



THE ELDORET NATIONAL POLYTECHNIC

CITIZEN'S SERVICE DELIVERY CHARTER

Our Vision

To be the Centre of excellence in Technological Advancement.

Our Mission

To produce Human Capital and Advance Technology through Innovative Training for a Dynamic Economy.

Our Core Values

➤Customer focus ➤Creativity and innovation ➤Integrity ➤Professionalism ➤Team work



CHUO CHA ANWAI CHA ELDORET

HATI YA KANUNI ZA UTOAJI HUDUMA

MAONO/RUWAZA

Kuwa kituo Mufti cha Maendeleo ya kiteknolojia

MWELEKEZO

kuelekeza mtaji wa kibinadamu kupitia mafunzo ya bidaa kwa uchumi unaokua

KAIDA ZA KIMSINGI

Uadilifu, Ushirika, Kujitolea, Usanii na Bidaa, Afya na Usalama



CATEGORY	SERVICE	REQUIREMENT TO OBTAIN SERVICE/GOODS	COST OF SERVICE/GOODS(IF ANY)	TIMELINE	
A	GENERAL SERVICES				
	ALL Enquiries made by Person Telephone Post E-mail Fax	Initiate an enquiry	Free Free Free Free Free	15 minutes Response on One week Two days Two days	
	Examination registration Internal examinations External examinations	Meet registration requirements	Free Free	10 working days 15 working days	
	Issuance of external certificates	Meet certification requirements	Free	1 day	
	Issuance of internal certificates	Meet certification requirements	Free	3 months	
	Replacement of lost Academic Transcripts	Meet requirements	Ksh. 250.00	3 days	
	Receiving of admission applications	Meet requirements	Ksh. 750	As per the advert	
	Admissions processing	Meet requirements	Free	30 minutes	
	B	SERVICES TO STUDENTS			
		Registration of clubs and societies	Meet requirements	Free	3 days
Guidance and counselling		Avail self	Free	As per the need	
Accommodation		Meet requirements	Ksh. 4,500 per term	1 day	
Attachment placement		Meet requirements	Free	1 month	
Library services		Meet requirements	Free	response on	
C	PROFESSIONAL SERVICES				
	IT Consultancy	Initiate	Contract based	Contract based	
	Business management consultancy				
	Outside catering				
	Artificial insemination				
	Repairs and maintenance of motor vehicles and agricultural machines		Free		
	Research services				
Training	Avail self	Tuition fee	2 hours or 1.5 hours		
D	COMPLAINTS MANAGEMENT AND ACCESS TO INFORMATION				
	Complaints lodged	Lodge complain	Free	30 days	
	Review & Appeal cases	Request for appeal or review	Free	30 days	
	Access to information	Apply	Free	21 days 48hrs for life & liberty	
E	ACCOUNTING				
	Receive and receipt school fees payments	Registered students	Free	4 days	
	Remittance of statutory deductions	Meet requirements	Free	As per legal requirements	
	Provision of training materials	Meet requirements	Free	As per work and procurement plans of departments	
	Provision of notraining materials	Meet requirements	Free	As per work and procurement plans of departments	
	Paying suppliers	Meet requirements	Free	As per agreement	
	Payment of Production Unit	Meet requirements	Free	Termly	

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:

or

The Chief Principal/Secretary to the Governing Council
The Eldoret National Polytechnic, P.O. Box 4461 – 30100

Eldoret. Tel: 0714871685/ 0738092126

Email:eldopoly@africaonline.co.ke, info@tenp.ac.ke

complaints to be lodged through:

complaints@tenp.ac.ke

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd Floor,
West End Towers, Waiyaki Way, Nairobi.
P.O. Box 20414 -00200 Nairobi
Tel : +254 (0)20 2270000/2303000
Email : complain@ombudsman.go.ke

KATEGORIA	HUDUMA	WAJIBU WA KUPATA HUDUMA	GHARAMA YA HUDUMA	MUDA	
A	HUDUMA ZA KIJUMLA				
	Maswala yote yakifanywa na; Mtu binafsi Simu Kutuma kupitia Posta Barua pepe Kipepesi	Kuanzisha kusajili	Hakuna malipo Hakuna malipo Hakuna malipo Hakuna malipo	Dakika 15 Jibu papo Wiki 1 Siku 2 Siku 2	
	Usajili wa mithani mithani kutoka ndani (Chuoni) mithani kutoka nje ya Chuo	Kutumiza mahitaji ya usajili	Hakuna malipo Hakuna malipo	Siku 10 ya kazi Siku15 ya kazi	
	Kupeana vyeti kutoka nje ya chuo	Kutumiza mahitaji ya vyeti	Hakuna malipo	Siku 1	
	Kupeana vyeti kutoka ndani ya chuo	Kutumiza mahitaji ya vyeti	Hakuna malipo	Miezi 3	
	Kubadilisha nakala za kitaaluma zilizopotea	Kutumiza mahitaji	Ksh. 250.00	Siku 3	
	Kupokea maombi	Kutumiza mahitaji	Ksh. 750.00	Dakika 30	
	Kupokelewa	Kutumiza mahitaji	Hakuna malipo	Siku 14 baada ya kufunga Chuo	
	B	HUDUMA KWA WANAFUNZI			
		Usajili wa vilabu na mashirika	Kutumiza mahitaji	Hakuna malipo	Siku 3
Malezi na nasaha		Kutumiza mahitaji	Hakuna malipo		
Uandazi wa maankuli na malazi		Kutumiza mahitaji	Ksh. 12 000.00	Siku 1	
Ambatisho na kuwekwa kwa mazoezi ya taaluma		Kutumiza mahitaji	Hakuna malipo	Mwezi 1	
Huduma za maktaba		Kutumiza mahitaji	Hakuna malipo	Jibu papo	
C	HUDUMA ZA KITAALUMA				
	Uelekezi wa teknolojia ya mawasiliano				
	Ushauri wa uendeshaji biashara				
	Uandazi wa nje wa maankuli				
	Uhimilishaji mnemba/bandia	Kuanzisha	Kandarasi	Kandarasi	
	Kukarabati wa kudumisha/kuhifadhi magari na mashine ya zaraa				
	Huduma za utafiti Ufunzaji				
D	KUSHUGHULIKIA MALAMISHI				
	Malalamishi yaletwayo kijanibu/kimaeneo	Kutoa malalamishi	Hakuna malipo	Siku 30	
	Malalamishi yapitiwa upya na yakatwayo rufaa	Kutoa malalamishi	Hakuna malipo	Siku 30	
	Kupata habari	Kutuma maombi	Hakuna malipo	Siku 21 Masaa 48 kwa maisha na uhuru	
E	UHASIBU				
	Kupokea na kuandika stakabadhi za malipo ya karo	Wanafunzi waliosajiliwa	Hakuna malipo	Siku 4	
	Kutoa kulingana na sheria amuzi	Kutumiza mahitaji	Hakuna malipo	Sheria inavyohitaji	
	Utoaji wa vifaa vya kufunzia	Kutumiza mahitaji	Hakuna malipo	Mpango kazi wa kila idara	
	Utoaji wa vifaa visivyo vya kufunzia	Kutumiza mahitaji	Hakuna malipo	Mpango kazi wa kila idara	
	Kulipa wanaoleta bidhaa	Kutumiza mahitaji	Hakuna malipo	Kulingana na makubaliano	
	Malipo ya kitengo cha uzalishaji	Kutumiza mahitaji	Hakuna malipo	Baada ya miezi 3 (Robo mwaka)	

TUMEJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yeyote au bidhaa zisizo afikiana na ubora uliotajwa hapo juu au afisa yeyote ambaye haambatani na viwango hivyo vya ubora na haki katika utoaji huduma aweza ripotiwa

Mkuu wa Chuo

Chuo cha Anwai Cha Eldoret,

S.L.P 4461, 0300-100 ELDORET

Simu: 0714 871 685 au 0738 092 126

Barua pepe:info@tenp.ac.ke au eldopoly@africaonline.co.ke

Malalamishi wasilisha kwa ; complaints@tenp.ac.ke

kwa:

Au

The Commission Secretary/Chief Executive Officer,

Commission on Administrative Justice, 2nd Floor,

West End Towers, Waiyaki Way, Nairobi.

P.O. Box 20414-00200 Nairobi

Tel:+254 (0) 2270000/2303000

Barua Pepe:compain@ombudsman.go.ke

GOOD SERVICE IS NOT A PRIVILEGE, GOOD SERVICE IS YOUR RIGHT

HUDUMA BORA NI HAKI YAKO