



THE SHAMBERERE NATIONAL POLYTECHNIC

P.O. BOX 1316-50100, Kakamega,

Email: info@shambererenationalpoly.ac.ke, Mobile Phone: 0739-922-223,

Website: www.shambererenationalpoly.ac.ke



SERVICE DELIVERY CHARTER

S/NO.	SERVICES	REQUIREMENTS	CHARGES	TIMELINE
A	GENERAL SERVICES			
	General inquiries			
	Through;			
	Direct contact	Initiate an enquiry	Free	Immediate
	Telephone call or SMS	Initiate an enquiry	Free	Immediate
	Social media	Initiate an enquiry	Free	24 hours
	Written request (letter or e-mail)	Initiate an enquiry	Free	48 hours
	Response to Public complaints and grievances	Initiate an enquiry	Free	12 hours
	Resolution of complaints	Initiate an enquiry	Free	14 working days
	Registration of Suppliers	Initiate an enquiry	Free	14 working days
	Processing of tenders	Initiate an enquiry	Free	90 days
	Notification of successful and unsuccessful bidders	Initiate an enquiry	Free	12 hours
	Payment for goods and services received	Initiate an enquiry	Free	60 days from the date of receipt of the invoice

	Disposal of obsolete stores	Initiate an enquiry	Free	60 days from the date of advertisement
	Public participation in policy making process	Initiate an enquiry	Free	12 hours
	Recruitment of staff	Initiate an enquiry	Free	90 days
	Processing of request for information	Initiate an enquiry	Free	21 days
B	CORE MANDATE			
	Admission of trainees			
	Admission to a Level 6	KCSE Mean Grade C- or relevant Craft Certificate Duly filled application form	Kshs 500	As per KUCCPS requirement 1 hour upon receipt of duly filled forms
	Admission to a Level 5	KCSE Mean Grade D or relevant Artisan Certificate Duly filled application form	Kshs 500	As per KUCCPS requirement duly filled forms
	Admission to a Level 4	KCSE Mean Grade D- or relevant LEVEL 3 Certificate Duly filled application form	Kshs 500	As per KUCCPS requirement duly filled forms
	Admission to a Level 3	KCPE Certificate	Ksh 500	As per KUCCPS requirement duly filled forms
	Admission to a Short course	Open Duly filled application form	Kshs 500	As per advertisement duly filled forms
	Admission to RPL Courses	Relevant skill	Kshs 500	As per advertisement

				duly filled forms
	Teaching and Examination	• Registration to relevant course • Class attendance • Payment of tuition fees • Payment of examination fees	-Tuition fees as per the prevailing fee structure -Exam fees as per exam body requirements	• 1st-12th week of the term • Academic calendar • As per examinations schedules
	Issuance of Academic Certificates	• Duly filled clearance form • Copy of fee statement • National ID	Free	• Upon release by the examining body
C	OTHER SERVICES			
	Guidance and Counselling services	• TSNP trainee or staff • Avail self	Free	As per need
	Accommodation	• TSNP student • On first-come-first-served basis	Kshs 5000	Per term
	Attachment/Mentorship	• As per attachment/Mentorship policy	Kshs 2000	3 months
	Library Services	• TSNP trainee or staff card • Library Card	Free	As per need
D	PROFESSIONAL SERVICES			
	Short Courses training	Application form duly filled	Application fee kshs 500	As per need
	Consultancy	Request from interested parties	As per contract	As per contract
	Hiring/sale of Polytechnic facilities/products/services	• Request from interested parties • Availability of product/service/facility	As per the prevailing rates	As per contract
E	ACCOUNTING			
	Fee payment	trainees	Free	Immediate

	Payments to suppliers	Duly signed invoices and supply documents	Free	Within 90 days upon receipt of the required documents
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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:

1. The Principal, The Shamberere National Polytechnic P.O.BOX:1316 – 50200 Kakamega Kenya Phone 0739922223 E-Mail Info@shambererenationalpoly.ac.ke shambereretti@yahoo.com Website: https://www.shambererenationalpoly.ac.ke	2. The Commission secretary/Chief Executive Officer, Commission on Administrative Justice, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Tel : +254 (0)20 2270000/2303000 Email : complain@ombudsman.co.ke
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GOOD SERVICE IS YOUR RIGHT



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MSWADA WA HUDUMA

S/No	HUDUMA	MAHITAJI	MALIPO	MUDA
A	HUDUMA KWA UJUMLA			

	Maswali ya jumla			
	Ana kwa ana	Ulizia ombi	Bure	Papo hapo
	Kupiga simu au ujumbe mfupi	Ulizia ombi	Bure	Papo hapo
	Kutumia mitandao ya kijamii	Ulizia ombi	Bure	Masaa 24
	Maombi ya kimaandishi (barua au barua pepe)	Ulizia ombi	Bure	Masaa 48
	Majibu kwa Malalamiko na Migogoro ya Umma	Ulizia ombi	Bure	Masaa 12
	Utatuzi wa Malalamiko	Ulizia ombi	Bure	Siku 14 za kazi
	Usajili wa Wasambazaji wa Bidhaa na Huduma	Ulizia ombi	Bure	Siku 14 za kazi
	Ushughulikiaji wa Zabuni	Ulizia ombi	Bure	Siku 90
	Uarifu kwa Wazabuni Waliofanikiwa na Wasiofanikiwa	Ulizia ombi	Bure	Masaa 12
	Malipo kwa bidhaa na huduma zilizopokelewa	Ulizia ombi	Bure	Siku 60 kutoka tarehe ya kupokelewa kwa ankara
	Uondoaji wa vifaa vilivyopitwa na wakati	Ulizia ombi	Bure	Siku 60 kutoka tarehe ya kutangazwa
	Ushiriki wa Umma katika mchakato wa utayarishaji wa sera	Ulizia ombi	Bure	Masaa 12
	Ajira ya Wafanyakazi	Ulizia ombi	Bure	Siku 90
	Uchakataji wa Maombi ya Taarifa	Ulizia ombi	Bure	Siku 21
B	MAMULAKA YA MUSINGI			
	Usajili wa wanafunzi			
	Ngazi ya 6 ya ufundi	Gredi C- ya mtihani wa KCSE - Cheti cha ngazi ya 5 Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili
	Ngazi ya 5 ya ufundi	Gredi D ya mtihani wa KCSE au Cheti cha ngazi ya 4 Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili

	Ngazi ya 4 ya ufundi	Gredi D- ya mtihani wa KCSE au Cheti cha ngazi ya 3 Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili
	Ngazi ya 3 ya ufundi	Cheti cha KCPPE		
	Kozi fupi	Wazi Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili
	Kozi ya RPL	Maarifa husika	Ada ya maombi: Ksh. 500.00	Msajili
	Kufunza na mitihani	• Kujisajili kozi unayotaka • Kuhudhuria darasa • Kulipa ada ya masomo • Kulipa ada ya mitihani	Malipo ya ada ya masomo kulingana na muongozo wa ada Malipo ya ada ya mitihani kulingana na muongozo wa vikundi vya mitihani	• Wiki la 1 – wiki la12 wa muhula • Kalenda ya mitihani Kama zilivyoratibu za mitihani
	Kutolewa kwa vyeti vya kimasomo	• Vitambulisho vya wanafunzi • Fomu zilizoidhinishwa za • Waliomaliza • Nakala za miongozo ya malipo ya ada • Kitambulisho cha taifa	Bure	Itakapotolewa na bodi ya mitihani Ndani ya mwezi mmoja utakapomaliza kozi fupi
C	HUDUMA KWA WANAFUNZI			
	Huduma za wasia na miongozo	• Mwanfunzi au mfanyikazi stahiki wa TSNP • Jiwasilishe mwenyewe	Bure	Kulingana na mahitaji.
	Malazi	• Mwanafunzi stahiki wa TSNP • Kwa mzawadio wa anayekuja wa kwanza anapata • Maliza malipo ya ada • Matatumizi ya kiinafsi	Ksh. 5000.00 kwa muhula	Kwa muhula
	Uwekaji kiambatisho	Kulingana na sare ya kiambatisho	Ksh 2000	Miezi mitatu
	Huduma za maktaba	• Mwanafunzi au mfanyikazi stahiki • wa TSNP	Bure	Kulingana na mahitaji

		• Kadi ya maktaba		
D	HUDUMA ZA KITAALAMU			
	Ufunzaji wa kozi Fupi	Fomu za usajili zilizojazwa kikalifu	Ada ya maombi Ksh. 500.00	Kama ilivyo kandarasi
	Maelezo ya kitaalamu	Ombi kutoka kwa wahusika	Kulingana na kandarasi	Kama ilivyo kandarasi
	Kukodi/kuuza bidhaa au huduma za chuo	• Fomu la ombi kutoka kwa wahusika • Uwepo wa kifaa/bidhaa/huduma	Kulingana na ada zilizoko	Kama ilivyo kandarasi
E	UHASIBU			
	Malipo ya ada	Wanafunzi stahiki	Bure	Papo hapo
	Malipo ya wauzaji	Nakala za maulizo na masambazo zilizowekwa sahihi	Bure	Ndani ya siku 90 baada ya kupokewa nyaraka stahiki
TUMEJITOLEA KWA HESHIMA NA USTADI KATIKA UTOAJI WA HUDUMA				
Huduma yeyote au bidhaa iliyotolewa ambayo hailingani na viwango hapo juu au afisa yeyote ambaye haishi kwa kujitolea kwa adabu na ubora katika utoaji wa huduma inapaswa kuripotiwa kwa:				
1.Mwalimu Mkuu, Chuo cha Kiufundi cha Shamberere Sanduku la Posta:1316 – 50200 Kakamega Kenya Simu: 0739922223 Barua pepe: Info@shambererenationalpoly.ac.ke shambereretti@yahoo.com Tovoti: https://www.shambererenationalpoly.ac.ke		2.Tume ya haki ya utawala(CAJ), Ofisi ya Ombudsman Jumba la West End, Barabara ya Waiyaki, Nairobi. Sanduku la Posta 20414-00200 Nairobi Simu : +254 (0)20 2270000/2303000 Barua pepe : complain@ombudsman.oo.ke		
HUDUMA BORA NI HAKI YAKO				