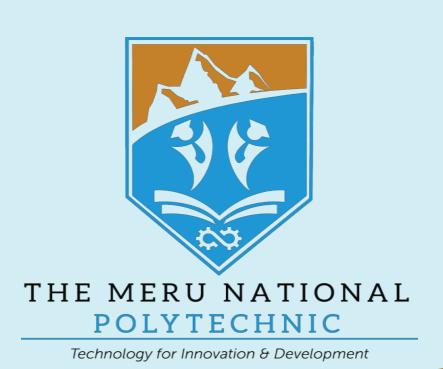


## MINISTRY OF EDUCATION

## THE MERU NATIONAL POLYTECHNIC



## CITIZEN'S SERVICE DELIVERY CHARTER

Corrigo /Cood	Pograjeomenta to Obtoin Sorrigo/Cood	Cost of	Timeline
Service / Good	Requirements to Obtain Service/Good	Service/Good	TITITE TITE
Registration and directing of visitors/motor vehicles	Official identification document e.g., National ID/Passport, Polytechnic ID	Free	3 minutes
General Enquiries	Customer Identification  Clarity of enquiry	Free	2 minutes
Response to communication	Communication formally received	Free	Reply within 5 days
Receipt of goods	Goods and Delivery Note	Free	10 Minutes
Payment of suppliers	Valid payment claim	Free	Within 30 days of lodging the invoice
Receipt of payment from customers	Notification of payment e.g., Bank Slip, Money Order, etc.	Free	2 Minutes
Admission of Trainees	Application fee, Admission letter, academic result slip/certificate and course admission requirements, original documents for verification, passport photograph	Kshs. 500	5 Minutes
Registration of trainees	Meet minimum course requirements  Payments of required fee for the course	As per the fee structure	Within same day of reporting.
Curriculum delivery	Registration Lecture attendance	As per the fees structure	As per the academic policy
Administration of Internal examinations / assessments	Examination card  Polytechnic trainee ID card	Free	As per examination / Assessment schedule
Issuance of Internal examinations / assessments results	Trainees' portal login credentials	Free	Immediately
Registration of external examinations / assessments	Copy(s) of Previous qualification, a copy of national ID, Examination/ Assessments fees, passport size photograph and copy of birth certificate		As per examining / Assessing body schedule
Issuance of leaving certificate	Duly filled clearance form  Polytechnic trainee ID card	Free	5 minutes
Issuance of External examination/ assessment results	Duly filled clearance form  National Identification Card	Free	5 minutes

## 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:

The Chief Principal,

P.O. Box 111 - 60200, Meru, Kenya.

Tel: +254 793 93 75 81

Email: info@mnp.ac.ke

Website: www.mnp.ac.ke

The Commission Secretary/Chief Executive Officer,

Commission on Administrative Justice,

2<sup>nd</sup> Floor, West End Towers, Waiyaki Way, Nairobi.

P.O. Box 20414-00200 Nairobi. Tel: +254 (0)20 2270000/2303000

Email: complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO

