



SOT TECHNICAL TRAINING INSTITUTE

CLIENTS' SERVICE DELIVERY CHARTER



We are committed to provide Technical, Vocational, Education & Training that promotes innovation and creativity to meet global socio-economic and environmental challenge

SERVICE RENDERED	REQUIREMENT	USER CHARGES	TIME LINE
GENERAL SERVICE			
☐ Enquiries (Principal's office)	- Registration at the gate - Visit/call to secretary's desk	Free	Immediate
☐ Response to written correspondence	☐ Contact address	Free	Not more than 3 days
ACADEMICS			
☐ Admission of new students	☐ Duly filled admission form	Free	1 day
☐ Orientation & induction of students	☐ New students	Free	2 weeks
☐ Registration of continuing students	☐ Payment of specified fees	Free	1 day
☐ Teaching	- Duly registered student - Student's availability	Free	As per academic time table
☐ Notification for collection of national certificates	☐ Receipt of national certificates from KNEC/KASNEB	Free	2 weeks
☐ Library services	☐ Library card	Free	Immediate
☐ Industrial Attachment Placement Facilitation	- Course requirement - Attachment fee	Free	At least 3 months to commencement
☐ Computer training to community	☐ Payment of specified fees	Free	As per Academic Policy
STUDENTS WELFARE			
☐ Guidance and Counseling	☐ Client's availability	Free	Immediate
☐ Accommodation	☐ Payment of specified fees	Free	1 day
☐ Registration of Clubs & Societies	☐ Application letter	Free	2 weeks
EXAMINATIONS			
☐ Internal Exams	☐ Exam Card	Free	1 day
☐ Registration for external examinations	- Examinations body requirements - Payment of specified fees	Free	1 day
☐ Issuance of Academic Transcripts	- Meet certification requirements - Clearance	Free	1 day
FINANCE			
☐ Remittance of statutory deductions	☐ As per legal requirements	Free	Within 1 month
☐ Sale of tender documents	☐ Payment of specified fees	Free	1 day

☐ Payments to service providers	☐ As per agreement	Free	Within 90 days
☐ Issuance of official receipts	☐ Evidence of payment	Free	Immediate
CORPORATE SOCIAL RESPONSIBILITY			
☐ Use of playing fields	☐ Request letter	Free	Upon availability
HANDLING OF PUBLIC COMPLAINTS			
☐ Acknowledgement of complaints	☐ File complaint	Free	2 working days
☐ Response to complaints and feedback	☐ Resolution of complaint	Free	15 working days

We are committed to courtesy and excellence in service delivery

For further enquiries, please contact
THE PRINCIPAL
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Training for Industrial Development