



MINISTRY OF EDUCATION
KENYA COAST NATIONAL POLYTECHNIC
CITIZENS' SERVICE DELIVERY CHARTER



Vision: A regional center of excellence in technical and vocational training, research and innovation
Mission: To produce highly competent graduates through quality and relevant research and innovation for the dynamic world

Core Values: Professionalism; Innovativeness; Diversity and Inclusivity; Integrity; Customer Focus; and Teamwork

KCNP is committed to high standards of service and shall apply the following standards in service delivery

S/NO.	SERVICE	REQUIREMENTS TO OBTAIN SERVICE	USER CHARGES	TIME LINE	RESPONSIBLE OFFICER(S)	
A.	GENERAL SERVICES					
	Response to general enquiries from clients through:				Respective HoDs	
	Direct contact	Initiate an enquiry	Free	Immediate		
	Telephone call or SMS	Initiate an enquiry	Free	Immediate		
	Social media	Initiate an enquiry	Free	24 hours		
	Written request (letter or e-mail)	Initiate an enquiry	Free	48 hours		
	Admission of trainees	Course	Requirements	Application fee: Ksh. 200.00	- As per advertisement 1hour upon receipt of duly filled documents	Registrar
		Diploma	KCSE Mean Grade C- or relevant Craft Certificate			
		Craft Certificate	KCSE Mean Grade D or relevant Artisan Certificate			
		Artisan	Open			
		Short Course	Open			
	Duly filled application forms					
Teaching and Examination	- Registration to relevant course - Class attendance - Payment of tuition fee	Tuition fees as per the prevailing fee structure	1st - 12th week of the term - Academic calendar - As per examinations schedules	- D/Principal Academic Affairs - D/Registrar Examinations - Respective HoDs		
	Issuance of Academic Certificates	- Trainee's ID - Duly filled clearance form - Copy of fees statement	Free	- Upon release by the examining body - Within one month upon completion of a short course	D/Registrar Examinations	
B.	SERVICES TO TRAINEES					
	Guidance and Counselling Services	- Be a bonafide KCNP trainee or staff - Avail self	Free	As per the need	Guidance and Counselling Coordinator	
	Accommodation	- Bonafide female trainee - On first-come-first-served basis - Clear tuition fees	- Ksh. 8,000.00 for continuing trainees - Ksh. 9,000.00 for new trainees (extra Ksh. 1,000.00 as caution money)	Per term	Dean of Students	
	Attachment placement	As per attachment policy	Free	Four months	Industrial Liaison Officer	
	Library Services	Be a bonafide KCNP trainee or staff	Free	As per need	Librarian	
C.	PROFRSSIONAL SERVICES					
	Short Courses Training	As per the need	Application fee: Ksh. 200.00	As per contract	- Short Courses Coordinator - Respective HoD	
	Consultancy	Request	As per contract	As per contract	Respective HoDs	
	Hiring /sale of Polytechnic facilities/products/services	- Request from interested parties - Availability of facility/product/service	As per the prevailing rates	As per the contract	D/Principal - Administration	
D.	ACCOUNTING					
	Fee payment	Bonafide trainees	Free	Immediate	Financial Controller	
	Payment of Suppliers	Duly signed invoices and supply documents	Free	Within 90 days upon receipt of the required documents	Procurement Officer	

WE ARE COMMITTED TO COURTESY AND EXCELLENCE IN SERVICE DELIVERY

Any service 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 81220 - 80100. MOMBASA
Tel.: 0712725554/0710389727
Email: info@kenyacoastpoly.ac.ke
- The Commission Secretary/Chief Executive Officer
Commission of Administrative Justice
2nd Floor, West End Towers, Waiyaki Way
P O Box 20414 - 00200. NAIROBI
Tel.: +254(0)20240337/0722970604
Email: info@ombudsman.go.ke



WIZARA YA ELIMU
KENYA COAST NATIONAL POLYTECHNIC
MSWADA WA HUDUMA KWA WANANCHI



Maono: Kituo bora katika mafunzo ya kiufundi na ufundi, utafiti na uvumbuzi.

Dhamira: Kuzalisha wahitimu wenye uwezo mkubwa kupitia mafunzo ya kiufundi na ufundi husika, ujasiriamali, utafiti na uvumbuzi kwa mahitaji ya ulumwengu

Maadili ya Msingi: Taaluma; Ubunifu; Utofauti na Ujumuishaji; Uadilifu; Mtazamo wa wateja ; na Uendakazi wa pamoja.

KCNP imejitolea kwa viwango vya juu vya huduma na itatumia viwango vifuatavyo katika utoaji wa huduma:

S/NO	HUDUMA	MAHITAJI KUWEZA KUPEWA HUDUMA	MALIPO YA MATUMIZI	MUDA UTAKAOCHUKUA	MUHUSIKA
A.	HUDUMA KWA UJUMLA				
	Majibu ya maswali ya jumla kutoka kwa wateja kupitia:				Mwenyekiti wa Idara husika
	Ana kwa ana	Ulizia ombi	Bure	Papo hapo	
	Kupiga simu au ujumbe mfupi	Ulizia ombi	Bure	Papo hapo	
	Kutumia mitandao ya kijamii	Ulizia ombi	Bure	Masaa 24	
	Maombi ya kimaandishi (barua au barua pepe)	Ulizia ombi	Bure	Masaa 48	
	Usajili wa wanafunzi	Kozi Stashahada Gredi C ya mthani wa KCSE - Cheti cha Krafti Cheti cha Krafti Gredi D ya mthani wa KCSE au Cheti cha Atisani Cheti cha Atisani Wazi Kozi fupi Wazi Fomu za usajili zilizojazwa kikalifu	Ada ya maombi: Ksh. 200.00	• Kama ilivyotangazwa • Saa moja baada ya kupokewa nakala za usajili zilizojazwa vyema	Msajili
	Kufunza na mitihani	• Kujisajili kozi unayotaka • Kuhudhuria darasa • Kulipa ada ya masomo	Malipo ya ada ya masomo kulingana na muongozo wa ada	• 1 st - 12 th ya muhula • Kalenda ya mitihani • Kama zilivyoratibu za mitihani	• Naibu Kinara masuala ya Elimu • Naibu msajili wa Mitihani • Mwenyekiti wa Idara Husika
	Kutolewa kwa vyeti vya kimasomo	• Vitambulisho vya wanafunzi • Fomu zilizoindishwa za waliomaliza • Nakala za miongozo ya malipo ya ada	Bure	• Itakapotolewa na bodi ya mitihani • Ndani ya mwezi mmoja utakapomaliza kozi fupi	Naibu Msajili wa Mitihani
B.	HUDUMA KWA WANAFUNZI				
	Huduma za wasia na miongozo	• Mwanfunzi au mfanyakazi stahiki wa KCNP • Jiwasilishe mwenyewe	Bure	Kulingana na mahitaji	Msimamizi wa ushauri na miongozo
	Malazi	• Mwanafunzi wa kike stahiki • Kwa mwadiao wa anayekuja wa kwanza anapata • Maliza malipo ya ada	• Ksh. 8,000.00 kwa wanafunzi wanaoendelea na masomo • Ksh. 9,000.00 kwa wanafunzi wapya (Ksh. 1,000.00 zaidi kama ada ya pesa za tahadhari)	Kwa muhula	Msimamizi wa wanafunzi
	Uwekaji kiambatisho	Kulingana na sare ya kiambatisho	Bure	Miezi mine	Afisa Muambatanishi wa viwanda
	Huduma za maktaba	Mwanafunzi au mfanyakazi stahiki wa KCNP	Bure	Kulingana na mahitaji	Msimamizi wa Maktaba
C.	HUDUMA ZA KITAALAMU				
	Ufunzaji wa kozi fupi	Kulingana na mahitaji	Ada ya maombi Ksh. 200.00	Kama ilivyo kandarasi	• Msimamizi wa kozi fupi • Mwaneyekiti wa idara stahiki
	Maelezo ya kitaalamu	Ombi	Kulingana na kandarasi	Kama ilivyo kandarasi	Mwaneyekiti wa idara stahiki
D.	Kukodi/kuza bidhaa au huduma za chuo	Uwepo wa kifaa/bidhaa/huduma	Kulingana na ada zilizoko	Kama ilivyo kandarasi	Naibu kinara wa usajili
	UHASIBU				
	Malipo ya ada	Wanafunzi stahiki	Bure	Papo hapo	Mhasibu
	Malipo ya wauzaji	Nakala za maulizo na masambazo zilizowekwa sahihi	Bure	Ndani ya siku 90 baada ya kupokewa nyaraka stahiki	Afisa wa manunuzi

TUMEJITOLEA KWA HESHIMA NA UBORA KATIKA UTOAJI WA HUDUMA

Huduma yoyote ambayo haiendani na viwango viliko hapa juu au afisa yeyote ambaye hajitolei kwa heshima na ubora katika utoaji wa huduma anapaswa kuripotiwa kwa:

- The Chief Principal
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