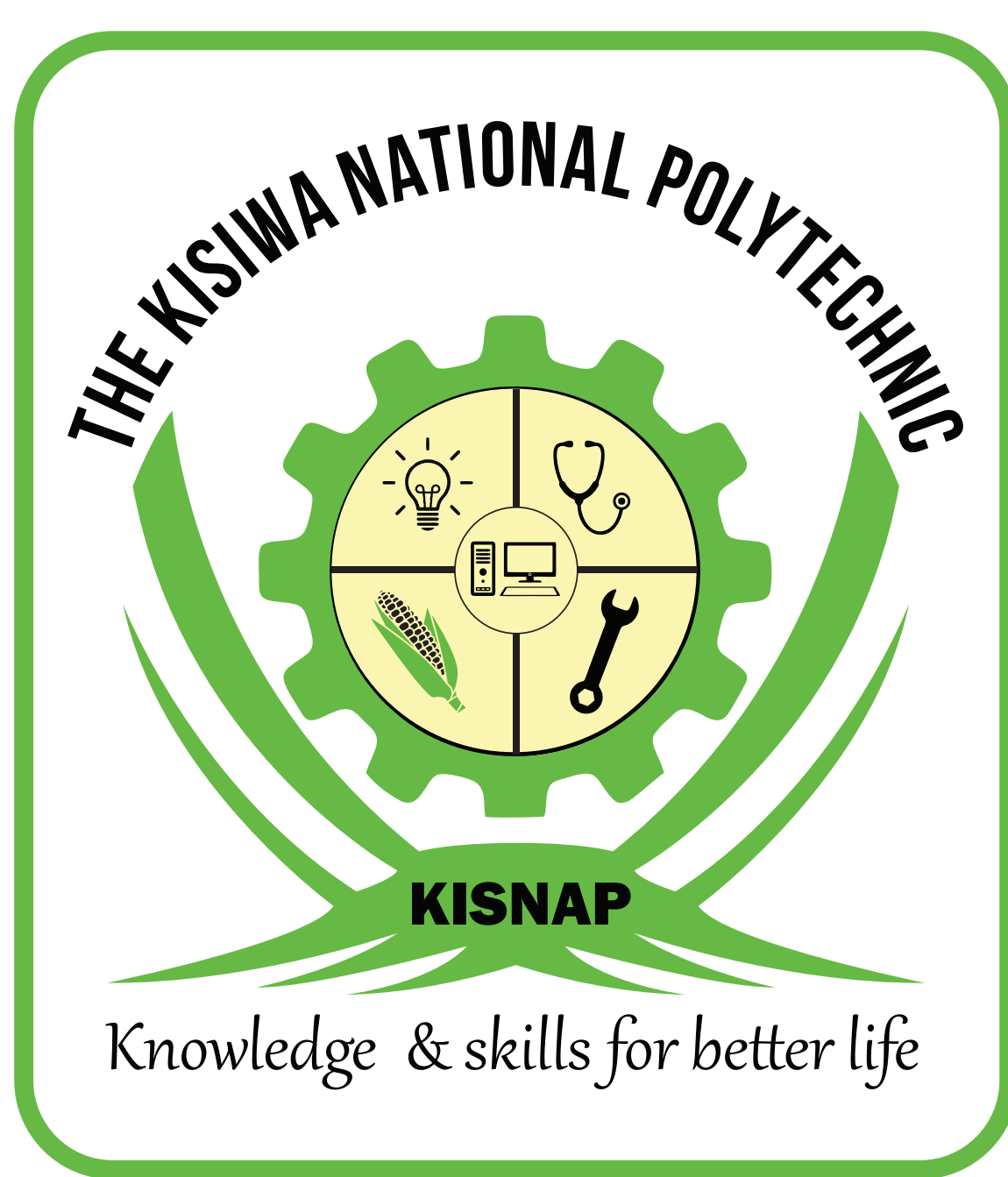




THE KISIWA NATIONAL POLYTECHNIC

Knowledge and Skills for Better Life

CITIZENS SERVICE CHARTER

Kisiwa National Polytechnic is committed to providing the following services in an efficient, effective and timely manner.

No.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OF SERVICE/ GOOD (IF ANY)	TIMELINE
1.	Response to phone calls(Landline or any other official line)	Phone Call	Free	5mins
2.	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	5mins
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working day
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
6.	Admission of students	Admission letter	Free	10 minutes
7.	Orientation and induction of students	Presence	Free	14 working days
8.	Commencement of lessons	Valid card	Valid card	Immediately
9.	Assessment of students on attachment	Payment of attachment fee	Ksh.3000	45 days
10.	Disposal of disciplinary cases of students unless referred to Governing council	Appear before Governing council	Free	30 days
11.	Disposal of disciplinary case for the staff	Appear before the panel	Free	30 days
12.	Issue of transcripts foe end of term exams	Attended exams	Free	30 days
13.	Registration of suppliers REQUIREMENTS: Duly filled application form ,company profile, certificate of incorporation registration, PIN certificate, Valid Tax Compliance certificate Exemptions, Original Bank statement, Copy of certificate of registration with relevant regulatory bodies, Non-refundable fee payment receipt, Copies of annual return forms filled by company registry, National ID/Passport		Free	14 working days
14.	Processing of tenders	Submit bids for good and service	Free	90 working days
15.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
16.	Payment for goods and services received	L.P.O/ Invoice certificate of Completion/Goods/ Services received	Free	60 working days from the date of receipt of invoice
17.	Issue of official receipts	Payment	Free	Immediate
18.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
19.	Public participation in policy making process	Familiarization with issues & active participation	Free	1 working day
20.	Recruitment of staff	Make formal application based on the advert	Free	90 working days
21.	Processing of request information	Make a request for information	Free	21 working days



All Correspondence should be addressed to the Principal

ISO: 9001:2015 CERTIFIED INSTITUTION

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