



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

MISSION

CUSTOMER SERVICE DELIVERY CHARTER

S/ NO.	CUSTOMER SUPPORT SERVICES	REQUIREMENTS TO OBTAIN THE SERVICES	COST OF SERVICES	TIMELINE	PERSONS IN CHARGE	S/ NO.	SERVICES	REQUIREMENTS TO OBTAIN THE SERVICES	COST OF SERVICES	TIMELINE	PERSONS IN CHARGE
	Response to phone calls	Phone call	Free	15 seconds	Customer care		Resolution of complaints	Make a verbal or written complaint	Free	14 working days	Ombudsman
	Response to enquiries by walk –in client	Walk –in and make the enquiries	Free	5 minutes	Customer care		Processing of tenders	Submit bids for goods and services	Free	90 days	Procurement Officer
	Response to correspondence	- Written correspondence (letter) - Email and social media (Twitter, Facebook & YouTube)	Free	5 working days	Secretary		Notification of successful and non-successful bidders	Access e-procurement portal for notification	Free	1 working day	Procurement Officer
	Admission into a course	- KCSE Certificate - Birth Certificate - National ID 2 passport photo - Course application letter - Evidence of Prior Learning	Registration Fee KSHS 300	10 minutes	Registrar		Payment for goods and services received	L.P.O /Invoice, Certificate of completion/ Goods/ Services received	Free	60 days from the date of receipt of the invoice	Finance Officer

	Registration of suppliers	Dully filled application form, Company profile, Certificate of Incorporation/Registration, Pin 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	Free	14 working days	Procurement Officer		Disposal of obsolete stores	Submission of bids	free	60 days from the date of advertisement	Procurement Officer
							Course Training	- 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
	Processing of request for information	Make a request for information	Free	21 days	Principal		Public – participation in policy making process	Familiarization with issues and public participation	Free	I day	Principal
	Response to public complaint and grievances	Make complaint	Free	1 working day	Ombudsman		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