



**MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL & TECHNICAL TRAINING
JEREMIAH NYAGAH NATIONAL POLYTECHNIC**

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SERVICE DELIVERY CHARTER

VISION

To be a global centre of excellence in vocational and innovative research and training for sustained economic and social development.

MISSION

To provide competitive technical education through quality technical and vocational training and conduct research to support socio economic development

CORE VALUES

- Excellence.
- Professionalism.
- Dedication and Commitment.
- Integrity
- Creativity and innovativeness
- Customer focus

STRATEGIC GOALS

1. To provide adequate modern and a working infrastructure for quality services.
2. To conduct technical and scientific research geared towards innovation and product development
3. To develop and implement a quality, well-engineered curriculum for the job market
4. To provide a trainee supportive and conducive environment that promotes trainee growth holistically.
5. To promote production units for income generation

S.No.	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1	Reception at the gate	Clearance by gate keepers	Free	2 minutes
2	Registration and directing of visitors	Official identification	Free	2 minutes
3	Response to enquiry by Walk-in clients	Walk in and make enquiry	Free	1 minute
4	Response to phone calls (landline or any other official line)	Phone call	free	15 seconds
5	Response to	Write correspondence	Free	5 working days

	correspondence	(letter)		
		Email and Social media (twitter, Facebook & YouTube)	Free	1 working day
6	Response to public complaints and grievances	Make a complaint	Free	14 working days
7	Resolution of complaints	Make a verbal or written complaint	Free	14 working days
8	Admission of Trainees	Admission letter Certified copies of Academic certificates/Results slips. Copy of national ID Copy of Birth Certificate Proof of fee Payment.	Free	7 minutes
9	Fee Payment	Full fee payment Deposit slip/Bankers cheque	Free	5 minutes
10	Receipts of Payment	Bank Deposit Slips or Cheques	Free	5 minutes
11	Accommodation	Registered trainee Availability of Boarding space	Applicable Hostel fee	Within 15 minutes
12	Issuance of trainee ID card	Evidence of completion of admission procedure Evidence of payment of Trainee ID card charges	500	Immediately after completion of admission procedure
13	Replacement of Trainee ID card	Evidence of payment of Trainee ID card replacement charges 2 Passport size photos	500	1 week after payment of replacement charges
14	Induction of New Trainees (Departmental)	Admission number	Free	2 hours
15	General Orientation of all New Trainees	Admission number	Free	4 hours
16	Commencement of classes/ lessons	Reporting of trainees Reporting of Trainers	Free	2 nd day after opening date
17	Library Service	Trainee ID Staff ID	Free	Weekdays 8am-5pm
18	Curriculum Delivery	Unit registration lecture attendance Training resources	Free	As per O.S. and Curriculum of the registered

				unit
19	Industrial attachment/Internship/ Dual training	Introductory letter Insurance cover Mentoring tool Availability of industrial slots	Fee Clearance	As per O.S. and Curriculum of the registered unit
20	Issuance of Internal Assessment Results	At least 75% Class attendance Assessments attendance	Free	Within 28 working days following end term assessment
21	Registration of External Assessment	Fee clearance Certified copies of Academic certificates/Results slips. Copy of national ID Copy of Birth Certificate	Fee Clearance	30 Days
22	Clearance of Trainees	Submission of Trainee ID card Dully filled Clearance form	Fee Clearance	2 hours
23	Issuance of certificates	Dully filled Clearance form	Free	20 minutes
24	Induction of Newly Posted Trainers	Deployment documents	Free	Immediately after reporting
25	Guidance and Counseling	Free will	Free	Continuously
26	Staff Appraisal	SPAS filled appropriately	Free	Quarterly
27	Staff Welfare	Availability of Resources	Free	As need arises
28	Staff Development	Availability of Resources	Cost of Training	As need arises
29	Registration of Suppliers	Duly 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 regulatory bodies Non-refundable fee payment receipt Copies of annual return forms filed by company	Free	14 working days

		registry National ID/Passport		
30	Processing of tenders	Submit bids for goods and services	Free	90 days
31	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
32	Receipts of Goods	Goods delivery notes	Free	1 hour
33	Payment for Goods/Services received	LPO/Invoice Certificate of completion/ goods/services received	Free	60 Days from the date of receipt of the invoice
34	Issuance of Tuition materials to Departments	Departmental requisition	Free	Within one week
35	Service in the Kitchen	Payment for food	Free	10 minutes
36	Housekeeping Services	Availability of resources	Free	Continuous
37	Service in Production units	Evidence of Payment	Commitment Fee	Negotiated date
38	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
39	Public participation in policy making process	Familiarization with issues and participation	Free	1 day
40	Recruitment of staff	Make formal application based on the advert	Free	90 days
41	Processing of request of information	Make a request for information	Free	21 days

You can contact us using the following address: Chief Principal, Jeremiah Nyaga National Polytechnic P.O.Box 1264-60100, Embu. Phone number: 0700334477.
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