



THE SIGALAGALA NATIONAL POLYTECHNIC

P.O BOX 2966-50100 KAKAMEGA, MOBILE: 0726-806105, Email: info@sigalagalapoly.ac.ke

VISION

A premier technical training research and innovation institution relied upon by industry.

MISSION

To provide innovative industry responsive technical skills training for sustainable development

MOTTO

Skills to transform livelihoods

CORE VALUES

In pursuit of vision, mission we will be guided by the following fundamental core values:-

- * Integrity
- * Efficiency
- * Good Governance
- * Accountability
- * Equality and gender
- * Professionalism
- * Teamwork
- * Efficiency
- * Transparency

Service/Goods	Requirements to obtain/service/goods	Cost/kshs	Timeline
Response to enquires	A clarity of request or wish and full disclosure of what is required	Nil	Verbal enquiries within in a day, electronic enquires within two days, postal enquiries within seven days
Response to complaints or suggestion	Receipt of complaints/compliments or suggestion	Nil	Acknowledgements within a day
Processing application	Copies of certificate, national id, passport, leaving certificate, result slip, filled coupon	500	14 days
Registration of trainees	Offer letter, registration form	Nil	30 mins
Fees payment	Offer letter, bank deposit slip, m-pesa transaction number	As per the fee structure	10 mins
Skills training	Registered trainee, payment of requisite fee, class attendance	As per the course cost	As per the commencement date
Industrial attachment	Insurance cover, attachment letter, log-book	2,000	12 weeks
Exam registration	Copy of national id, passport size, birth certificate, most recent academic cert, exam payment receipt	as prescribed by the exam body	2 weeks
Administration of internal exams	75% class attendance and valid exam card	Nil	2 weeks after
Issuance of exam report cards	Registered trainee and valid exam card	Nil	2 weeks after exam award meeting
Catering services	Pay as you eat	As per the menu	10m
Accommodation	Receipt of hotel fee, payment and registration form	Nil	30m
Transport services	Trip approval, passenger manifesto list and staff -in - charge of the trip	Nil	As per trips schedule
Library services	Library user card and valid student id/ staff id	Nil	13hours every week (8;30-9;30pm)
Nursing services	Valid student id card/staff id	Nil	Promptly
Guidance and counseling	Valid student id card/staff id	Nil	Unlimited
Career guidance	Presence of client to be guided	Nil	Unlimited
Engaging in faire and transparent procurement of goods/works and services	Bids submitted in the prescribed manner	Nil	Adhere to timelines prescribed in the regulation
Payment for all goods/works and services	Invoices submitted promptly	Nil	Within 90 days or receipt of invoice

"Commitment to courtesy and Excellent in Service Delivery"

Any service that does not conform to the above standards or any officer who does not live up to commitment and excellence in service delivery should be reported to :- **Principal Sigalagala National Polytechnic - 0726806105** * the chairman public complaints committee - **07122830214**, commission on administrative justice - + 2520022270000

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HUDUMA BORA NI HAKI YAKO



CHUO CHA UFUNDI ANUWAI CHA KITAIFA CHA SIGALAGALA

MAONO

Mafunzo bora anuwai utafiti na kuanzisha uvumbuzi uta-
kaotegemewa kikazi

AZMA

To provide innovative industry responsive technical
skills training for sustainable development

WITO

Ustadi wa kubadii na kuboresha jinsi ya kunufaika na mapato maridhawa

MAADILI YA MSINGI

Katika kushikiria maono na azma tutaongozwa na maadili ya msingi yafuatayo:-

* Uaminifu * Sifa za weledi * Uongozi bora *Uwazi katika utendaji mambo *Utendaji bora *Uwajibikaji *Usawa wa kijinsia

Huduma/Bidha	Mambo yanayohitajika ilikupata huduma /bidhaa	Gharama	Muda mwafaka
Majibu kwa maombi	Uwazi katika maombi/mahitaji/bayana ya kilichoombwa	Bila	Maulizo ya ana kwa ana siku moja,maulizo ya kieletronik siku mbili,kupita huduma za posta baada ya siku saba
Majibu kwa malalamiko	Stakabadhi za malalamiko/sifa au mapendekezo	Bila	Kukubali kwa muda wa siku moja,majibu baada ya siku saba
Kutumia maombi	Nakala ya cheti cha uthibitisho kitambulisho halali cha kiatifa cheti	500	Siku kumi na nne
Usajili wa wakurufunzi	Barua foma ya usajili	Bila	Muda wa dakika thelathini
Malipo ya karo	Barua na stakabadhi ya amana ya beni, nambari ya shughuli za m-pesa	Kama yaliyo malipo ya karo	Muda wa dakika kumi
Usajili wa mafunzo	Mkurufunzi aliyesajiliwa, malipo ya karo inayohitajika na mahudhuriyo ya vipindi	Kama yaliyo malipo ya kozi	Kati ya wiki mbili na mwezi sita,miaka mitatu kwa masomo ya ufundi stadi
Ukadiraji wa mafunzo ya nyanjani	Bima, barua kwa ajili ya masomo ya nyanjani na batli	2000	Wiki kumi na mbili
Usajili wa mitihani ya chuoni	Nakala ya kitambulisho cha kitifa picha ,cheti cha kuzaliwa,cheti halali cha kuhitimu,na stakabadhi ya malipo ya ada	2000	Wiki mbili
Utoaji wa fomu ya matokoeo ya mitihani	Mkurufunzi aliyesajiliwa na kufanya mitihani	Bila	Wiki mbili baada ya mkutano wa kutathmini matokoeo ya mitihani
Huduma za milo	Mlo baada ya malipo	Bila	Dakika kumi
Kupangisha chumba	Stakabadhi ya malipo kwa ajili ya dahala pamoja na fomu ya usajili	Kama ilivyo orodha ya vyakula	Dakika thelathini
Huduma za uchukuzi	Ulinisha wa safari ,orodha bayana ya watakasafiri pamoja na afisa mhutasi	Shilingi 5,000	Kama ilivyo panga
Huduma za maktaba	Kadi halali ya maktaba au kitambulisho cha mwanachua	Bila	Muda wa saa kumi tatu kila siku za wiki
Huduma za afya	Kitambulisho halali cha mkurufunzi/kitambulisho cha mwanachuo	Bila	Papo hapo
Ushauri nasaha	Kitambulisho halali cha mkurufunzi, kitambulisho halali cha mwanachuo	Bila	Bila kikomo
Ushauri kuhusu kazi	Hakuna mahudhuriyo ya mteja	Bila	Bila kikomo
Kuwa na uwakala wa bidhaa/kazi au huduma uliowazi	Kutoa zabuni kwa jinsi inavyotakikana	Bila	Kuzingatia muda mwafaka kwa mujibu wa knunui
Malipo kwa ajili ya bidhaa zote/ kazi na huduma iliyotolewa	Bili kutolewa papo hapo	Bila	Siku tisini kupokea stakabadhi za bill

"KUJITOLEA KWA USTAHIFU NA UTOAJI BORA SANA WA HUDUMA"

Huduma yeyote itakayotolewa kinyume na viegzo vilivyoorodheshwa hapo juu,au afisa yeyote ambaye hatajitolea kwa ustahifu na kutoa huduma bora sana , ripoti kumhusu itapigwa kwa wafuatao.

* Mwalimu mkuu wa chuo cha ufundi anuwai cha kitaifa cha sigalagala - **0726806105** , * Mwenyekiti wa kamati inayohusu na malamiko - **0712830214** , * Tume inayohusika na usimamizi wa haki - **+2542022270000**.

CHUO CHA UFUNDI ANUWAI CHA KITAIFA CHA SIGALAGALA
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