





SHAMBERERE TECHNICAL TRAINING INSTITUTE

P.O. BOX 1316-50100, Kakamega, E-mail:shambereretti@yahoo.com, Mobile Phone: 0739 922 223
Website: shambereretechnical.ac.ke

CITIZENS' SERVICE DELIVERY CHARTER

 REPUBLIC OF KENYA		 SHAMBERERE TECHNICAL TRAINING INSTITUTE Technical and Professional Excellence		
S/ No.	Service/Goods	Requirements to obtain Service/Goods	Cost of Service/Goods (if any)	Timeline
A	GENERAL SERVICES			
	Response to general inquiries from clients and the public 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
B	CORE MANDATE			
	Admission of trainees			
	Admission to a Diploma course	KCSE Mean Grade C- or relevant Craft Certificate Duly filled application form	Kshs 500	-As per advertisement -1 hour upon receipt of duly filled forms

	Admission to a Craft Certificate	KCSE Mean Grade D or relevant Artisan Certificate Duly filled application form	Kshs 500	-As per advertisement -1 hour upon receipt of duly filled forms
	Admission to an Artisan course	Open Duly filled application form	Kshs 500	-As per advertisement -1 hour upon receipt of duly filled forms
	Admission to a Short course	Open Duly filled application form	Kshs 500	-As per advertisement -1 hour upon receipt of duly filled forms
	Teaching and Examination	<ul style="list-style-type: none"> • Registration to relevant course • Class attendance • Course requirements • Payment of tuition fees • Payment of examination fees 	-Tuition fees as per the prevailing fee structure -Exam fees as per exam body requirements	<ul style="list-style-type: none"> • 1st-12th week of the term • Academic calendar • As per examinations schedules
	Issuance of Academic Certificates	<ul style="list-style-type: none"> • Trainees ID • Duly filled clearance form • Copy of fee statement • National ID 	Free	<ul style="list-style-type: none"> • Upon release by the examining body • Within 1 month upon completion of a short course
C	OTHER SERVICES TO TRAINEES			
	Guidance and Counselling services	<ul style="list-style-type: none"> • Bonafide STTI trainee or staff • Avail self 	Free	As per need
	Accommodation	<ul style="list-style-type: none"> • Bonafide STTI student • On first-come-first-served basis • Clear tuition fees • Personal effects 	Kshs 4500 per term	Per term
	Attachment	As per attachment policy	Kshs 2000	3 months
	Library Services	<ul style="list-style-type: none"> • Bonafide STTI trainee or staff • 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 institute facilities/products/services	<ul style="list-style-type: none"> Request from interested parties Availability of product/service/facility 	As per the prevailing rates	As per contract
E	ACCOUNTING			
	Fee payment	Bonafide trainees	Free	Immediate
	Payments to suppliers	Duly signed invoices and supply documents	Free	Within 90 days upon receipt of the required documents

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,
Shamberere Technical Training Institute
P.O.BOX:1316 – 50200 Kakamega Kenya
Phone 0739922223
E-Mail shambereretti@yahoo.com
Website:shambereretechnical.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



HUDUMABORANI HAKIYAKO



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MSWADA WA HUDUMA KWA WANANCHI

 REPUBLIC OF KENYA				
S/ No	HUDUMA	MAHITAJI KUWEZA KUPEWA HUDUMA	MALIPO YA MATUMIZI	MUDA UTAKAOCHUKUA
A	HUDUMA KWA UJUMLA			
	Majibu ya maswali ya jumla kutoka kwa wateja kupitia:			
	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
B	MAMULAKA YA MUSINGI			
	Usajili wa wanafunzi			
	Stashahada	Gredi C- ya mtihani wa KCSE - Cheti cha Krafti Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili
	Cheti cha Krafti	Gredi D ya mtihani wa KCSE au Cheti cha Atisani Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili
	Cheti cha Atisani	Wazi Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili

	Kozi fupi	Wazi Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 500.00	Msajili
	Kufunza na mitihani	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Wiki la 1 – wiki la12 wa muhula • Kalenda ya mitihani Kama zilivyoratibu za mitihani
	Kutolewa kwa vyeti vya kimasomo	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Mwanfunzi au mfanyikazi stahiki wa STTI • Jiwasilisha mwenyewe 	Bure	Kulingana na mahitaji.
	Malazi	<ul style="list-style-type: none"> • Mwanafunzi stahiki wa STTI • Kwa mzawadio wa anayekuja wa kwanza anapata • Maliza malipo ya ada • Matatumizi ya kiinafsi 	Ksh. 4500.00 kwa mhula	Kwa muhula
	Uwekaji kiambatisho	Kulingana na sare ya kiambatisho	Ksh 2000	Miezi mitatu
	Huduma za maktaba	<ul style="list-style-type: none"> • Mwanafunzi au mfanyikazi stahiki • wa STTI • Kadi ya maktaba 	Bure	Kulingana na mahitaji
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	<ul style="list-style-type: none"> • 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 Mafunzo ya Kiufundi cha Shamberere
Sanduku la Posta:1316 – 50200 Kakamega Kenya |
Simu: 0739922223
Barua pepe:shambereretti@yahoo.com
Tovoti:shambereretechnical.ac.ke

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