

TAITA TAVETA NATIONAL POLYTECHNIC



CITIZENS SERVICE CHARTER

SERVICE	REQUIREMENTS	COST OF SERVICE (KSHS)	TIMELINE
INQUIRIES			
Response to phone call (Landline or any other official line)	Phone call	Free	15 seconds
Response to enquiry by Walk-in clients	Walk-in and make enquiry	Free	1 minute
Response to correspondence	Written correspondence (letter)	Free	5 working days
	Email and social media (X, Facebook, Tiktok Instagram & Youtube)	Free	1 working day
Response to public complaints and grievances	Make a complaint	Free	1 working day
Response to complaints	Make a Written complaint	Free	14 working days
TRAINING PROGRAMS			
Training program application	Relevant application documents	500	As per advertisement
Training program admission	Specific requirements as advertised by the Polytechnic	Applicable fee	On admission
Training & Learning	Learning materials, Attendance of classes	As per the prevailing fee structure	On admission
Registration for assessments	TTNP/Assessment body requirement & payment of specified fees	Free	As per the assessments registration deadline & assessments scheduled
Administration of assessments	Meet TTNP/Assessment body requirement payment of specified fees	Fully paid fees as per the assessment body or clearance to fit for assessment from the administration	As per assessments registration deadline & assessment timetables
Issuance of result slips & certificates	Meet certification requirement, signed clearance form	Free	10 minutes
Trainee accommodation	Registered trainee and applicable fee payments	As per Polytechnic approved rates	Immediately
Meals	None	As per Polytechnic approved rates	
Career Guidance	None	Free	
PROCUREMENT SERVICES			
Registration of suppliers	Dully filled Application form, Company profile, Certificate of Incorporation/Registration, Pin Certificate, Valid tax Compliance Certificate/Exemptions, Original Bank Statements, Copy of certificates of registration with relevant Regulatory bodies, non-refundable fee payment Receipt, Copies of annual return forms filed by company registry, National ID/Passport	Free	14 working days
Processing of tenders	Submit bids for Good and Services	Free	90 days
Notification of successful and unsuccessful bidders	Access Procurement portal for notification	Free	1 working day
Payments for goods and services received	L.P.O/Invoice/Certificate of Completion Goods / Services received	Free	60 days from the date of advertisement
Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
Public participation, Policy-Making process	Familiarization on ethical issues and active participation	Free	1 day
Recruitment of staff	Make formal application based on the advert	Free	90 days
Processing of request for information	Make a request for information	Free	21 days

We are committed to courtesy and excellence in service delivery

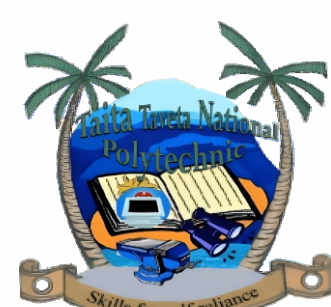
Any service/good rendered that does not conform to the above standards or any officer who does not live up to commitment to courtesy and excellence in service delivery should be reported to both of the following:

The Principal/CEO

Taita Taveta National Polytechnic
P.O.Box 34-80300 Voi, Kenya
Phone: +254 (0)20 216 9229
Email: principal@ttnp.ac.ke

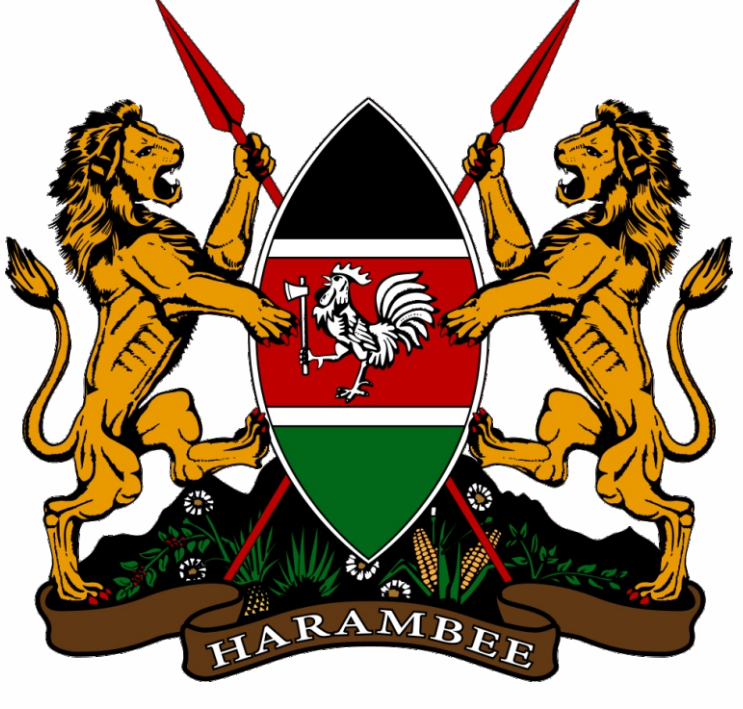
The Commission Secretary/CEO

Commission on Administration Justice,
2nd Floor, West End Towers, Waiyaki
P.O.Box 20414-00200 Nairobi
Phone: +254 (0) 20240337/0722970604
Email: info@ombudsman.go.ke



QUALITY SERVICE IS YOUR RIGHT!





CHUO CHA UFUNDI CHA KITAIFA CHA TAITA TAVETA



MKATABA WA HUDUMA ZA RAIA

HUDUMA	MAHITAJI	GHARAMA YA HUDUMA (SHILINGI ZA KENYA)	MUDA WA HUDUMA
Majibu kwa simu (Nambari ya simu ya ardhi au nyingine yeyote rasmi)	Piga simu	Bila malipo	Sekunde 15
Majibu kwa maswali kutoka kwa wateja wa kutembelea	Tembea na ulizia huduma	Bila malipo	Dakika 1
Majibu kwa mawasiliano	Mawasiliano kwa maandishi (barua)	Bila malipo	Siku 5 za kazi
	Mawasiliano kwa barua pepe na mitandao ya kijamii (X, Facebook,Tiktok,Instagram na Youtube)	Bila malipo	Siku 1 ya kazi
Majibu kwa malalamishi na kero za umma	Fanya malalamishi	Bila malipo	Siku 1 ya kazi
Utatuzi wa malalamishi	Fanya malalamishi kwa kinywa au kwa maandishi	Bila malipo	Siku 14 za kazi
MAFUNZO /MASWALI KUHUSU TAALUMA MBALI MBALI			
Ombi ya nafasi ya mafunzo	Hati zinazohitajika kwa ombi	500	Kulingana na tangazo
Uandikishaji wa programu ya mafunzo	Mahitaji Maalum kama yalivyo kwenye tangazo	Ada inayo stahili	Wakati wa usajili
Mafunzo ya kujifunza	Kupata vifaa vya kujifunzia, Kuhudhuria vipindi vya masomo	Kwa mujibu wa viwango vya ada vinavyotumika kwa sasa	Wakati wa usajili
Usajili wa Tathmini	TTNP/Mahitaji ya Taasisi na malipo ya ada	Bila malipo	Kwa mujibu wa tarehe ya mwisho ya usajili wa Tathmini
Usimamizi wa Tathmini	Kutimiza mahitaji ya TTNP au Taasisi ya Tathmini	Ada imelipwa kikamilifu kwa mujibu wa chombo cha tahmini au kibali cha kufanya mitihani kutoka kwa uongozi	Kwa mujibu wa tarehe ya mwisho ya usajili na ratiba ya Tathmini
Utoaji wa vyeti	Kukidhi mahitaji ya udhibitisho, fomu ya kibali cha mwanafunzi iliyosainiwa ipasavyo	Bila malipo	Dakika 10
Makazi ya Wanafunzi	Mwanafunzi aliyesajiliwa na malipo ya ada inayostahili	4,500	Mara moja
Vyakula	Hakuna	Kulingana na viwango vilivyo thibitishwa na Chuo Kikuu Cha Ufundi	Mara moja
HUDUMA ZA ZABUNI			
Usajili	Fomu ya ombi iliyojazwa, Wasifu wa Kampuni, Cheti cha Usajili/Usajili wa PIN, Cheti cha Uzingatiaji Ushuru/Tofauti, Picha ya Cheti cha Usajili na vyombo husika vya udhibiti	Bila malipo	Siku 14 za kazi
Mchakato wa Zabuni	Wasilisha zabuni kwa bidhaa na huduma	Bila malipo	Siku 90
Arifa ya Washindi na Wanaoshindwa katika zabuni	Pata taarifa kupitia tovuti ya manunuzi	Bila malipo	Siku 1 ya kazi
Malipo ya bidhaa na huduma zilizopewa	L.P.O /Ankera, Cheti cha Kukamilisha /Bidhaa/ huduma zilizopokelewa	Bila malipo	Siku 60 baada ya tangazo
Uondoaji wa maaduka ya zamani	Wasilisha zabuni	Bila malipo	Siku 60 baada ya tangazo
Ushiriki wa umma katika Mchakato wa Uundaji wa Sera	Kujua masuala na kushiriki kikamilifu	Bila malipo	Siku 1
Uajiri wa Wafanyikazi	Fanya maombi rasmi kulingana na tangazo	Bila malipo	Siku 90
Usindikizaji wa maombi ya taarifa	Fanya ombi ya taarifa	Bila malipo	Siku 21

Tumejitolea kwa Utu, Heshima na Ubora katika utoaji wa huduma.

Huduma au bidhaa yoyote itakayotolewa ambayo haitazingatia viwango vilivyotajwa hapo juu, au afisa yeyote ambaye hataishi kulingana na ahadi ya utu, heshima na uborakatika utoaji wa huduma, anapaswa kuripotiwa kwa wote wawili wafuatao:

Mkuu/Mkurugenzi Mtendaji
Taita Taveta National Polytechnic
S.L.P 34-80300 Voi, KENYA
Simu: +254 (0)20 216 9229
Barua Pepe: principal@ttnp.ac.ke

Katibu wa Tume/Mkurugenzi

Mtendaji Tume ya Haki ya Utawala
(Commission on Administrative Justice)
Ghorofa ya 2, West End Towers, Waiyaki Way
S.L.P 20414-00200 Nairobi, KENYA
Simu: +254 (0) 20240337 / 0722970604
Barua Pepe: info@ombudsman.go.ke



HUDUMA BORA NI HAKI YAKO!

