



SERVICE CHARTER

S/NO.	SERVICE	CUSTOMER REQUIREMENTS	COST (Kshs.)	TIMELINE
1.	Response to enquiries	A clarity of request or wish and full disclosure of what is required	Nil	Verbal enquiries - Within a day Electronic enquiries - Immediately Postal enquiries within seven days
2.	Response to complaints or suggestions	Receipt of complaints/compliments or suggestions	Nil	Acknowledgement within a day - Feedback within 7 days
3.	Processing Application	Copies of Certificate, National ID/Passport, birth certificate, leaving certificate, result slip, filled coupon	500	4 days
4.	Admission of Trainees	Offer letter, Admission forms	Nil	45 Minutes
5.	Skills Training	Registered trainee, payment of requisite fee, class attendance	as per the course cost	As per the commencement date
6.	Administration of internal Exams	75% Class attendance	Nil	3 Weeks
7.	Engaging in Fair and Transparent Procurement of Goods/Works and Services	Bids submitted in prescribed manner	Nil	Adhere to timelines prescribed in the regulations
8.	Payment for all Goods/Works and Services Rendered	Invoices submitted promptly	Nil	Within 90 days of Receipt of Invoices

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service/good rendered 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 or both of the following:

Contacts:

The Principal, Sigalagala National Polytechnic

Phone: 0725-663-322

Email: info@sigalagalapoly.ac.ke

Website: www.sigalagalapoly.ac.ke

Contacts:

Commission on Administrative Justice

Phone: +254202270000

Email: complain@ombudsman.go.ke

Website: www.ombudsman.go.ke

GOOD SERVICE IS YOUR RIGHT

 info@sigalagalapoly.ac.ke

 www.sigalagalapoly.ac.ke

 Sheywe Kisumu-Kakamega Road



SIGALAGALA NATIONAL POLYTECHNIC



HATI YA HUDUMA

S/NO.	HUDUMA	MAHITAJI YA MTEJA	GHARAMA (Kshs.)	MUDA
1.	Majibu kwa maswali	Ufafanuzi wa ombi au matakwa na uwazi wa kile kinachohitajika	Hakuna	Maswali ya Mdomo - Ndani ya siku moja Maswali ya kielektroniki - Mara moja. Maswali ya posta - Ndani ya siku saba.
2.	Majibu kwa malalamiko au mapendekezo	Kupokea malalamiko/pongezi au mapendekezo	Hakuna	Uthibitisho - Ndani ya siku moja Maoni - Ndani ya siku saba (7)
3.	Uchakataji wa maombi	Nakala za Cheti, Kitambulisho cha Kitaifa/Pasipoti, cheti cha kuzaliwa, cheti cha kuondoka shule, matokeo kuingizwa, kuponi iliyojazwa	500	Siku Nne (4)
4.	Kupokea Wanafunzi	Barua ya Kuitwa, Fomu za Kiingilio	Hakuna	Dakika Arubaini na Tano (45)
5.	Mafunzo ya Ujuzi	Mwanafunzi aliyesajiliwa, malipo ya ada inayohitajika, mahudhurio ya darasa.	Kulingana na gharama ya Kozi	Kulingana na Tarehe ya Kuanza
6.	Udhibiti wa Mitihani ya ndani	Asilimia sabini na tano (75%) mahudhurio ya darasa	Hakuna	Wiki tatu (3)
7.	Haki na uwazi katika kushugulikia manunuzi ya bidhaa na huduma.	Zabuni kuwasilishwa namna ilivyoagizwa.	Hakuna	Kuzingatia ratiba iliyoagizwa katika kanuni.
8.	Malipo kwa bidhaa na Huduma zilizotolewa	Ankara zilizowasilishwa kwa wakati.	Hakuna	Ndani ya siku tisini (90) baada ya kupokea ankara.

TUNAJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yoyote/ bidhaa zozote zinazotolewa ambazo hazikubaliani na viwango vilivyowekwa au afisa yeyote ambaye hajitolei kwa heshima na ubora katika utoaji wa huduma anapaswa kuripotiwa kwa au zote mbili zifuatazo:

Anwani:

Mwalimu Mkuu, Chuo cha Ufundi cha Kitaifa Cha Sigalagala

Nambari ya Simu: 0725-663-322

Barua pepe: info@sigalagalapoly.ac.ke

Tovuti: www.sigalagalapoly.ac.ke

Anwani:

Tume ya Utawala wa Haki

Nambari ya Simu: +254202270000

Barua pepe: complain@ombudsman.go.ke

Tovuti: www.ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO



info@sigalagalapoly.ac.ke



www.sigalagalapoly.ac.ke



Sheywe Kisumu-Kakamega Road