

THE KISII NATIONAL POLYTECHNIC



SERVICE CHARTER

SN	SERVICE	REQUIREMENTS TO OBTAIN SERVICE		TIMELINE
1	Registration of Visitors	- National ID/ Passport	Free	2 mins
2	Administrative Services	- Visitor's Tag - Visitor's Pass	Free	Mon - Thur 8 am - 5 pm Friday 8 am - 4 pm
3	Correspondence	- Email / Letters / Calls	Free	Calls, 5 Minutes 7 working days from the date of receipt (Letter)
4	Admission of Students	- As per application form/ Admission letter - Application fee payment receipt	500/= (SSP) 2,000/= (KUCCPS)	Within one working day
5	Issuance of Student ID Card / Smart Card	- Admission letter - Fee payment receipt	600/= (Smart Card- New student) 500/= (ID -New student) 500/= (Replacement)	Within one month upon Registration
6	Student registration	- Admission number / student ID - Tuition fee payment receipt	Free	5 mins
7	Registration for external exams	- Clearance form - National ID - Birth Certificate	Varies with examining body	3 mins
8	Issuance of transcripts	- Student ID	Free	5 mins
9	Issuance of certificate	- Student ID - National ID - Duty signed clearance form	Free	5 mins
10	Issuance of Log book	- Fee payment - Student ID card / Smart cards	Free	2 mins
11	Allocation of Rooms	- Boarding fee receipt - Booking card	3,000/=	Within the same day on first come basis
12	Receiving of goods and services	- LPO / LSO - Delivery note	Free	Mon to Fri 8 am - 4 pm
13	Payment of Suppliers	- LPO / LSO - Delivery note - Invoice - Completion / Inspection certificate	Free	Within 60 days after submission of requirements
14	Library services	- Student / staff ID / Smart cards	Free	MONDAY - THURSDAY 8 am - 9 pm FRIDAY 8 am - 4 pm SATURDAY 9 am - 1 pm VACATION / HOLIDAYS Mon - Friday 9 am - 4 pm SUNDAY AND PUBLIC HOLIDAY - CLOSED

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service / goods rendered that does not conform to the above standards or any officer who does not live up to courtesy and excellence in service delivery should be reported to

THE PRINCIPAL KNP

P. O. Box 222, KISII - 40200

E-mail:

kisiipolytechnic@gmail.com

OR info@kisiipoly.ac.ke

The Commission Secretary / CEO, Commission On Administrative

Justice, 2nd floor, West End Towers, Waiyaki Way, NAIROBI

P. O. Box 20414 - 00200 Nairobi

Tel: +254 (020 2270000 / 2303000

Email: complain@ombudsman.go.ke



KISII POLY IS ISO 9001:2015 CERTIFIED

QUALITY SERVICE IS YOUR RIGHT

For further Information, Please contact:- THE PRINCIPAL - 0700 152 177