

MINISTRY OF HIGHER EDUCATION, SCIENCE & TECHNOLOGY



SOT TECHNICAL TRAINING INSTITUTE

(MERIGI)

DEPARTMENTAL SERVICE DELIVERY CHARTER



E-mail: sottechnicaltraininginstitute@gmail.com , Website: www.sotinstitute.ac.ke

EXAMINATION SERVICE CHARTER

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
Registration for internal examinations	Duly filled registration form and proof of fee payment	Free	1 day
Registration for external examinations	Fulfil KNEC requirements and pay prescribed fees	As per KNEC rates	Within 5 working days
Issuance of examination timetable	Confirm registration details	Free	At least 2 weeks before exams
Administration of internal examinations	Possession of valid exam card	Free	As per examination schedule
Administration of external examinations	Valid admission letter and ID	Free	As per KNEC timetable
Processing and release of internal examination results	Submission of marked scripts by lecturers	Free	Within 30 working days after last paper
Issuance of academic transcripts	Clearance from relevant departments	Free	Within 10 working days
Notification and collection of KNEC certificates	Proof of identity and clearance	Free	Within 14 working days after receipt from KNEC
Replacement of lost academic transcripts or certificates	Provide affidavit and payment receipt	As per institutional policy	Within 10 working days
Handling of examination irregularities and appeals	Written complaint or appeal letter	Free	Within 7 working days of receipt
Verification of examination results	Written request and identification	Free	Within 5 working days
Acknowledgement of complaint	File written or verbal complaint	Free	Within 2 working days
Response and resolution of complaint	Provide complaint reference	Free	Within 15 working days

We are committed to courtesy and excellence in service delivery

For further enquiries, please contact

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THE PRINCIPAL
SOT TECHNICAL TRAINING INSTITUTE
P.O.BOX665-20400, BOMET.
Telephone: Office 0707042067
Training for Industrial Development

Cellphone 0724566354
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LIBRARY SERVICE CHARTER

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
Registration of library users	Valid student/staff identification card	Free	Immediate
Issuance of library membership card	Admission or employment verification	Free	1 day
Borrowing of library materials	Library card and borrower registration	Free	Immediate
Returning of borrowed items	Return borrowed materials on or before due date	Free	Immediate
Renewal of borrowed materials	Borrower's physical presence and library card	Free	Immediate
Access to reference and reading materials	Presentation of library card	Free	Immediate
Orientation of new users	Attendance at scheduled orientation sessions	Free	Within 2 weeks of reporting
Access to e-resources and digital library	Valid library login credentials	Free	Immediate
Photocopying and printing services	Payment of prescribed fee per page	As per institutional rates	Immediate
Reservation of library materials	Valid library membership	Free	Within 1 working day
Clearance of students and staff	Return of borrowed books and library clearance form	Free	Within 1 working day
Replacement of lost or damaged library items	Written notification and payment for lost item	As per institutional policy	Within 7 working days
Acknowledgement of complaints	Written or verbal complaint	Free	Within 2 working days
Response and resolution of complaint	Provide details or reference of complaint	Free	Within 15 working days

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