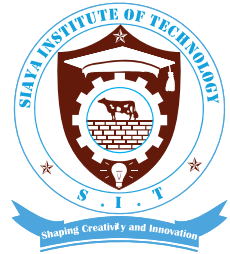




SERVICE CHARTER



VISION: To be a market leader and regional trend setter in the provision of top notch training, research and innovation

MISSION: To produce specialized human resource with creative, innovative and adaptive skills to face the challenges of globalization.

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)	Free	Within Five (5) days
		- Email and Social Media (Facebook/Website/SMS)		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 / Exemption Certificate; Original Bank Statements; 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	60 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	- 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	Free	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	1 hour
16	Delivery of training programmes	- Register as a Trainee. - Attend all classes and training activities	Free	1 Day
17	Industrial Linkage	- Duly completed clearance form - Apply for Industrial Attachment - Obtain Insurance Cover		
18	Feedback on internal Examinations	- Sit for all examinations	Free	One Day
19	Registration for External Examinations	- Be a registered student. - Meet all requirements for registration of examination - Must meet minimum class attendance requirement (75%)	Prescribed Examination Fees	30 minutes
20	Feedback on National Examinations	- Duly completed clearance form. - National ID.	Free	30 minutes

OUR PARTNER INSTITUTIONS



ISO 9001:2015 CERTIFIED INSTITUTION

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:

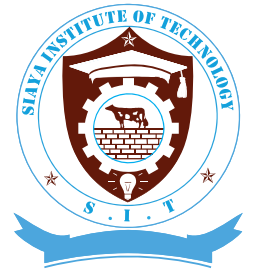
The Principal
Siaya Institute of Technology
P. O. Box 1087-40600, Siaya-Kenya
Tel: (+254) 112 814 143
Email: info@siayainstitute.ac.ke
Website: www.siayainstitute.ac.ke

You have a right to Quality Service

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



SERVICE CHARTER



MAONO: Kuongoza katika kuwekwa mwelekeo, kwa kuandaa mafunzo, utafiti na ubunifu wa hali juu katika eneo.

MALENGO: Kutokeza wafanyu kazi wenya ubunifu, na wenye ujuzi maalum wa kukabiliana na changamoto za utandawazi

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 kuulizia habari	Bure	Dakika moja
3	Njia za Mawasiliano	- Barua - Barua pepe na mitandao mingine ya kijamii kama Whatsapp, tovuti na kutuma ujumbe wa simu	Bure	Ndani ya siku 5 Siku moja ya kazi
4	Kuwajibikia 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 (hairageshwi), Nakala za kila mwaka zilizojazwa na Kampuni ya Usajili, Kitambulisho cha Kitaifa/Pasipoti)</i>	Bure	siku 14 ya kazi
7	Kuthibitisha zabuni	- Kuwasilisha zabuni za bidhaa pamoja na huduma zinazotolewa	Bure	siku 90
8	Kufahamishwa kwa wanazabuni walio- fanikiwa 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 - Ankra - Cheti cha kukamilisha - Bidhaa/ huduma zilizotolewa	Bure	Siku 60 kutoka uandikwa kwa risiti ya ankra
10	Kuondoa vifaa/vitu visivyohitajika	- Orodha na vitu/ vifaa visivyoweza kufanyiwa marekebesho	Bure	Siku 61 kutoka kwa tarehe ya tangazo
11	Kushirikisha umma katika mchakato wa kuunda sera	- Kuzifahamu sera husika - Washiriki wachangamfu	Bure	Siku moja ya kazi
12	Kuajiriwa kwa wafanyikazi	- Kufanya ombi rasmi kulingana na tangazo lililipo	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 zinazotatikana	Bure	siku 5 za kazi
15	Kusajiliwa kama mwanagenzi mpya	- Kujaza kikamilifu barua ya kusajiliwa. - Vyeti rasmi pamoja na stakabadhi zilizo dhinishwa kulingana na barua ya usajili	Ada iliyoidhinishwa	Saa 1
16	Utoaji wa mafunzo	- Kujisajili kama mwanagenzi - Kuhudhuria vipindi vyote vya darasani na mafunzo ya uanagenzi	Bure	Masa ya yaliyoidhinishwa
17	Uhusiano wa viwanda	- Kujaza kikamilifu fomu ya kibali cha kutoka - Kuomba nafasi ya mafunzo kwenye viwanda - kupata bima	Ada ya Mtihani iyoidhinishwa	Masa ya yaliyoidhinishwa
18	Maoni kuhusu mitihani	- Kufanya mitihani yote	Bure	Siku 1
19	Kujisajili kwa mtihani	- Mwanafunzi aliyesajiliwa - Kufikia matakwa yote ya kujisali kwa mtihani - Kuhudhuria kwa ailmia 75 vipindi vya darasani	Ada ya Mtihani iyoidhinishwa	Dakika 30
20	Maoni kuhusu mitihani ya Kitaifa	- Kujaza kikamilifu fomu ya kibali cha kutoka - Kitambulisho cha kitaifa.	Bure	Dakika 31

MASHIRIKA TUNAYOSHIRIKIANA NAYO



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

The Principal
Siaya Institute of Technology
P. O. Box 1087-40600, Siaya-Kenya
Tel: (+254) 112 814 143
Email: info@siayainstitute.ac.ke
Website: www.siayainstitute.ac.ke

Una Haki ya Kupokea Huduma Bora

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