



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			

