

Ahmed Shahame Mwidani Technical Training



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MOMBASA

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MINISTRY OF EDUCATION STATE DEPARTMENT OF TVET CITIZEN SERVICE DELIVERY CHARTER

Services	Requirements	User Charges	Timeline	Responsibility Officer
Response to inquiries	Phone call	Free	15seconds	Secretary to the principal
	Walk in	Free	1 minute	Secretary to the principal
	Correspondence (Letters/Emails/social media)	Free	5days/1 day	Secretary to the principal
Admission of Students	Short Courses	Application fee: Ksh 200	-10 Minutes -Upon receipt of dully filled document	Registrar
	Open			
	Artisan (Level 4)			
	Craft Cert (Level 5)			
	Diploma (Level 6)	Minimum C-		
Public complaints	Make a complaint (verbal or written)	Free	1working day	Administration
Resolution of complaints	Make a complaint (verbal or written)	Free	14 Working days	Administration
Teaching and Examination	- Registration to relevant courses - Class attendance - Payment of tuition and other fees	-Tuition fees as prevailing fee structure	-As per term Schedule & Examination Schedule	- Deputy Principal - All HODs
Issuance of academic Certificate(s)	- Trainee's ID - Dully filled Clearance form from the college	-Prevailing convocation fee	-Upon release by the examination body	-Registrar
Staff Recruitment, Placement and Promotion	Make formal application as per advertisement and institute's Strategic Plan	Free	-Within 3 Months of Close of the advertisement	-Deputy Principal Admin
Counselling Services	Be a registered student or an employee of ASMTTI	Free	Continuous	-Guidance and Counselling committee
Examination centre	As per the examination body schedules and rules	As per the Examination charge	Period of examination	-Deputy Principal -All HODs
Procurement processes	As per order requirement (registration of suppliers, tenders & Notification of bidders) Duly filled form with all Mandatory requirements as per standard tender document issued.	As per the Service	As per the Contract	-Procurement officer
Disposal of obsolete inventories	Submission of bids	Free	60 days from the date of advert	Procurement officer Finance officer
Public participation in policy making process	Familiarization with issues and active participation	Free	1 day	- Administration
Conference and Workshop Facilities	As per the conference session requirements	As per Prevailing rates	Period of the Conference	- Administration
Payment to suppliers	Dully Signed Invoices and Supporting documents	Free	-Within 90 days upon receipt	Finance Officer

Processing of request for information	Make a request for information	Free	21 days	-Administration
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VISION

To be a world class Centre of Excellence in Technical and Vocational Training.

MISSION

To produce highly skilled hands-on middle level man power for the global technical industry.

ASMTTI is committed to high standards of services and shall apply the following standard

Commitment to Courtesy and Excellence in Service Delivery

Any Service that does not Conform to the Above Standards or if any officer does not live up to commitment to courtesy and excellence in service delivery should be reported to:

a)The Principal, ASMTTI on Hotline Number
0723714200

Email: asmwidanitvc@gmail.com

Website:www.ahmedmwidanitvc.ac.ke

b) The Commission secretary
Commission on Administrative Justice
2ND Floor, West End Towers Opposite Aga
Khan High School off Waiyaki Westlands
P.O.Box : 20414-00200 Nairobi

Tel: 020-227000/2303000/2603765/2409574/0777 125818/0800221349 (Toll free)

Email:info@Ombudsman.go.ke Website:www.ombudsman.go.ke

Please feel free to use the Above Access

