



MINISTRY OF EDUCATION
STATE DEPARTMENT FOR TECHNICAL & VOCATIONAL TRAINING
THE KITALE NATIONAL POLYTECHNIC
SERVICE DELIVERY CHARTER



Kitale National Polytechnic was established in 1980 as a Public Polytechnic under the provisions the Education Act (CAP 211). It has grown to be the leading training Polytechnic in the region. It is located within Kitale Municipality along Elgon Rd, 1km from Kitale town.

Vision : A Polytechnic of Excellence in Competency Based Education and Training, and Research

Mission : To Produce Globally Competitive Graduates through Competency Based Education and training, research and innovation for sustainable development.

The Polytechnic is Committed to Providing, Effective & Timely Service Delivery

SERVICE	REQUIREMENTS	USER CHARGES (KSH)	RESPONSE TIME (DURATION)
Admission of Students	-Payment of Fees & Submission of verified required Academic documents and Admission letter -Student Admission	- KHS. 500/-	1 HR
Provide quality training	Prompt Class lesson attendance Timely Project completion and submission. Prompt Examination Attendance	- Free	Classes/Lessons Start Immediately
Provision of boarding & catering services	-Complete Application and Payment for the Service.	As per the Polytechnic laid-down Policy	Immediately
Placement of Students on Industrial attachment	-Student's Insurance Cover -Student departmental stage Completion Transcript	2000/-Inclusive of Insurance policy cover.	AS Per Schedule
Coordinate , harmonize & administer internal exams	- Student to meet the Polytechnic Academic Policy requirements. - Sit for all Examination Papers	Payment of Tuition fees	2 WEEKS
Coordinate, Facilitate & Register External Exams	-Student to Produce Previous academic Level papers, National ID, Receipt For payment for the Intended Exam -Clearance FORM	Payment of relevant bodies Exam charges & Fees.	1 WEEK
Facilitation of loan Application & the disbursement of the Loan to needy students	-Students Applicants IDs (COPY) - TWO (2) Guarantors IDs (COPY) - Students Applicants A/C No (COPY) -Parents IDs (COPY) -Students E-mail Address (COPY)	Free	As per the HELB Calender & Announcement
Payment For Procured Goods & Services	-Valid Invoice , Delivery Note - LSO/LPO	NIL	Within 30 days
Medical care (First Aid)	-As per the Polytechnic's Regulations and Rules. - Students Registered for the Session	As per the Polytechnic Fees Structure	Immediately.
Handling of complaints	-Reported Non-Conformance of Service/Product.	Free	Within 21days
<u>Auxiliary Services</u> Hire of Polytechnic's facilities -Bus, fields, lawn mower, Polytechnic hall, LCD projector, Catering Services.	- Subject to availability - As per Polytechnic Policy	As per the Polytechnic Policy	As per the Polytechnic Policy

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:

Principal Kitale National Polytechnic, Telephone : 020 -2380086 / 0721379304, P.O. BOX 2162 - CODE : 30200 Kitale. E-mail: kitalenationalpolytechnic@gmail.com	The Commission Secretary/Chief Executive Officer, Commission on Administrative Justice, 2 nd Floor, West End Towers, Waiyaki Way, Nairobi. P.O. Box 20414-00200 Nairobi Telephone : +254 (0)20 2270000/2303000 Email : complain@ombudsman.go.ke
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HUDUMA BORANI HAKI YAKO

