



THE MAWEGO NATIONAL POLYTECHNIC

P.O BOX 289 - 40222 OYUGIS - KENYA

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Email: info@mawegopoly.ac.ke Website: www.mawegopoly.ac.ke

MOTTO: "TRAINING IS LIFE"

An Internationally competitive Institution on Competency- Based Training

VISION

To provide competency-Based Training that impart skills, utilize applied research and industrial linkages for sustainable economic growth

MISSION

CUSTOMER SERVICE DELIVERY CHARTER

S/N O.	CUSTOMER SUPPORT SERVICES	REQUIREMENTS TO OBTAIN THE SERVICES	COST OF SERVICES	TIMELINE	PERSONS IN CHARGE	S/N O.	SERVICES	REQUIREMENTS TO OBTAIN THE SERVICES	COST OF SERVICES	TIMELINE	PERSONS IN CHARGE
1.	Response to phone calls	<ul style="list-style-type: none"> Phone call 	Free	15 seconds	Customer care	8.	Resolution of complaints	<ul style="list-style-type: none"> Make a verbal or written complaint 	Free	14 working days	Ombudsman
2.	Response to enquiries by walk –in client	<ul style="list-style-type: none"> Walk –in and make the enquiries 	Free	1 minute	Customer care	9.	Processing of tenders	<ul style="list-style-type: none"> Submit bids for goods and services 	Free	90 days	Procurement Officer
3.	Response to correspondence	<ul style="list-style-type: none"> Written correspondence (letter) 	Free	5 working days	Secretary	10.	Notification of successful and non- successful bidders	<ul style="list-style-type: none"> Access e-procurement portal for notification 	Free	1 working day	Procurement Officer
		<ul style="list-style-type: none"> Email and social media (Twitter, Facebook & YouTube) 	Free	1 working day	Secretary / system admin						
4.	Admission into a course	<ul style="list-style-type: none"> KCSE Certificate Birth Certificate National ID 2 passport photo Course application letter Evidence of Prior Learning 	Registration Fee KSHS 300	10 minutes	Registrar	11.	Payment for goods and services received	<ul style="list-style-type: none"> L.P.O /Invoice, Certificate of completion/ Goods/ Services received 	Free	60 days from the date of receipt of the invoice	Finance Officer
5.	Registration of suppliers	<ul style="list-style-type: none"> Dully filled application form, Company profile, Certificate of Incorporation/Registration, Pin 	Free	14 working days	Procurement Officer	12.	Disposal of obsolete stores	<ul style="list-style-type: none"> Submission of bids 	free	60 days from the date of advertisement	Procurement Officer

		Certificate, Valid Tax Compliance ,Certificate/Exemptions, Original Bank Statement, Copy of certificate of registration with relevant bodies, Non – refundable fee payment receipt, Copies of annual return forms filed by company registry, National ID/ Passport				13.	Course Training	<ul style="list-style-type: none"> Admission number Fee payment Dully filled termly registration form 	As per fee structure	As per course curriculum As per training timetable	Principal D/Principal Finance Officer HOD Trainers
6.	Processing of request for information	<ul style="list-style-type: none"> Make a request for information 	Free	21 days	Principal	14.	Public – participation in policy making process	Familiarization with issues and public participation	Free	I day	Principal
7.	Response to public complaint and grievances	<ul style="list-style-type: none"> Make complaint 	Free	1 working day	Ombudsman	15.	Recruitment of staff	Make formal application based on the advert	Free	90 days	Human Resource

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 Principal of The Mawego National Polytechnic P.O
Box 289-40222 Oyugis,
Email: mawegotechnical@gmail.com /
info@mawegoinsitute.ac.ke
Website: <http://www.mawegoinsitute.ac.ke>

The Commission Secretary/Chief Executive Officer,
Commission on Administrative Justice, 2nd 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



An ISO 9001:2015 Certified institution