

MKATABA WA HUDUMA



MAONO:

Kuongoza katika kuweka mwelekeo, kwa kuandaa mafunzo, utafiti na ubunifu wa hali juu katika eneo.

MALENGO:

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SIFA ZA MSINGI

- Ubunifu
- Utimilifu
- Utaalamu
- Wajibu wa kijamii
- Ushirikiano
- Usawa

NO	HUDUMA ZA MTEJA	MAHITAJI	GHARAMA	MUDA
1	Kupokea Simu	- Kupiga simu	Bure	Sekunde 15
2	Njia ya kupata habari	- Kuingia na kuuliza habari	Bure	Dakika moja
3	Njia za mawasiliano	- Barua - Barua pepe, X, Facebook, Whatsapp	Bure Bure	Ndani ya siku 5 Siku moja ya kazi
4	Kuwajibika Malalamishi pamoja na matakwa ya umma	- Kuwasilisha malalamishi	Bure	Siku moja ya kazi
5	Njia za kusuluhisha malalamishi	- Kulalamika kupitia kwa barua ama kwa njia ya mdomo	Bure	Siku 14 ya kazi
6	Usajili wa wanakandarasi	- Kuwasilisha stakabadhi zinazohitajika <i>(Fomu iliyojazwa kwa ukamilifu, Wasifu wa Kampuni, Cheti cha usajili, Cheti cha KRA, Kutimiza matakwa yote ya ulipaji ushuru, Taarifa za benki, Nakala ya cheti cha usajili kutoka kwa bodi rasmi, Risiti ya ada iliyolipwa (hairegeshwi), Nakala za kila mwaka zilizojazwa na Kampuni ya Usajili, Kitambulisho cha Kitai/Pasipoti)</i>	Bure	Siku 14 ya Kazi
7	Kuthibitisha zabuni	- Kuwasilisha zabuni za bidhaa na huduma zinazotolewa	Bure	Siku 90
8	Kufahamishwa kwa wanazabuni waliofanikiwa na wale ambao hawakufanikiwa	- Kuzuru mtandao wa ununuzi (PIIP) kwa taarifa za ziada	Bure	Siku moja ya kazi
9	Malipo ya bidhaa na huduma	- Tini ya uwasilishaji - Ankara - Cheti cha kukamilisha - Bidha/huduma zilizotolewa	Bure	Siku 90 kutoka uandikwa kwa risiti ya ankara
10	Kuondoa vifaa/vitu visivyohitajika	- Orodha ya vitu/vifaa visivyoweza kufanyiwa marekebisha	Bure	Siku 61 kutoka uandikwa kwa risiti ya ankara
11	Kushirikisha umma katika mchakato wa kuunda sera	- Kuzifahamu sera husika - Washiriki wachangamfu	Bure	Siku moja ya kazi
12	Kuajiriwa kwa wafanikazi	- Kufanya ombi rasmi kulingana na tangazo lililopo	Bure	Siku 90
13	Kuomba kupata taarifa/habari	- Kuulizia habari	Bure	Siku 21
14	Kuthibitisha maombi ya usajili kupitia kwa mtandao	- Kujaza fomu ya maombi pamoja na stakabadhi zote zinazotakikana	Bure	Siku 5 za kazi
15	Kusajiliwa kama mwanagenzi mpya	- Kujaza kikamilifu barua ya kusajiliwa - Vyeti rasmi pamoja na stakabadhi zilizoidhinishwa kulingana na barua ya usajili	Ada iliyoidhinishwa	Dakika 20
16	Utoaji wa mafunzo	- Kujisajili kama mwanagenzi - Kuhuduria vipindi vyote vya darasani na mafunzo	Bure	Masaa yaliyoidhinishwa
17	Uhusiano wa viwanda	- Kujaza kikamilifu fomu ya kibali cha kutoka - Kuomba nafasi ya mafunzo kwenye viwanda - Kupata bima	Ada ya mihani iliyoidhinishwa	Masaa yaliyoidhinishwa
18	Maoni kuhusu mitihani	- Kufanya mitihani	Bure	Masaa yaliyoidhinishwa
19	Kujisajili kwa mitihani	- Mwanafunzi aliyesajiliwa - Kufikia matakwa yote ya kusajili kwa mitihani - Kuhuduria kwa asilimia 75 vipindi vya darasani	PA da ya mihani iliyoidhinishwa	Dakika 30
20	Maoni kuhusu mitihani	- Fomu ya idhini iliyojazwa ipasavyo - Kitambulisho cha Taifa	Bure	Dakika 10
21	Tathmini ya ushauri wa viwanda	- Fomu ya kunasa data ya ushauri wa viwanda iliyojazwa	Bure	Kwa mujibu wa mtaala
22	Utoaji wa vyeti	- Fomu ya idhini iliyojazwa ipasavyo - Kitambulisho cha Taifa	Bure	Dakika 10
23	Kubadilishwa kwa kitambulisho cha mfunzwa	- Risiti ya Kubadilisha	500	Masaa 2
24	Huduma za maktaba	- Kitambulisho cha mkufunzi / Mfanyikazi	Bure	Saa za Maktaba

MASHIRIKA TUNAYOSHIRIKIANA NAYO

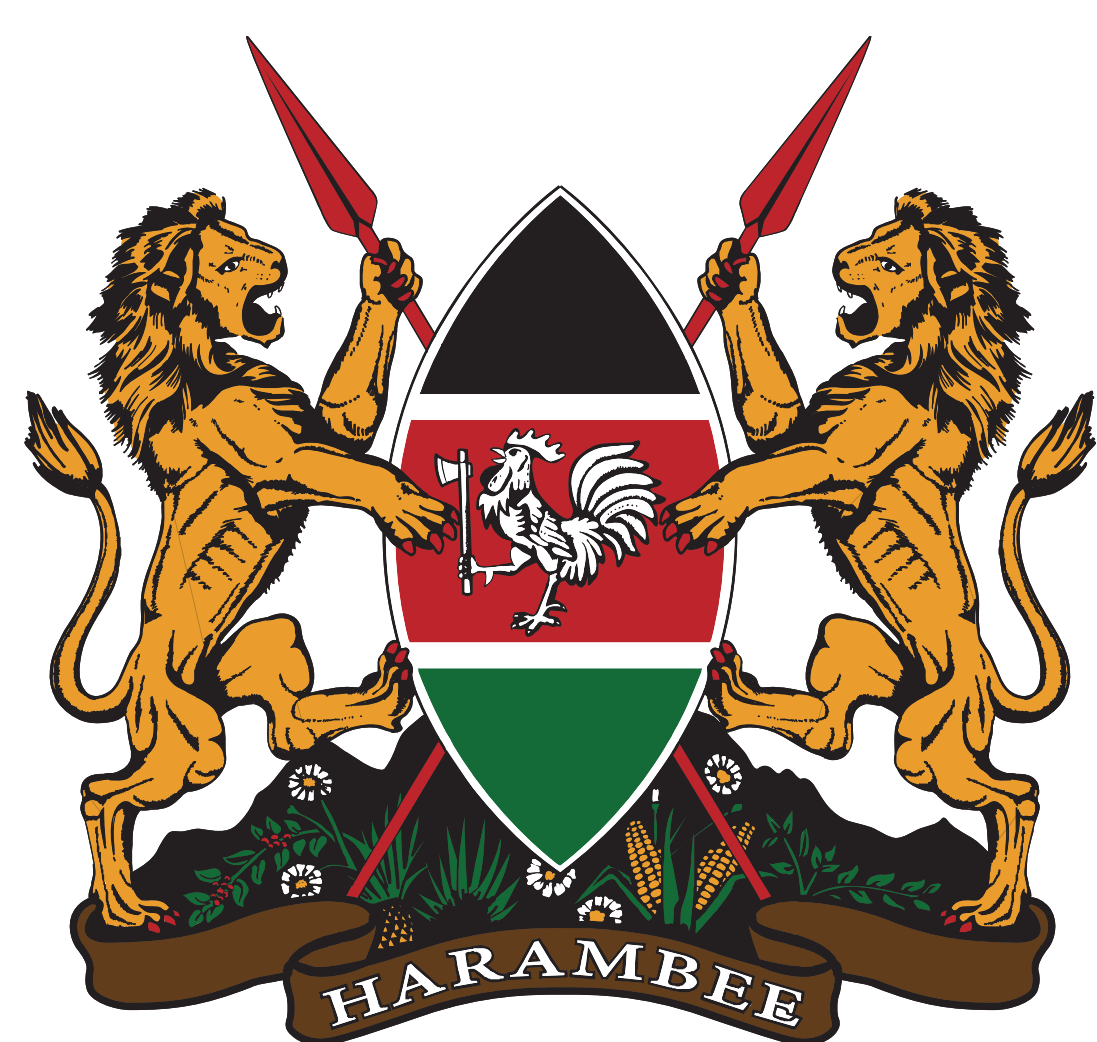


Huduma yoyote isiyowiana na viwango vilivyotajwa hapo juu, au afisa yeyote asiyewajibika kwa heshima na ubora wa utoaji wa huduma, anapaswa kuripotiwa kwa:

Mkuu wa shule,
The Siaya National Polytechnic
P. O. Box 1087 - 40600 Siaya-Kenya
Tel: (+254) 768 509 509
Email: info@siayapolytechnic.ac.ke
Website: www.siayapolytechnic.ac.ke

Una Haki ya Kupokea Huduma Bora

The Commission Secretary/Chief Executive Officer
Commission on Administration of Justice
2nd Floor, West End Towers
Tel: +254 20 240 337 / 0722 970 604
Email: info@ombudsman.go.ke



CITIZENS SERVICE DELIVERY CHARTER



VISION:

To Be a Market Leader in Provision of Top-notch Training, Research and Innovation.

MISSION:

To Produce Competent Human Resource for Sustainable Development.

CORE VALUES:

- Creativity
- Integrity
- Professionalism
- Social Responsibility
- Team work
- Equality

NO	SERVICE	OBLIGATION	CHARGES (KSHS)	DURATION
1	Response to Phone Calls (Land Line or any other official lines)	- Phone Call	Free	15 Seconds
2	Response to Enquiry by Walk-in clients	- Walk in and make inquiry	Free	One Minute
3	Response to correspondences	- Written correspondences (letters) - Email and Social Media (Facebook/Website/SMS/Email/X)	Free Free	Within Five (5) days 1 Working day
4	Response to public Complaints and grievances	- Make a complaint	Free	1 Working day
5	Resolution of complaints	- Make a verbal or written complaint	Free	14 working days
6	Registration of Suppliers	- Submission of relevant documents (Duly filled application form, Company Profile, Certificate of incorporation / Registration, PIN Certificate, Valid TAX Compliance / Exemptions, Original Bank Statement, Copy of Certificate of Registration with relevant statutory bodies, Non-refundable fee payment receipt, Copies of annual return forms filled by company registry, National ID/Passport)	Free	14 working days
7	Processing of Tenders	- Submit Bids for goods and services	Free	90 Days
8	Notification of Successful and unsuccessful bidders	- Access e-procurement portal (PIIP) for notification	Free	1 Working day
9	Payment of goods and service	- Delivery Notes - Invoice - Certificate of Completion - Goods/Services Received	Free	90 Days from the date of receipt of the invoice
10	Disposal of obsolete Stores	- List of obsolete and unserviceable equipment	Free	61 Days from the date of advertisement
11	Public participation in policy making process	- Familiarization with issues in the Policy - Active participation	Free	1 Day
12	Recruitment of Staff	- Make formal application based on the advert	Free	90 Days
13	Processing of Request for Information	- Make a request for information		21 Days
14	Processing of online application for admission	- Duly filled application form with copies of relevant certificates and testimonials	Free	Five (5) working days
15	Registration as a (New Trainee)	- Duly completed admission documents. - Original and certified copies of testimonials as per the offer of admission letter.	Prescribed training fees	20 Min
16	Delivery of training programmes	- Register as a Trainee. - Attend all classes and training activities	Free	Prescribed contact hours
17	Industrial Mentorship	- Duly completed clearance form - Apply for Industrial Mentorship - Obtain Insurance Cover	Prescribed Industrial Mentorship Charges	5 working days
18	Feedback on Formative Assessments	- sit for all assessments	Free	One day
19	Registration for Summative Assessments	- Be a registered student. - Meet all requirements for registration of assessment - Must meet minimum class attendance requirement (75%)	Prescribed assessment Fees	30 minutes
20	Feedback on Summative Assessments	- Duly completed clearance form. - National ID.	Free	10 minutes
21	Industrial Mentorship assessment	- Duly filled industrial mentorship data capture form	Free	As per the curriculum
22	Issuance of Certificates	- Duly completed clearance form. - National ID.	Free	10 Minutes
23	Replacement of Trainee ID	- Replacement Receipt	500	2 hours
24	Library Services	- Trainee / Staff ID	Free	Prescribed Library Hours

OUR PARTNER INSTITUTIONS



Any service that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to:

The Chief Principal,
The Siaya National Polytechnic
P. O. Box 1087 - 40600 Siaya-Kenya
Tel: (+254) 768 509 509
Email: info@siyapolytechnic.ac.ke
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You have a right to Quality Service

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