



# MERU TECHNICAL TRAINING INSTITUTE

## SERVICE DELIVERY CHARTER.

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**Vision:** *To be an International center of excellence in Technical Industrial vocational and Entrepreneurship Training (TIVET)*

**Mission:** *To provide TIVET for producing human resources with quality skills to meet and exceed requirements for a globally competitive commerce and Industry.*

### CORE VALUES

1. Quality service
2. Creativity and innovation
3. Integrity
4. Excellence
5. Teamwork
6. Honesty
7. Professionalism
8. Transparency and accountability

No.	Service rendered	Customer Expectations from MTTI	MTTI Expectations from customer	Time Frame
1	General enquiries	Timely feedback,	-Co-operation, -Relevant and accurate information, -Provide up to date addresses,	On the spot
2	Answering telephone calls	Calls picked at the third ring.	-Politeness, -Relevant and accurate information,	20 seconds,
3	Written correspondence	Prompt feedback,	-Relevant and accurate information,	7 working days
4	Student admission	Prompt feedback,	-Relevant and accurate information,	2 months,
5	Registration of students	Quick processing,	-Genuine bank deposit slips, -Offer letter, -Copy of National ID, -Two passport size	-Week of term commencement,

			photos,	
6	Lectures	-Timely syllabus coverage, -Adherence to time tables, -Adequate and relevant teaching facilities,	-Adherence to approved time table,	-As per approved time, table
7	Library service	-Adherence to the opening and closing time,	-Observe MTTI library rules and regulations,	-9:00 am to 9 pm weekdays, -Half day on Saturdays,
8	Accommodation	Good housing	-Payment for housing, -Observation of hostel rules and regulations,	Continuous,
9	Catering	-Quality meals, -Hygienic conditions,	Payment for meals	Foods ready during meal times,
10	Disciplinary cases	Fairness in the process,	-Relevant and accurate information, -Honesty,	To be done in two weeks
11	Examinations	-Administer exams as per approved time table, -Release of approved time table in time,	-Observation of exam rules and regulations, -Fee clearance,	-As per college calendar,
12	Examination results	Credible evaluation process	-Collect results on time	- Two and half weeks after end of term exams,
14	Counseling and VCT services	Confidentiality	-Willingness to seek services,	On the spot
16	Transport	Availability of vehicles	-Placement of request in time,	Three days advance notice,
17	Security	Safe environment	Volunteer information	Continuous
18	Tender prequalification	Fair evaluation and award	-Collect and fill tender documents, -Meet bidding expenses,	As per tender procedures,
19	Payment to suppliers	-Timely payments, -Payments as per LPO or terms of contract,	-Timely deliveries, -Quality products and services,	Approved payments in 30 days,
20	Resolving Public Complaints	Prompt complaint resolution.	- Provide accurate and sincere information on the Complaint.	A maximum of 14 working days.

**MERU TECHNICAL TRAINING INSTITUTE**  
**TECHNOLOGY FOR PROGRESS.**