



# MERU TECHNICAL TRAINING INSTITUTE



## SERVICE CHARTER

SERVICE POINT	SERVICE RENDERED	SERVICE STANDARD	CUSTOMER REQUIREMENTS
1 GATE	Registration of visitors and motor vehicles Ushering and directing visitors	Visitors shall be served within five minutes	Official identification document (National I, Institute ID)
2 RECEPTION	Reception of telephone calls	Answer the call within three rings	Identity of caller
	Handling correspondence	Reply within five working days	Correct address
	Directing visitors to the right office	Visitors shall be directed to right offices within 3 minutes	Clarity of purpose of visit
3 FINANCE	Payment to suppliers	Suppliers shall be paid within 30 days of lodging invoice	Correct invoice lodged as requested
	Receipt of payments from customers	Our customers shall be issued with an official receipt within two minutes	Allowed mode of payment
	Issuance of statements	Upon request by customer, a fee shall be issued within two minutes	Appropriate identification for students parents/guardians
4 REGISTRAR'S OFFICE	Admission of students	Students shall be admitted within 10 minutes upon arrival at the admission desk	Meeting admission requirements stated in the admission letter
	Courses inquiry	Customers shall be furnished with relevant information within two minutes of inquiry	Inquiry at registrar's reception
5 EXAMINATION'S OFFICE	Management of examinations	Results of internal examinations shall be released within three weeks from the last paper	Sitting for the examination
6 LIBRARY	Open hours	The library shall be open from: Mon – Thur:- 9.00 am — 10.00 pm Friday: 9:00 am — 6:00 pm Saturdays:- 8:00 am – 4:00 pm Sundays:- 2:00pm – 6:00 pm	Adherence to stipulated time
	Issuances and receiving books	Issuance and receiving of books shall be done Within 2 minutes - Normal book loan – 1 week - Other loans as per library loaning policy	Identification card
	Clearance of overdue books	Overdue books shall be charged 5/= per day	Overdue charges payment receipt
7 PRINCIPAL'S OFFICE	Administrative issues, public relations and other protocols	The office of the principal shall be fully functional from 8:00 am to 5:00 pm on all working days. The service of the office shall be available at any other time as need be. All issues shall be handled expediently and within reasonable time.	Clarity of service required

**Our Values:**

- Integrity – We are open, honest and consistent
- Respect – We respect ourselves, others and our environment
- Professionalism – We observe ethics in our customer service

**CONTACTS:**

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**Meru Technical Training Institute is a corruption free zone**