo.ac.ke

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 : Complains@ombudsman.go.ke





Wizara ya Elimu SHULE YA UFUNDI YA KARUMO

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MUKTABA WA KUTOA HUDUMA KWA WATEJA



KARUMO TECHNICAL
TRAINING INSTITUTE

NAMBARI	HUDUMA/BIDHAA ZIPATIKANAZO	YANAYOHITAJIKA KUPOKEA HUDUMA /BIDHAA	GHARAMA ZA HUDUMA/BIDHAA KAMA IPO	MUDA
1.	Usajili wa wageni na magari	Kitambulisho rasmi kwa mfano kitambulisho cha taifa ama chuo	Hakuna gharama	Usiozidi dakika Moja
2.	Upokeaji wa simu	Mpigaji simu ajitambulisho	Hakuna gharama	Punde Ziliapo mara tatu
3.	Uashiraji wa wageni kuelekea mahali au ofisi wanazohitajika	Ankara sahihi kama ilivyokubalika	Hakuna gharama	Dakika tano baada ya kutoa maombi
4.	Ushughulikiaji mawasiliano	Anwani sahihi	Hakuna gharama	Usiozidi siku tano
5.	Malipo ya waletaji bidhaa	Ankara sahihi kama ilivyokubalika	Hakuna gharama	Usiozidi siku 30 baada ya kuwasilisha ankara
6.	Upeanaji risiti za malipo kwa waletaji bidhaa	Ushahidi wa kibali	Hakuna gharama	Wiki mbili za mwisho wa muhula
7.	Upeanaji mpangilio wa karo	Kutambulika vyema kwa mwanafunzi,mzazi mthamini	Hakuna gharama	Usiozidi dakika 5 baada ya kupokea ombi
8.	Usimamizi wa masomo viwandani	Risiti ya malipo au kauli zaidi	kshs.2,250	Angalau miezi mitatu kabla ya masomo ya viwandani kuanza
9.	Uchunguzi wa kozi	Kukidhi mahitaji ya uandikishaji kama ilivyoielezwa katika kiingilio	Hakuna gharama	Kwa muda usiozidi dakika tano
10.	Udahili wa wanafunzi	Kiingilio kilichojazwa kihalali, kitambulisho cha taifa,mahitaji ya kozi,uthibitisho wa malipo ya ada, Vyeti vya kitaaluma, Cheti cha kuzaliwa	Hakuna gharama	Kwa muda wa dakika 15 baada ya kuwasili
11.	Usajili wa mitihani ya kitaifa	Hati sahihi vya kujitambulisha kama vile: Kitambulisho cha taifa, cheti cha kuzaliwa, Udhhibitisho wa malipo, Vyeti vya kitaaluma	Ilivyoandikwa kwenye KNEC circular	Mwezi mmoja kabla ya tarehe ya mwisho ya usajili
12.	Upokeaji wa bidhaa	Maelezo ya kujifungua kama kwa l.p.o	Hakuna gharama	Usiozidi dakika 20 baada ya kudhibitishwa
13.	Upeanaji wa bidhaa	Barua ya kusarisha au LPO	Hakuna gharama	Bidhaa zitapokelewa dakika ishirini na zitapewa dakika kumi saa tano hadi saa kumi na moja

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