

MOTTO: Competence through technology

VISION: To become a center of excellence in vocational and technical Training

MISSION: To provide quality Vocational and Technical Training

CORE VALUES

- Excellence
- Professionalism , team spirit, discipline
- Dedication and commitment
- Creativity and innovativeness

STRATEGIC OBJECTIVES

- Expand on physical facilities
- Provide knowledge, skills and attitude to trainees.
- Develop enterprise units.
- Strengthen collaborating rating linkage with other institutions (both local and international)
- Create more centre of excellence
- Expand and diversify training programmes to enhance scientific research and technological innovations.

SERVICES RENDERED	REQUIREMENTS	USER CHARGE	TIMELINE
Reception at the gate	Clearance by gate keepers	NIL	2 Minutes
Enquiries at the customer care desk	N/A	NIL	2 Minutes
Enquiries at the reception	N/A	NIL	10 Minutes
Students admission	Admission letter , photocopies of necessary documents	KShs.200	20 Minutes
Fee payment	-Deposit slip -Money order -Bankers Cheque	NIL	10 Minutes
Clearance of students	Clearance form	NIL	8 Hours
Issuance of certificates	Clearance form National ID card	NIL	20 Minutes
Response to official correspondence	N/A	Nil	5 working days
Registration for external exams	-Necessary documents -Fully paid up -Meet examining bodies deadline	Fully paid up	1 day
Issuance for tuition materials to students	Clearance/Fully paid up	NIL	Immediately on opening
Payment of goods and services procured	Meet procurement procedure	NIL	Within 30 days
Issuance of tuition materials to teachers	Departmental requisition	NIL	Within one week
Discipline of students	Relevant reports	NIL	1 Day
Guidance and counseling	Free will	NIL	Continuous
Induction of newly posted teachers and BOG staff	Relevant documents	NIL	1Week
Service in the Kitchen	Payment for food	NIL	10 Minutes
Service in the Library	Students ID	NIL	10 Minutes
Industrial Attachment	Introductory letter, Insurance cover.	Payment of school fees.	30 minutes
Induction of new students (Reporting day)	Admission letter	NIL	1 Hour
Orientation of new students	Admission letter	NIL	One week
Service in the production units	Clearance	Down payment	Two weeks
Housekeeping services	-Clearance -Availability of rooms	NIL	10 Minutes
Commencement of classes	Clearance	NIL	First week of every term
Performance evaluation	Performance contract targets	NIL	Quarterly

COMMITMENT COURTESY AND EXCELLENCE IN SERVICE DELIVERY

For more information kindly contact the principal Jeremiah Nyagah Technical Institute , P.O . Box 1264-60100 Embu, Mobile No. 020-3538386, Email: rwikati@yahoo.com, Website: www.jnti.ac.ke

IT IS YOUR RIGHT TO BE SERVED

HUDUMA	MASHAR TI	MALIPO	MUDA
Mapokezi katika kiingilio	Kupitishwa na mlinzi	Bila	Dakika Mbili
Kuelekezwa katika sehemu ya kushughulikia wateja (customer care desk)	Hakuna	Bila	Dakika Mbili
Kuelekezwa katika sehemu ya maamkuzi (Reception)	Hakuna	Bila	Dakika Kumi
Kusajili wanafunzi	Vyeti vya kuhitimu Barua ya kuchukuliwa kufanya kosi fulani	Mia Mbili	Dakika Ishirini
Malipo ya karo	-Amana ya Benki -Hawala -Hundi ya Benki	Bila	Masaa Manane
Idhinisho ya kutokuwa na deni yeyote kabla ya kutengana na chuo	Kusahihisha fomu ya idhini na wakuu wa idara tofauti	Bila	Dakika Ishirini
Kupeana Vyeti	Fomu ya idhini iliyo sahihishwa na wakuu wa idara mbalimbali Kadi ya kitambulisho cha taifa	Bila	Siku Tano
Kujibu barua rasmi	Hakuna	Bila	Siku moja
Kusajili wanafunzi kufanya mtihani wa kitaifa	-Kupeana stakabathi zinazohitajika -Idhini ya kutokuwa na deni ya karo -kabla ya siku ya mwisho ya kusajili watahiniwa	Bila	Wiki ya kwanza ya mhula
Kupatia wanafunzi vifaa vya kusoma	Idhini ya ulipaji wa karo	Bila	Wiki ya kwanza ya mhula
Kulipia bithaa na huduma ambazo chuo kimeagiza na kupokea	Kutimiza maagizo rasmi kuhusu Uuzaji na ununuzi wa bithaa na huduma	Bila	Siku Thelatini
Kupatia wakufunzi vifaa vya kusomesha	Idara kupeana mahitaji wakati unaofaa	Bila	Kwa muda wa Juma moja
Kushughulikia utovu wa nidhamu Kupeana mwongozo, kushauri na kuelekeza tabia kuhusu maisha	Ripoti juu ya mhusika	Bila	Siku Moja
	Kujitolea kwa mhusika	Bila	Huduma Inayoendelea.
Kukaribisha na kuelekeza walimu na wafanyikazi wengine.	Barua rasmi za kuajiriwa kazi	Bila	Wiki Moja
Huduma katika jumba la maankuli	Kulipia chakula	Bila	Dakika Kumi
Kuomba vitabu katika maktaba	Kitambulisho cha mwanafunzi	Bila	Dakika Kumi
Kiambatisho cha viwanda	Barua ya Utangulizi, Bima ya Bima	Malipo ya Karo	
Kukaribisha wanafunzi wageni siku ya kuripoti	Idhini kutoka ofisi za usajili	Bila	Saa Moja
Kuelekeza wanafunzi wageni	Stakabathi ya usajili	Bila	Wiki Moja
Huduma kwa wateja kwenye sehemu za biashara	Idhini kutoka ofisi husika	Malipo ya kuanzisha kazi	Wiki Mbili
Huduma kuhusu vyumba vya malazi	-Kuwepo kwa vyumba -Idhini ya malipo ya karo	Bila	Dakika Kumi

Unaweza kuwasiliana nasi kupitia anuani ifuatayo:

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HUDUMA BORA NI HAKI YAKO