



Ministry of Education
State Department for Vocational & Technical Training
SIALA TECHNICAL TRAINING INSTITUTE

P. O. Box 164-40404, RONGO

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Email: sialainstitute@gmail.com

Website: www.sialatech.ac.ke



VISION

A Center of Excellence in Research and Skills Training commensurate with industry and community demands.

MISSION

To promote skills Training in Technical and Vocational Education Training (TVET), Research, Science, Technology and Innovation commensurate with industry and community demands.

CITIZENS' SERVICE DELIVERY CHARTER

S/NO	SERVICES RENDERED	CLIENT REQUIREMENTS	CHARGES	TIMELINE
1.	Registration of visitors	National ID/ passport	Free	2 minutes
2.	Inquiries	Voluntary visit to the relevant office	Free	15 minutes
		Receiving of phone call	Free	By the fourth ring
		Feedback to phone call	Free	As per the client's needs
3.	Response to written correspondence	Emails / Letters	Free	7 working days
4.	Processing of trainee application for admission	Application with relevant copies of certificates	Ksh.300	1 working day
5.	Admission of a new trainee	- Dully filled admission letter - Original KCSE and KCPE certificate/result slip or any other relevant result slip/certificate - School leaving certificate - Original national ID and birth certificate - Current passport size photograph - Evidence of fee payment	Required tuition fees as per the fee structure	30 minutes
6.	Processing of new trainee's ID card / Replacement	- Admission number - Evidence of payment	Ksh.300	10 working days
7.	Training	- Dully registered for the term - Evidence of the terms fees payment	As per the fee structure	As per the term dates
8.	Administration of internal examinations	- Examination card - Adherence to academic policy	Term's fee	As per internal exam timetable
9.	Supplementary examination	- Results for regular examination - Evidence of supplementary fee payment	Ksh.200 per paper	As per the supplementary exam timetable
10.	Special examination	- Clearance from the admitting HoD and Dean of Trainees - Evidence of payment for an irregularity case	Free, Ksh.500 per paper for irregularity case	As per the special exam timetable
11.	Issuance of termly academic transcripts	Sat for the term's examination	Free	As they report for the new term.
12.	Registration for external examinations	- Dully filled registration clearance form - Original and copies of: - Certificates/results slip of previous examinations - Copy of birth certificate and national ID	Fee as per relevant examination body	5 minutes
13.	Issuance of external examination results slip/certificate	- National ID - Dully filled trainee's clearance form	Free	5 Minutes
14.	Store's issuance	Approved store's issuance and requisition form	Free	20 minutes
15.	Listening to disciplinary cases	-Presence of the relevant respondents	Free	As per the disciplinary handling policy
16.	Clinic services/ HIV Testing and Counselling (HTC)	- Institute ID/Tag - Bonafide trainee/staff	Free	1 hour
17.	Resolution of public complaints	Registered complaints	Free	within thirty (30) days of registering complaints
18.	Industrial attachment	As per the academic and industrial policy	Ksh.2000	3 Months
19.	Library services	-Trainee's/Staff ID -Bonafide trainee/staff -Registered library user	Free	8:30am - 4:30 pm during working days
20.	Issuance of fees payment receipt	Bank deposit slip, Bankers Cheque, or M-Pesa code	Free	5 minutes
21.	Purchase of goods and services	-Approved purchase requisition form -Approved LSO/LPO	Free	7 working days
22.	Payment for goods and services supplied	- Valid invoice, LPO/LSO, Delivery Note - Dully filled claim form	Free	30 working days

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:

The Principal
Siala Technical Training Institute
P.O Box 164-40404, RONGO.
Mobile: +254 (0)706633334
Email: sialainstitute@gmail.com

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.go.ke

MAKING EXCELLENCE A HABIT