



MINISTRY OF EDUCATION
KAIBOI NATIONAL POLYTECHNIC
CITIZEN SERVICE DELIVERY CHARTER



We are committed to providing quality and relevant technical training responsive to the dynamic market needs.

SERVICE RENDERED	REQUIREMENTS	USER CHARGES	TIMELINE		
GENERAL SERVICE					
Enquiries	Visit the institution (walk-in)	Free	Immediate		
	Make phone call	Free	15 seconds or if missed will be returned in 2hrs		
Response to correspondence	Written correspondence(letters)	Free	5 working days		
	Email and social media	Free	1 working day		
Processing of request for information	Make request for information	Free	21 days		
Public participation in policy making process	Familiarization with issues and active participation	Free	1 day		
Recruitment of staff	Make formal application based on the advert	Free	90 days		
Academics					
Admission of new students	Duly filled admission form and payment of specified fees	Free	10 Minutes		
Registration of continuing students	Payment of specified fees	Free	5 minutes		
Training	Duly registered trainees	Free	As per academic time table		
Library services	Clients' identification	Free	Immediate		
Industrial Attachment	Course requirement & attachment fee	Free	At most 3 months to commencement		
Trainees welfare					
Guidance and Counseling	Client's availability	Free	Immediate		
Accommodation	Payment of specified fees and availability of boarding facilities	Free	10 minutes		
Registration of Clubs & Societies	Application Documents	Free	2 weeks		
Examinations					
Internal Exams	Meet the requirements	Free	As per the exam timetable		
Registration for examination	KANP/Examinations body requirement and payment of specified fees	Free	10 minutes		
Issuance of Academic Transcripts/certificates	Meet certification requirements and Clearance form	Free	5 minutes		
Procurement					
Registration of suppliers	Duly filled application form/company profile and mandatory requirement	Free	14 working days		
Processing of tenders	Submit bids for goods services	Free	90 working days		
Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day or as e-GP system function		
Disposal of obsolete items	Submission of bids	Free	60 days from the date of advert		
Finance					
Remittance of statutory deductions	As per legal requirements	Free	Within timelines		
Payment for goods and services received	LPO/Invoice certificate of completion/goods/services received	Free	90 days from the date of receipt of invoice		
Corporate social responsibility					
Use of playing fields/multipurpose hall	Request letter	Specified charges	Upon availability		
Use of tea buying Centre	Registration with tea buying agency	Free	Upon registration		
Water bowser services	Request letter	Specified charges	Upon availability		
Polytechnic bus	Request letter	Specified Charges	Upon availability		
Handling of public complaints and complements					
Acknowledgement of complaints	File complaint	Free	1 working day		
Resolution of complaints	Make a verbal or written complaint	Free	14 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 an officer who does not live up to the commitment to courtesy and excellence in service delivery should be reported to :					
The Principal, Kaiboi National polytechnic Mosoriot-Chepterwai Road- Off Eldoret-Kisumu Road. P.O BOX 937-30100, ELDORET. Tel : +254 727937937, +254734937937 E-mail: kaiboi@kaiboitech.ac.ke or complaints@kaiboitech.ac.ke		The Commission Secretary/Chief Executive Officer Commission on Administrative Justice West End Towers, 2nd Floor Waiyaki Way, Nairobi P.O. Box 20414-00200 Nairobi Tel: +254 (0)202270000/2303000 Email : complain@ombudsman.go.ke info@ombudsman.go.ke			
HUDUMA BORA NI HAKI YAKO					
Technology for self-Empowerment					

