

SERVICES DELIVERIES CHARTER



VISION:
A Global Leader in Skill-oriented training and innovation in technology, Engineering, and entrepreneurship



MISSION:
To Provide Quality Human Resource Through Technical and Vocational Training for the Global Market.

CORE VALUES:
Our Core Values: Integrity, Professionalism, Teamwork, customer-centered service, diversity, Quality, and Innovativeness.

CITIZENS SERVICE DELIVERY CHARTER-COMMON SERVICES

S/NO	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT (S)	COST OF SERVICE	TIMELINE	Responsibility
1.	Response to phone calls (landline or any other official line)	<ul style="list-style-type: none"> Phone call 	free	15 seconds	Secretary to principal
2.	Response to enquiry by walk- in clients	<ul style="list-style-type: none"> Walk- in and make the enquiry 	free	1 minute	Registry clerks
3.	Response to correspondence	<ul style="list-style-type: none"> Written correspondence (letter) 	free	Five working days	Secretary to Principal
		<ul style="list-style-type: none"> Email and social media (twitter, Facebook & you tube) 	free	1 working day	Secretary to Principal
4.	Response to public complaints and grievance	<ul style="list-style-type: none"> Make a complaint 	free	1 working days	Chair public complaints resolution committee
5.	Resolution of complaints	<ul style="list-style-type: none"> Make a verbal or written complaint 	free	14 working days	Chair public complaints resolutions committee
6.	Registration of suppliers	<ul style="list-style-type: none"> Dully filled application form, Certificate of incorporation/registration, PIN certificate, Valid tax compliance certificate/Exceptions Original bank statement Copy of certificate of registration with relevant regulatory bodies Non-refundable free payment receipt, Copies of annual return forms filed by company registry, National ID/passport 	free	14 working days	Procurement officer
7.	Processing of tenders	<ul style="list-style-type: none"> Submit bids for goods and services 	free	90 days	Procurement officer
8.	Notification of successful and unsuccessfull bidders	<ul style="list-style-type: none"> Access e-procurement portal for notification 	free	1 working days	Procurement officer

9.	Payment for goods and services received	<ul style="list-style-type: none"> -L.P.O/invoice, Certificate of completion/goods services received 	free	90 days from the date of receipt of the invoice	Finance officer
10.	Disposal of obsolete stores	<ul style="list-style-type: none"> Submission of bids 	free	60 days from the date of advertisement	Procurement officer
11.	Public participation policy-making process	<ul style="list-style-type: none"> Familiarization with issues and active participation 	free	1 day	D/P Administration/Academics
12.	Recruitment of staff	<ul style="list-style-type: none"> Make formal application based on the advert 	free	90 days	Human Resource Officer
13.	Processing of request for information	<ul style="list-style-type: none"> make a request for information 	free	21 days	D/P administration/academics

CORE MANDATE

SERVICES	REQUIREMENT	COST	TIME LINE	Responsibility
ENQUIRIES AND ADMISSION				
Application for admission:	<ul style="list-style-type: none"> Application letter and copies of: Results slip/certificate. National ID card Birth certificate. Leaving certificate Spring files(2) 	Free	At least 8 weeks to date of admission	Registrar Administration
Communication to qualified applicants	<ul style="list-style-type: none"> Proper mailing address 	Free	Within the same day	Registrar Administration
Admission	<ul style="list-style-type: none"> Completed admission letter Originals documents for verification Passport photographs payment of required fee for the course 	Fee or as guided by Assessment bodies	Within the same day Of reporting	Registrar Administration
Issuance and replacement of college identity card	<ul style="list-style-type: none"> Report to the registry pay required fee 	Payment of full tuition fee	Within 2 weeks of application	Registrar Administration
TUITION:				
Tuition	<ul style="list-style-type: none"> Registration Class attendance 	AS per fee structure	As stipulated by MOEST schedule	D/P Academics/ HOD
EVALUATION				
Remarking of exams	<ul style="list-style-type: none"> written appeal with valid reason 	As per academic policy	As per exam schedule	D/P Academics/ HOD
External exams	<ul style="list-style-type: none"> Original and copies of relevant relevant documents 	Full fee payment & examination fee	As per exam schedule	Registrar Academics / Examination officer
Registration for external exams	<ul style="list-style-type: none"> Full payment of tuition fee and exam fee 			Registrar Academics/ HOD Examination officer

	<ul style="list-style-type: none"> Original and copies of certificates, ID's and birth certificate. Dully filled examination registration form 	Full payment of tuition fee and examination fee	As per exam schedule	
CERTIFICATION:				
Issuance of transcripts	<ul style="list-style-type: none"> Fully registered students Passed stage exams 	Free	1 month after release of exams	Registrar Academics
Issuance of leaving certificate	<ul style="list-style-type: none"> Course completion Completed clearance form 	Free	On course completion	D/P Academics/ HOD
Issuance of end of term progress report	<ul style="list-style-type: none"> Sat all end of term exam 	Free	Within 1 month of opening in the proceeding term	D/P Academics/ HOD
Issuance of external results slip and certificate	<ul style="list-style-type: none"> Fee clearance Duly filled clearance form 	Free	On submission of dully filled clearance form	Registrar Academics/ Examination officer
RECEIPTING: Receipt of fees and issuing of receipts	<ul style="list-style-type: none"> Money order Paybill number Banking slips 	Free	Within 2 working days	Finance Officer
INDUSTRIAL ATTACHMENT:				
Attachment of students	<ul style="list-style-type: none"> .Full payment of fees passed stage exams/module exams 	Free	As per attachment schedule	ILO Officer
Assessment of student	<ul style="list-style-type: none"> Dully filled attachment information form 	Free	As per attachment schedule	ILO
Medical care (First Aid)	<ul style="list-style-type: none"> As per the Institution 's Regulations and Rules. Students Registered for the Session 	-As per the Institution Fees Structure	- Within a day	College Nurse
<u>Auxiliary services</u> Hire of Institution 's facilities -Bus, fields, lawn mower, Institution hall, LCD projector,	<ul style="list-style-type: none"> Subject to availability. As per Institution Policy 	As per the Institution Policy	As per the Institution Policy	D/P Administration /Procurement Officer
Provision of boarding & catering services	<ul style="list-style-type: none"> Complete Application and Payment for the Service. 	As per the Institution laid-down Policy	-Within a day	Dean Of Students

Any service that does not conform to the above standards or any office that does not live up to commitment to courtesy and excellence in service delivery should be reported to

The Principal, Baringo National Polytechnic

P.o box 299-30400,kabarnet. Cell phone: 0702 191409



The Chief Executive Officer, Commission for Administrative Justice 2nd floor, WEST END Towers, Waiyaki Way, Nairobi P.O Box 20414-00200, Nairobi
Tel: +2540202270000 feedback@ombudsman.go.ke

THE BIG

