

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

THE PRINCIPAL

P.O.BOX665-20400, BOMET.

Telephone: Office 0707042067