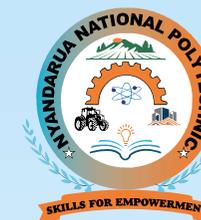




NYANDARUA NATIONAL POLYTECHNIC

CITIZENS SERVICE DELIVERY CHARTER



SERVICE RENDERED	CUSTOMER OBLIGATION	CHARGES	TIME LINE
Ushering/Registration of visitors & vehicles	Cooperation	Free	Immediately
Receiving visitors and attending to all enquires	Cooperation and courtesy	Free	Immediately
Directing visitors to the right offices	Cooperation	Free	Immediately
Response to telephone calls	Correct information	Free	Promptly
Receiving payment and issuing receipts	Cooperation	Free	5 minutes
Payment for goods and services	Availing the necessary documents	Free	30-60 days and as per contract requirements
Admission and registration of trainees	<ul style="list-style-type: none"> » Formal application » Original academic documents » Admission letter » Filled registration documents 	Kshs. 1,000	<ul style="list-style-type: none"> » As per advertisement » Registration done on first day of reporting between 8:00 a.m. and 5:00 p.m. » Registration closes at the end of the Second week.
Training and learning	<ul style="list-style-type: none"> » Payment of fees » Attendance of classes » Adherence to rules and regulations 	As per the course requirements	Continuous as per the scheduled timetables
Use of the library and resource centre	<ul style="list-style-type: none"> » Bona fide student/staff » Identification document 	Fully paid fees	Monday - Friday: 9:00 a.m. - 8:00 p.m. Saturday - 9:00 a.m.- 2:00 p.m.
Guidance and counseling	Bona fide student	Free	Continuous
Administration of internal examinations	Class Attendance	Fully paid fees	As per the examination timetable
Administration of external examinations	<ul style="list-style-type: none"> » Meet examination Requirements » Submission of registration documents 	As per the respective examination body charges	As per the examination timetables
Issuing exam results:	Meet relevant requirements	Free	2 weeks after the exam time
1. Internal			
2. External	Meet relevant requirements	Clearance of fees for the respective term/module	Immediately on receipt from Examination body
Issue of certificates	Evidence of clearance from institution	Free	5 minutes
Administration and liaison with stakeholder	Cooperation	Free	The office remains open to prompt response from 8:00 am - 5:00 p.m. on working days.
Response to correspondence e-mail, letters and requests for information	Formal request	Free	<ul style="list-style-type: none"> » Promptly for routine correspondence » As per deadline » 30 days for issue requiring response from Governing council
Response to complaints	Formal complaint	Free	Within twenty one (21) days of receipt of complaint

MOTTO: SKILLS FOR EMPOWERMENT

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

For any service that does not conform to the above standards or any officer who does not live up to the commitment to courtesy and excellence in Service Delivery should be reported to:

The Principal P.O. Box 2033 – 20300, Nyahururu or call us on 0727 256 001 or
Email : info@nyandarupolytechnic.ac.ke or complaints@nyandarupolytechnic.ac.ke
Website : www.nyandaruanationalpoly.ac.ke

The Commission Secretary / Chief Executive Officer, Commission on Administrative Justice (CAJ)
West End Towers, 2nd Floor, Waiyaki Way P.O. Box 20414-00200 Nairobi
Tel:+2270000 Fax:+254 20 2302666 Email: info@ombudsman.go.ke
Website: www.ombudsman.go.ke

