



## VISION

A centre 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	1 minutes
		Response to phone call	Free	15 Seconds
3.	Response to written correspondence	Emails Letters	Free Free	1 working day 5 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	- Duly 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 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	14 working days
7.	Registration of continuing trainees	- Successfully logged into the Institute trainee's portal - Registered the module units	Free	2 Minutes
8.	Training	- Duly registered for the term - Evidence of the terms fees payment	As per the fee structure	As per the term dates
9.	Administration of formative assessment	- Assessment card - Adherence to academic policy	Term's fee	As per formative assessment timetable
10.	Supplementary assessment	- Sat a regular assessment - Evidence of supplementary fee payment	Ksh.200 per paper	As per the supplementary assessment timetable
11.	Special assessment	- 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 assessment timetable
12.	Issuance of termly academic transcripts	Sat for the term's formative assessment	Free	As they report for the new term.
13.	Registration for summative assessment	- Duly 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 assessment body	5 minutes
14.	Issuance of summative assessment results slip/certificate	- National ID - Duly filled trainee's clearance form	Free	5 Minutes
15.	Store's issuance	Approved store's issuance and requisition form	Free	20 minutes
16.	Listening to disciplinary cases	- Presence of the relevant respondents	Free	As per the disciplinary handling policy
17.	Clinic services / HIV Testing and Counselling (HTC)	- Institute ID/Tag - Bonafide trainee/staff	Free	1 hour
18.	Resolution of public complaints	Registered complaints	Free	14 working days
19.	Industrial attachment	As per the academic policy	Ksh.2000	3 Months
20.	Library services	- Trainee's/Staff ID - Bonafide trainee/staff - Registered library user	Free	8:30am - 4:30 pm during working days
21.	Issuance of fees payment receipt	Bank deposit slip, Bankers Cheque or M-Pesa code	Free	5 minutes
22.	Purchase of goods and services	- Approved purchase requisition form - Approved LSO/LPO	Free	7 working days
23.	Payment for goods and services supplied	- Valid invoice, LPO / LSO, Delivery Note - Duly filled claim form	Free	Within 60 days from the date of receipt of the invoice
24.	Processing of request for information	Make a request for information	Free	21 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  
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The Commission Secretary/Chief Executive Officer  
Commission on Administrative Justice, 2nd Floor,  
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