



# MINISTRY OF EDUCATION

## ENDEBESS TECHNICAL TRAINING INSTITUTE

### SERVICE DELIVERY CHARTER



#### VISION

To be a centre of excellence in technical skills development and innovation.

#### MISSION

To train competent and innovative manpower in technical and vocational disciplines to meet the needs of industry and society.

SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST	TIMELINE
<b>ENQUIRIES AND ADMISSION:</b>			
Handling of enquiries	None	Free	15 Minutes of visit
Response to correspondence	Receipt of enquiries	Free	Within 7 working days
<b>APPLICATION OF COURSES:</b>			
Application of courses: Communication to qualified applicants	Application letter and copies of; - Result Slip/Certificate - National ID Card - Birth Certificate - Leaving Certificate - Proper mailing address	200	At least 3 weeks to date of admission Within 7 working days
Admission	• Completed admission letter • Original documents for verification • Passport photographs • Payments of required fee for the course	Free	Within same day of reporting
Registration	• Fee payment • Qualifies as per academic policy	As per fee structure	Within 3 weeks of opening date of term
Issuance and replacement of Institute Identity Card	• Report to registry • Pay required fee	Payment of full tuition fee	Within 2 weeks
<b>TUITION:</b>			
Tuition	• Registration • Attendance	As per fee structure	As per stipulated schedule by MOEST
<b>EVALUATION:</b>			
Internal Examination	• As stipulated in academic policy • Exam card	As per fee structure	As per exam schedule
Supplementary Exams	• Sat for a regular exam • Release of results • Academic board recommendations	As per fee structure	As per exam schedule
Special Exams	• Application for academic board • Board recommendations	As per fee structure	Within the first week of opening in the proceeding term
Remarking of Exams	• Written appeal with valid reason	500	As per exam schedule
External Exams	• Original and copies of relevant documents	Full fee payment and examination fee	As per exam schedule
Registration of External Exams	• Full payment of tuition fees, original and copies of Certificates, ID's and Birth Certificate	Full fee payment and examination fee	As per exam schedule
<b>CERTIFICATION:</b>			
Issuance of transcripts	• Fully registered student and passed stage exams	Free	1 Month after the release of results
Issuance of leaving certificate	• Course completion • Completed clearance		Immediately after completion of external exams
Issuance of end of term report form	• Sat all end of term exams		Within one month of opening in the proceeding term
Issuance of external result slip and certificates	• Fee clearance Dully filled clearance form		Within a day
<b>RECEIPTING:</b>			
Receipt of fees and issuing of receipts	• Money order • Banker drafts • Bank slips	Free	Within 2 days
<b>INDUSTRIAL ATTACHMENT:</b>			
Attachment of students	• Full payment of fees • Passed stage exams		As per attachment schedule
Assessment of students	• Dully filled attachment information form		As per attachment schedule

### 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 should be reported to:

The Principal, Endebess TTI,  
P.O. Box 190-30201, Endebess. Phone: 0740 583 700  
Email: [endebsstechnical@gmail.com](mailto:endebsstechnical@gmail.com)  
Website: [www.endebsstechnical.ac.ke](http://www.endebsstechnical.ac.ke)

OR

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice, 2nd Floor, West End Towers,  
Wajaki Way, Nairobi. P.O. Box 20414-00200 Nairobi  
Tel: +254 (0)20 2270000/2303000. Email: [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)

TO

“GOOD SERVICE IS NOT A PRIVILEGE, GOOD SERVICE IS YOUR RIGHT”

# WIZARA YA ELIMU

## TAASISI YA TAALAMU ZA KIUFUNDI YA ENDEBESS

### MAKTABA YA UTOAJI HUDUMA KWA UMMA



#### RUWAZA:

Kuwa Kituo cha kimataifa cha ubora katika mafunzo ya kiufundi na Utafiti

#### JUKUMU:

Kutoa mafunzo kwa uwezo na ubunifu nguvu kazi katika nidhamu wa kiufundi na kukidhi mahitaji ya mabadiliko ya sekta na jamii

HUDUMA	MAHITAJI YA KUPATA HUDUMA	GHARAMA	MUDA
<b>MASWALI NA KIINGILIO:</b>			
Utunzaji wa maswali	Hakuna	Bure	Dakika 15 za ziara
Jibu kwa mawasiliano	Kupokea maswali	Bure	Ndani ya siku 7 za kazi
<b>MATUMIZI YA KOZI:</b>			
Matumizi ya kozi: Mawasiliano na waombaji waliohitimu	Barua ya maombi na nakala za; - Stakabadhi ya matokeo ya mthani /Cheti - Kitambulisho cha kitaifa - Cheti cha kuzaliwa - Cheti cha kutamatisha masomo - Anwani sahihi ya barua	200	Muda usiopungua majuma 3 kabla ya kujiunga na taasisi Ndani ya siku 7 za kazi
Kiingilio	• Barua ya kiingilio iliyokamilishwa • Hati halisi za uthibitishaji • Picha za pasipoti • Malipo ya ada inayohitajika kwa kozi hiyo	Bure	Ndani ya siku hiyo hiyo ya kuripoti
Usajili	• Malipo ya ada • Inastahili kulingana na sera ya kitaaluma	Kama kwa muundo wa ada	Ndani ya wiki 3 za tarehe ya kufungua
Utoaji na uingizwaji wa kitambulisho cha taasisi	• Ripoti kwa usajili • Lipa ada inayohitajika	Malipo ya ada kamili ya masomo	Ndani ya wiki 2
<b>MAFUNZO:</b>			
Mafunzo	• Usajili • Mahudhurio	Kama kwa muundo wa ada	Kama ilivyoainishwa na ratiba ya MOEST
<b>TATHMINI:</b>			
Mitihani ya ndani	• Kama ilivyoainishwa katika sera ya kitaaluma • Kadi ya mthani	Kama kwa muundo wa ada	Kama kwa ratiba ya mitihani
Mitihani ya nyongeza	• Uwe ulifanya mthani wa kawaida • Kutolewa kwa matokeo • Mapendekezo ya bodi ya kitaaluma	Kama kwa muundo wa ada	Kama kwa ratiba ya mitihani
Mitihani maalum	• Maombi ya Bodi ya kitaaluma • Mapendekezo ya Bodi	Kama kwa muundo wa ada	Wiki ya kwanza ya kufungua katika kipindi kinachoendelea
Kuashiria mitihani	• Rufaa iliyoandikwa na sababu halali	500	Kama kwa ratiba ya mitihani
Mitihani ya nje	• Hati asili na nakala za husika	Malipo kamili ya ada ya masomo na ya mthani	Kama kwa ratiba ya mitihani
Usajili wa mitihani ya nje	• Malipo kamili ya ada ya masomo, hati asili na nakala za vyeti, vitambulisho na vyeti vya kuzaliwa	Malipo kamili ya ada ya masomo na ya mthani	Kama kwa ratiba ya mitihani
<b>UTOAJI WA VYETI:</b>			
Utoaji wa stakabadhi ya matokeo ya mthani	• Mitihani ya hatua ya mwanafunzi iliyosajiliwa kikamilifu	Bure	Mwezi 1 baada ya kutolewa kwa matokeo
Utoaji wa cheti cha kuondoka	• Kukamilisha kozi • Kibali kilichokamilika		Mara tu baada ya kumaliza mitihani ya nje
Utoaji wa fomu ya ripoti ya mwishoni wa muhula	• Kufanywa kwa mitihani yote ya mwisho wa muhula		Ndani ya mwezi 1 wa kufungua katika kipindi kinachoendelea
Utoaji wa stakabadhi za matokeo na vyeti vya mitihani ya nje.	• Kibali cha ada • Fomu ya kithibitisho iliyojazwa kihalali		Ndani ya siku moja
<b>STAKABADHI ZA MALIPO:</b>			
Kupokea ada na utoaji wa risiti	• Agizo la pesa • Rasimu za benki • Risiti za benki	Bure	Ndani ya siku 2
<b>KIAMBATISHO CHA VIWANDA:</b>			
Kiambatisho cha wanafunzi	• Malipo kamili ya ada • Mitihani ya hatua iliyofaulu		Kama kwa ratiba ya kiambatisho
Tathmini ya wanafunzi	• Fomu ya habari ya kiambatisho kilichojazwa		Kama kwa ratiba ya kiambatisho

### TUMEJITOLEA KWA ADABU NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yoyote isiyoambatana na viwango vilivyo hapa juu au afisa muhudumu yeyote ambaye hawezi kuishi kwa ahadi, adabu na ubora wa utoaji wa huduma, ashtakiwe kwa:

Mkufunzi Mkuu, Endebess TTI,  
S.L.P 190-30201, Endebess. Rununu: 0740 583 700  
Barua pepe: endebesstechnical@gmail.com  
Toruti: www.endebesstechnical.ac.ke

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The Commissioner 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: complain@ombudsman.go.ke

**“HUDUMA BORA SI BAHATI YAKO, HUDUMA BORA NI HAKI YAKO”**



# WIZARA YA ELIMU ENDEBESS TECHNICAL TRAINING INSTITUTE

**MAKTABA YA UTOAJI HUDUMA KWA UMMA**

RUWAZA: Kuwa kituo cha ubora katika ukuzaji wa ujuzi wa kiufundi na uvumbuzi.

JUKUMU Kufundisha kazi yenye uwezo na ubunifu katika taaluma za kiufundi ili kukidhi mahitaji ya tasnia na jamii.



HUDUMA	MAHITAJI YA KUPATA HUDUMA	GHARAMA	MUDA
<b>MASWALI NA KIINGILIO:</b>			
Utunzaji wa Maswali	•Hakuna	Bure	Dakika 15 za ziara.
Jibu kwa mawasiliano	Kupokea Maswali	Bure	Ndani ya siku 7 za kazi.
<b>MATUMIZI YA KOZI:</b>			
Matumizi ya Kozi: Mawasiliano na waombaji waliohitimu.	Barua ya maombi na nakala za; Slip ya matokeo / Cheti Kitambulisho cha Taifa Cheti cha kuzaliwa Kuacha Cheti Anwani sahihi ya barua	200	Angalau wiki 3 hadi sasa ya kuingia. Ndani ya siku 7 za kazi.
Kiingilio	Barua ya kiingilio iliyokamilishwa Hati halisi za uthibitishaji Picha za pasipoti Malipo ya ada inayohitajika kwa kozi hiyo	Bure	Ndani ya siku hiyo hiyo ya kuripoti.
Usajili	Malipo ya ada Inastahili kulingana na sera ya kitaaluma Ripoti kwa Usajili Lipa ada inayohitajika	Kama kwa muundo wa ada Malipo ya ada kamili ya masomo	Ndani ya wiki 3 za tarehe ya kufungua. Ndani ya wiki 2
Utoaji na uingizwaji wa Kitambulisho cha Taasisi			
<b>MAFUNZO:</b>			
Mafunzo	Usajili •Mahudhurio	Kama kwa muundo wa ada	Kama ilivyoainishwa na ratiba ya MOEST
<b>TATHMINI:</b>			
Uchunguzi wa ndani	Kama ilivyoainishwa katika sera ya kitaaluma •Kadi ya mtihani	Kama kwa muundo wa ada	Kama kwa ratiba ya mitihani.
Mitihani ya Nyongeza	Kaa kwa mtihani wa kawaida Kutolewa kwa matokeo Mapendekezo ya bodi ya kitaaluma	Kama kwa muundo wa ada	Kama kwa ratiba ya mitihani.
Mitihani Maalum	Maombi ya Bodi ya kitaaluma •Mapendekezo ya bodi	Kama kwa muundo wa ada	Wiki ya kwanza ya kufungua katika kipindi kinachoendelea Kama kwa ratiba ya mitihani.
Kuashiria Mitihani	Rufaa iliyoandikwa na sababu halali	200	
Mitihani ya nje	Asili na nakala za husika	Malipo kamili ya ada & ada ya uchunguzi	Kama kwa ratiba ya mitihani.
Usajili wa mitihani ya nje	Malipo kamili ya ada ya masomo na Asili na nakala za vyeti, vitambulisho na vyeti vya kuzaliwa	Malipo kamili ya ada & ada ya uchunguzi	Kama kwa ratiba ya mitihani.
<b>HATUA:</b>			
Utoaji wa nakala	Mitihani ya hatua ya mwanafunzi iliyosajiliwa kikamilifu	Bure	Mwezi 1 baada ya kutolewa kwa matokeo.
Utoaji wa cheti cha kuondoka	Kukamilisha kozi Kibali kilichokamilika		Mara tu baada ya kumaliza mitihani ya nje.
Utoaji wa fomu ya ripoti ya mwisho	Seti mitihani yote ya mwisho		Ndani ya mwezi mmoja wa kufungua katika kipindi kinachoendelea.
Utoaji wa matokeo ya nje na vyeti	Kibali cha ada Fomu iliyojazwa kihalali		Ndani ya siku moja
<b>KUPOKEA:</b>			
Kupokea ada na utoaji wa risiti.	Agizo la pesa Rasimu za benki Viingilio vya benki	Bure	Ndani ya siku 2
<b>KIAMBATISHO CHA VIWANDA:</b>			
Kiambatisho cha wanafunzi	Malipo kamili ya ada Mitihani ya hatua iliyofaulu		Kama kwa ratiba ya kiambatisho
Tathmini ya wanafunzi	Fomu ya habari ya kiambatisho kilichojazwa		Kama kwa ratiba ya kiambatisho

## KUZINGATIA HESHIMA NA HADHI, NA KUTOA HUDUMA YA UPEO WA JUU

Huduma yoyote ambayo haifikiani na vigezo vilivyotajwa au kama afisa yeyote haifikiani na izingativu wa utoaji huduma ya upeo wa juu, aripotiwé kwa:

The Principal, Endebess TTI,

Box 190-30201, Endebess. Phone: 0740 583 700

E-MAIL: [endebsstechnical@gmail.com](mailto:endebsstechnical@gmail.com) Website: [www.endebsstechnical.ac.ke](http://www.endebsstechnical.ac.ke)

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# MINISTRY OF EDUCATION ENDEBESS TECHNICAL TRAINING INSTITUTE



**SERVICE DELIVERY CHARTER**  
**VISION:** To be a center of excellence in technical skills development and innovation,  
 and innovative manpower in technical and vocational disciplines to meet the needs of industry and society.

**MISSION:** To train competent and innovative manpower in technical and vocational disciplines to meet the needs of industry and society.

SERVICE	REQUIREMENT TO OBTAIN SERVICE	COST	TIME LINE
<b>ENQUIRIES AND ADMISSION:</b>			
Handling of Inquiries	None	Free	15 minutes of visit.
Response to correspondence	Receipt of Enquiries	Free	Within 7 working days.
<b>APPLICATION OF COURSES:</b>			
Application of Courses:	Application letter and copies of; . Result slip/Certificate . National ID card . Birth Certificate . Leaving Certificate . Proper mailing address	200	At least 3 weeks to date of admission. Within 7 working days.
Communication to qualified applicants.			
Admission	Completed admission letter Original documents for verification Passport photographs Payments of required fee for the course	Free	Within same day of reporting.
Registration	Fee payment Qualifies as per academic policy	As per fee structure	Within 3 weeks of opening date of term.
Issuance and replacement of Institute Identity Card	Report to registry Pay required fee	Payment of full tuition fee	Within 2 weeks
<b>TUITION:</b>			
Tuition	Registration •Attendance	As per fee structure	As per stipulated schedule by MOEST
<b>EVALUATION:</b>			
Internal examination	As stipulated in academic policy •Exam card	As per fee structure	As per exam schedule.
Supplementary Exams	Sat for a regular exam Release of results Academic board recommendations	As per fee structure	As per exam schedule.
Special Exams	Application for academic Board •Board recommendations	As per fee structure	Within the first week of opening in the proceeding term
Remarking of Exams	Written appeal with valid reason	500	As per exam schedule.
External Exams	Original and copies of relevant	Full fee payment & examination fee	As per exam schedule.
Registration of external exams	Full payment of tuition fees and Original and copies of Certificates, ID's and Birth certificates	Full fee payment & examination fee	As per exam schedule.
<b>CERTIFICATION:</b>			
Issuance of transcripts	Fully registered student Passed stage exams	Free	1 month after the release of results.
Issuance of leaving certificate	Course completion Completed clearance		Immediately after completion of external exams.
Issuance of end of term report form	Sat all end of term exams		Within one month of opening in the proceeding term.
Issuance of external results slip and certificates	Fee clearance Dully filled clearance form		Within a day
<b>RECEIPTING:</b>			
Receipt of fees and issuing of receipts.	Money order Banker drafts Bank slips	Free	Within 2 days
<b>INDUSTRIAL ATTACHMENT:</b>			
Attachment of students	Full payments of fees Passed stage exams		As per attachment schedule
Assessment of students	Dully filled attachment information form		As per attachment schedule

### 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 should be reported to:

The Principal, Endeless TTI,

Box 190-30201, Endeless. Phone: 0740 583 700

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