



**THE KENYA POLYTECHNIC  
UNIVERSITY COLLEGE**

**Education and Training for the Real World**

**SERVICE CHARTER**

<b>N0</b>	<b>SERVICE</b>	<b>OBLIGATION</b>	<b>COST Kshs</b>	<b>TIMELINE (Within)</b>
1	Enquiries	<ul style="list-style-type: none"> <li>• Phone calls will be answered promptly</li> <li>• Customers will be attended to promptly</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• 3 rings</li> <li>• 15 minutes</li> </ul>
2	Response to correspondences	<ul style="list-style-type: none"> <li>• All e-mails will be acknowledged and kept confidential</li> <li>• All e-mails will be responded to</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• 18 hrs on work days</li> <li>• 36 hrs on weekends</li> <li>• 7 days</li> </ul>
3	Management of Academic Programs	<ul style="list-style-type: none"> <li>• The office of the Academic Registrar shall ensure that prospective students receive their admission letters</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• 3 months before admission</li> </ul>
4	Admissions	<ul style="list-style-type: none"> <li>• Done on application using a coupon provided in the advertisement</li> </ul>	<ul style="list-style-type: none"> <li>• As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>• 30 days</li> </ul>
5	Identity Cards	<ul style="list-style-type: none"> <li>• All students will be issued with Students Identity Cards</li> </ul>	<ul style="list-style-type: none"> <li>• As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>• 30 days on admission</li> </ul>
6	Accommodation	<ul style="list-style-type: none"> <li>• Students will be allocated hostel facilities on a first come first served basis or under special circumstances</li> </ul>	<ul style="list-style-type: none"> <li>• As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>• 1 hr</li> </ul>
7	Training- Certificate, Diploma, Degree courses	<ul style="list-style-type: none"> <li>• Certificate, Diploma and Degree courses shall be offered to qualified candidates</li> </ul>	<ul style="list-style-type: none"> <li>• As per the approved fees</li> </ul>	<ul style="list-style-type: none"> <li>• 1-4 yrs</li> </ul>
8	Attachment	<ul style="list-style-type: none"> <li>• All students on attachment will be examined</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• During the attachment period</li> </ul>
9	Examinations- Done at the end of every semester/term	<ul style="list-style-type: none"> <li>• All students who meet the laid down examination regulations will be examined</li> </ul>	<ul style="list-style-type: none"> <li>• As per the regulations</li> </ul>	<ul style="list-style-type: none"> <li>• 21 days to finish</li> </ul>
10	Examination Results	<ul style="list-style-type: none"> <li>• Results shall be released to all students</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• 30 days after the last examination paper</li> </ul>
11	Certification	<ul style="list-style-type: none"> <li>• Students will be issued with their certificates</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>	<ul style="list-style-type: none"> <li>• 30 days after the release of the results</li> </ul>

12	Research, Consultancy, Innovation and Enterprise	<ul style="list-style-type: none"> <li>The Deputy Principal – Research, Innovation and Enterprise shall assure that innovation and enterprise development is promoted and acknowledge correspondence on proposal requests.</li> <li>Provide proposal for discussion</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>24hrs</li> <li>21 days</li> </ul>
13	Student Welfare	<ul style="list-style-type: none"> <li>Services to students in respect to accommodation, catering, sports, health, chaplaincy, loans and bursaries will be delivered professionally and in a timely manner.</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>1 hr on work days</li> <li>12hrs during weekends</li> </ul>
14	Applications	<ul style="list-style-type: none"> <li>Advertised job applications will be processed upon receipt and successful applicants notified</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>1 month after close of deadline</li> </ul>
15	Tenders for Suppliers	<ul style="list-style-type: none"> <li>All tenders will be advertised in the print media and prequalified suppliers invited to buy tenders.</li> </ul>	<ul style="list-style-type: none"> <li>As per the tender documents</li> </ul>	<ul style="list-style-type: none"> <li>30 days after closing date</li> </ul>
16	Payment of Suppliers	<ul style="list-style-type: none"> <li>Submitted invoices will be paid upon delivery of required service/goods</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>30 days after receipt of invoice</li> </ul>
17	Conference Facilities	<ul style="list-style-type: none"> <li>Facilities will be hired out for approved functions depending on their availability</li> </ul>	<ul style="list-style-type: none"> <li>As per the approved rates</li> </ul>	<ul style="list-style-type: none"> <li>30 minutes</li> </ul>
18	Counseling and VCT Services	<ul style="list-style-type: none"> <li>This will be administered to willing members</li> </ul>	<ul style="list-style-type: none"> <li>Nil</li> </ul>	<ul style="list-style-type: none"> <li>Promptly</li> </ul>

“Committed to Courtesy and Excellence in Service Delivery”

In cases where service delivery is perceived to be inefficient or ineffective, complaints should be reported to;-

- a. The Principal, Kenya Polytechnic University College - Tel 343672, 2249974 Ext 233
- b. The Chief Executive Officer, Public Complaints Standing Committee - Tel 2303000

***‘HUDUMA BORA NI HAKI YAKO’***