



Ministry of Education



The Kisumu National Polytechnic



### SERVICE CHARTER

#### Vision

A world class polytechnic nurturing entrepreneurs, innovators and industry leaders.

#### Mission

To produce globally competitive graduates through quality training, research and innovation for sustainable development.

#### Core Values

- ✧ Integrity    ✧ Professionalism    ✧ Accountability    ✧ Inclusivity    ✧ Teamwork  
 ✧ Efficiency    ✧ Quality    ✧ Innovation    ✧ Environmental Stewardship

This is a commitment by the Kisumu National Polytechnic to improve service delivery to all customers and stakeholders

S/No	Customer Support Services	Customer Requirement(s)	Cost of Service	Timeline
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by walk-in client	Walk in and make the inquiry	Free	1 minute
3.	Response to correspondence	Written correspondence	Free	5 working days
		e-mail 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 complaint	Make a verbal or written complaint	Free	14 working days
6.	Registration of suppliers	<ul style="list-style-type: none"> <li>▪ Duly filled application form</li> <li>▪ Company profile</li> <li>▪ Certificate of Incorporation/Registration</li> <li>▪ PIN Certificate</li> <li>▪ Valid Tax Compliance Certificate/Exemption</li> <li>▪ Original Bank Statement</li> <li>▪ Copy of Certificate of Registration with relevant Regulatory Bodies</li> <li>▪ Non-refundable fee payment receipt</li> </ul>	Free	14 working days

		<ul style="list-style-type: none"> <li>▪ Copies of Annual Return forms filled by Company Registry</li> <li>▪ National ID/Passport</li> </ul>		
7.	Processing of tenders	Submit bids for goods and services	Free	90 working days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment of goods and services received	<ul style="list-style-type: none"> <li>▪ LPO/Invoice</li> <li>▪ Certificate of completion/ Goods/Services received</li> </ul>	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issue and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days
14.	Processing of application for admission	Make application with KCSE certificate or equivalent relevant certificate	Free	5 working days
15.	Delivery of syllabus content	Registration as a trainee	Prescribed tuition fees	Prescribed content hours
16.	Feedback on internal examination	Sit for all assessments	Chargeable fees	28 days
17.	Provision of appropriate and relevant training and learning facilities	Attend all classes and learning activities pertaining to your course	Chargeable statutory and tuition fees	Term/Semester/ Academic year
18.	Dissemination and implementation of policy guidelines	Identified policy, your inquiry, requests and concerns through relevant offices	Free	1 minute

**In cases where a service has been perceived inefficient or ineffective, complaints should be reported to**



*Hata Mnyonge ana Haki*

Office of the Ombudsman

Tel: +254 (20)270000/  
230300/2603765/2441211

[info@ombudsman.go.ke](mailto:info@ombudsman.go.ke)

Toll free number: 0800221349

The Chief Principal,  
The Kisumu National Polytechnic  
Mobile: 0723446773

P.O Box 143-40100 Kisumu, Kenya

[info@kisumupoly.ac.ke](mailto:info@kisumupoly.ac.ke)

[registrar@kisumupoly.ac.ke](mailto:registrar@kisumupoly.ac.ke)

Hotline: 0742809415

Ombudsman: 0769317515



The Kisumu National Polytechnic  
is an ISO 9001:2015 certified  
institution