KAIMOSI FRIENDS NATIONAL POLYTECHNIC

SERVICE CHARTER

VISION:
To Be a Leading Institution of skills in Science & Technology

MISSION:
To Provide Quality Technical Training & Research in Science & Technology to Meet Changing Society Needs.

CORE VALUES: Social Responsibility | Creativity | Religious Liberty | Integrity | Professionalism | Teamwork

NO	SERVICE	OBLIGATION	CHARGES (KSHS)	DURATION
1	Response to Phone Calls (Land Line or any other official lines)	- Phone Call	Free	15 Seconds
2	Response to Enquiry by Walk-in clients	- Walk in and make inquiry	Free	One Minute
3	Response to correspondences	- Written correspondences (letters)	Free	Within Five (5) days
		- Email and Social Media (Facebook/Website/SMS)	Free	1 Working day
4	Response to public Complaints & grievances	- Make a complaint	Free	1 Working day
5	Resolution of complaints	- Make a verbal or written complaint	Free	14 Working day
6	Registration of Suppliers	- Submission of relevant documents *(Duly filled application form, Company Profile, Certificate of incorporation / Registration, PIN Certificate, Valid TAX Compliance / Exemptions, Original Bank Statement, Copy of Certificate of Registration with relevant statutory bodies, Non-refundable fee payment receipt, Copies of annual return forms filled by company registry, National ID/Passport)*	Free	14 Working day
7	Processing of Tenders	- Submit Bids for goods and services	Free	90 Days
8	Notification of Successful & unsuccessful bidders	- Access e-procurement portal (PPIP) for notification	Free	1 Working day
9	Payment of goods and service	- Delivery Notes - Invoice - Certificate of Completion - Goods/Services Received	Free	60 Days from the date of receipt of the invoice
10	Disposal of obsolete Stores	- List of obsolete and unserviceable equipment	Free	61 Days from the date of advertisement
11	Public participation in policy making process	- Familiarization with issues in the Policy - 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	Admission of Trainees	- Minimum qualification	Kshs. 500	1 Day
15	Training	- Registration to relevant programme - Proof of payment of tuition & other fees - Class attendance	Varies	As per termly schedules
16	Internal Examinations	- Proof of payment of tuition & other fees	Varies	As per termly schedules
17	External Examinations	- Minimum examination entry requirements - Examination fees - Copy of birth certificate - Copy of Identity Card - Passport photograph	Varies	As per termly schedules
18	Issuance of Academic Certificates	- Duly filled clearance form from the College	Free	30 Minutes
19	Medical Care Services	- Be a registered Trainee	Free	10 Minutes
20	Establish Linkages and Collaboration	- Negotiations - Exchange of letters & visits - MOU	Free	7 Days

OUR PARTNER INSTITUTIONS

ISO 9001:2015 CERTIFIED INSTITUTION

Any service 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
Kaimosi Friends National Polytechnic
P. O. Box 150-50309, TIRIKI.
0704686363/0712604008
complaints.fck@gmail.com

The Commission Secretary/Chief Executive Officer
Commission on Administration of Justice
2nd Floor, West End Towers
Tel: +254 20 240 337 / 0722 970 604
Email: info@ombudsman.go.ke

ubunifu na ujuzi

HUDUMA BORA NI HAKI YAKO

KAIMOSI FRIENDS NATIONAL POLYTECHNIC

MKATABA WA HUDUMA

RUWAZA:
Kuwa Chuo Kinachoongoza kwa Mafunzo ya Sayansina Teknolojia

MALENGO:
Kutoa Mafunzo ya Teknolojia ya Hali ya Juu na Utafiti wa Kisayansi ili Kukudhi Mahitaji Ya Jamii Yanayobadilika Kila Uchao.

SIFA ZA MSINGI: Wajibu wa Kijamii | Ubunifu | Uhuru wa Kidini | Utimilifu | Utaalamu | Ushirikiano

NO	HUDUMA	WAJIBU	MALIPO	MUDA
1.	Kupokea simu	Kupokea simu	Bure	Sekunde 15
2	Njia ya kupata habari	- Kuingia na kuuliza habari	Bure	Kupokea simu
3.	Njia za mawasiliano	- Barua - Barua pepe na mitandao mingine ya kijamii kama Whatsapp, tovuti na kutuma ujumbe wa simu	Bure Bure	Ndani ya siku 5 Siku moja ya kazi
4.	Kuwajibikia Malalamishi pamoja na matakwa ya umma	- Kuingia na kuuliza habari	Bure	Kupokea simu
5.	Njia za kusuluhisha Malalamishi	- Kulalamika kupitia kwa barua ama kwa njia ya mdomo	Bure	siku 14 za kazi
6.	Usajili wa wanakandarasi	- Kuwasilisha stakabadhi zinazohitajika *(Fomu iliyojazwa kwa ukamilifu, Wasifu wa Kampuni, Cheti cha usajili, Cheti cha KRA., Kutimiza matakwa yote ya ulipaji ushuru, Taarifa za benki, Nakala ya cheti cha usajili kutoka kwa bodi rasmi, Risiti ya ada iliyolipwa (hairegeshwi), Nakala za kila mwaka zilizojazwa na Kampuni ya Usajili, Kitambulisho cha Kitaifa/ Pasipoti)*	Bure	siku 14 za kazi
7.	Kuthibitisha zabuni	- Kuwasilisha zabuni za bidhaa pamoja na huduma zinazotolewa	Bure	Kupokea simu
8.	Kufahamishwa kwa wanazabuni waliofanikiwa na wale ambao hawakufanikiwa	- Kuzuru mtandao wa ununuzi (PPIP) kwa taarifa za ziada	Bure	Siku moja ya kazi
9.	Malipo ya bidhaa na huduma	-Tini ya uwasilishaji -Ankra -Cheti cha kukamilisha -Bidhaa/ huduma zilizotolewa	Bure	Siku 60 kutoka uandikwa kwa risiti ya ankra
10.	Kuondoa vifaa/vitu visivyohitajika	- Orodha na vitu/ vifaa visivyoweza kufanyiwa marekebisho	Bure	Siku 61 kutoka uandikwa kwa risiti ya ankra
11.	Kushirikisha umma katika mchakato wa kuunda sera	- Kuzifahamu sera husika - Washiriki wachangamfii	Bure	Siku moja ya kazi
12.	Kuajiriwa kwa wafanyikazi	- Kufanya ombi rasmi kulingana na tangazo lilipo	Bure	Siku 90
13.	Kuomba kupata taarifa/ habari	- Kuulizia habari	Bure	Siku 21
14.	Kusajiliwa kwa wanafunzi	- Kufuzu kwa kiwango kinachokubaliwa cha chini	Shilingi 500	Siku moja ya kazi
15.	Kufunza	- Kusajiliwa kwa kazi husika - Kudhibitisha kuwa umelipa karo - Kuhudhuria masomo darasani	Hutegemea	Kwa mujibu wa ratiba ya muhula
16.	Mitihani ya chuoni	- Thibitisho la kulipa karo na malipo mengine ya chuo	Hutegemea	Kwa mujibu wa ratiba ya muhula
17.	Mitihani ya nje ya chuo	- Cheti Kinachokubaliwa cha KCSE - Kukamilisha ada ya mtihani - Nakala ya cheti cha kuzaliwa - Nakala ya kitambulisho cha kitaifa Picha moja ya pasipoti	Hutegemea	Kwa mujibu wa ratiba ya muhula
18.	Kupewa vyeti vya kuhitimu	- Kujaza fomu ya kukamilisha chuo	Bure	Dakika 30
19.	Huduma za matibabu	- Uwe mwanafunzi msajiliwa	Bure	Dakika 10
20.	Kuanzisha ushirikiano na taasisi nyingine	- Mashauriano - Kuandikiana barua na kutembeleana - Makabiliano	Bure	Siku 7

MASHIRIKA TUNAYOSHIRIKIANA NAYO

ISO 9001:2015 CERTIFIED INSTITUTION

Huduma yoyote isiyowiana na viwango vilivyotajwa hapo juu, au afisa yeyote asiyewajibika kwa heshima na ubora wa utoaji wa huduma, anapaswa kuripotiwa kwa:

Mwalimu Mkuu
Kaimosi Friends National Polytechnic
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