MINISTRY OF EDUCATION
STATE DEPARTMENT FOR TECHNICAL VOCATIONAL EDUCATION AND TRAINING
THE KISIWA NATIONAL POLYTECHNIC
"Knowledge and Skills for Better Life"
P. O. BOX 657-50200, BUNGOMA (KENYA) | Tel: 0110096090 | Email: info@kisiwanationalpoly.ac.ke

CITIZENS' SERVICE DELIVERY CHARTER

The Polytechnic is committed to providing the following services in an efficient, effective, and timely manner:

NO.	SERVICE / GOOD	REQUIREMENTS TO OBTAIN SERVICE / GOOD	COST	TIMELINE
1	Response to phone calls (Landline or official line)	Phone call	Free	5 mins
2	Response to enquiry by walk-in clients	Walk-in and make the enquiry	Free	5 mins
3	Response to correspondence	Written correspondence (letters)	Free	5 working days
4	Response to public complaints and grievances	Email and social media (Twitter, Facebook, YouTube)	Free	1 working day
5	Resolution of complaints	Make a verbal or written complaint	Free	1 working day
6	Admission of students	Admission letter	Free	14 working days
7	Orientation and induction of students	Presence	Free	10 minutes
8	Commencement of lessons	Valid card	Free	14 working days
9	Assessment of students on attachment	Payment of attachment fee	Ksh. 3,000/=	Immediately
10	Disposal of disciplinary cases of students (unless referred to Governing Council)	Appear before Governing Council	Free	45 days
11	Disposal of disciplinary case for staff	Appear before the panel	Free	30 days

NO.	SERVICE / GOOD	REQUIREMENTS TO OBTAIN SERVICE / GOOD	COST	TIMELINE
12	Issue of transcripts for end of term exams	Attended exams	Free	30 days
13	Registration of suppliers	Duly filled application form, company profile, certificate of incorporation/registration, PIN certificate, Valid Tax Compliance	Free	14 working days
14	Processing of tenders	Tax Certificate/Exemptions, Original Bank statement, Registration with relevant regulatory bodies, Non-refundable fee receipt, Annual returns, National ID/Passport, Submit bids for goods and services	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 receipt
17	Issue of official receipts	Payment	Free	Immediate
18	Disposal of obsolete stores	Submission of bids	Free	60 days from advert date
19	Public participation in policy making process	Familiarization with issues and active participation	Free	1 working day
20	Recruitment of staff	Make formal application based on advert	Free	90 working days
21	Processing of request to information	Make a request for information	Free	21 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
The Kisiwa National Polytechnic
P.O Box 657-50200, Bungoma
Tel: 0110096090
Email: info@kisiwanationalpoly.ac.ke

OR: The Commission Secretary / CEO
Commission on Administrative Justice
(Ombudsman)
2nd Floor, West End Towers, Waiyaki Way
P.O Box 20414-00200 Nairobi
Tel: +254 (0) 20 2270000 / 2303000 | Email:
complaints@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO