



# THE NAIROBI NATIONAL POLYTECHNIC

## CITIZEN'S SERVICE DELIVERY CHARTER

### Our commitment to the provision of Quality Service Delivery

We dedicate ourselves to providing quality and relevant Technical Vocational Education and Training, guided by our Core Values: - Excellence, Integrity, Professionalism, Innovation, Inclusion & Empowerment.

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	COST OF SERVICE (IF ANY)	TIMELINE
1.	Response to Verbal Enquiries	Make the request	Free	Within 5minutes at all the service points
2.	Response to correspondence	Written Correspondence	Free	Response within 5 working days
3.	Admission of Trainees	<ul style="list-style-type: none"> <li>▪ Formal Application for the course</li> <li>▪ Meet Stipulated minimum requirements</li> <li>▪ Provide academic certificate/result slip(s)</li> </ul>	As per KUCCPS and TNNP Admission requirements	KUCCPS timelines and TNNP schedule of events
4.	Registration of Trainees	<ul style="list-style-type: none"> <li>▪ Admission letter</li> <li>▪ Filled in registration forms</li> <li>▪ Provision of academic certificates and other relevant documents</li> <li>▪ Pay requisite fees</li> </ul>	As per the fees structure	Within one week at the start of a semester.
5.	Training/ Curriculum delivery	<ul style="list-style-type: none"> <li>▪ Must be registered as a trainee</li> <li>▪ Attend Lectures as scheduled</li> </ul>	Payment of requisite fees	As per the Tuition Timetable
6.	Administration of Internal Examinations/ assessment	<ul style="list-style-type: none"> <li>▪ Examination card</li> <li>▪ Polytechnic card</li> </ul>	Free	As per the Internal Examination/assessment schedule.
7.	Issuance of Internal Examinations/ assessments results	Trainees' portal login credentials	Free	Within two Weeks after the End of semester Examinations/assessment
8	Registration for external examination/assessment	<ul style="list-style-type: none"> <li>▪ Payment of examination fees</li> <li>▪ Submit registration documents required by the examining body</li> </ul>	Free	As per the examining/ assessment body schedule
9.	Industrial Attachment	<ul style="list-style-type: none"> <li>▪ Fulfill Industrial Attachment requirements</li> </ul>	As per the Fees Structure	Immediate
10.	Library	<ul style="list-style-type: none"> <li>▪ Bonafide member of TNNP</li> <li>▪ Identification Card (TNNP)</li> <li>▪ Observe library rules</li> </ul>	None	Within 8.00-6.00pm on working days and 8.00-2.00pm on Saturdays
11.	Issuance of certificates	<ul style="list-style-type: none"> <li>▪ Successfully complete an academic programme</li> <li>▪ Paid all the requisite fees</li> <li>▪ Fully filled clearance form</li> <li>▪ National Identity Card</li> </ul>	Free	2 years after completing an academic programme.
12.	Resolution of complaints	<ul style="list-style-type: none"> <li>▪ Make a verbal or written complaint</li> </ul>	Free	14 working days
13.	Processing and awarding of tenders	<ul style="list-style-type: none"> <li>▪ Submission of duly completed tender documents as per the tender document</li> </ul>	Free if downloaded and Ksh.1,000 if bought from TNNP	As per the instructions given in the bidder documents
14.	Payment for goods and services	<ul style="list-style-type: none"> <li>▪ All the payment support documents</li> </ul>	Free	Within 90 days
15.	Receipt of payments from customers	<ul style="list-style-type: none"> <li>▪ Bank Slip / Money Order / Bankers cheque</li> </ul>	None	2minutes



**WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY**

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  
The Nairobi National Polytechnic  
P.O Box 30039-00100  
NAIROBI  
Tel (020)8034403  
Mobile No. 0721233394  
Email:  
[info@nairobipoly.ac.ke](mailto:info@nairobipoly.ac.ke)

The Commission Secretary/Chief Executive Officer,  
Commission on Administrative Justice,  
2<sup>nd</sup> Floor, West End Towers, Waiyaki Way,  
P.O. Box 20414-00200 NAIROBI  
Tel: +254 (0)20 2270000/2303000  
Email : [complain@ombudsman.go.ke](mailto:complain@ombudsman.go.ke)  
**OR**  
The Chief Executive Officer,  
Ethics and Anti-Corruption Commission,  
Integrity Centre, Mlimani Road/Valley Road Junction,  
P.O Box 61130-00200  
NAIROBI  
Tel: (020) 4997000  
Mobile: 0709781000; 0730997000  
Email: [report@integrity.go.ke](mailto:report@integrity.go.ke)

**QUALITY SERVICE IS YOUR RIGHT**

The Nairobi National Polytechnic does **NOT** discriminate against Persons with Disability



NAIROBI NATIONAL POLYTECHNIC is ISO 9001:2015 Certified