



CHUO CHA UFUNDI CHA KITAIFA CHA TAITA TAVETA



MKATABA WA HUDUMA ZA RAIA

HUDUMA	MAHITAJI	GHARAMA YA HUDUMA (Shilingi Za Kenya)	MUDA WA HUDUMA
MASWALI			
Majibu kwa Simu (Nambari ya simu ya ardhi au nyingine yoyote rasmi)	Piga Simu	Bila malipo	Sekunde 15
Majibu kwa maswali kutoka kwa wateja wa kutembelea	Tembelea 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 (Twitter, Facebook 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 la Nafasi ya Mafunzo	Hati zinazohitajika kwa ombi	300	Kulingana na tangazo
Usajili wa Programu ya Mafunzo	Barua ya Uandikishaji na Hati za Uandikishaji zinazohitajika	200	Mara moja
Uandikishaji wa Programu ya Mafunzo	Mahitaji Maalum kama yalivyo kwenye tangazo	Ada inayostahili	Wakati wa Usajili
Ada ya Mafunzo	Nambari ya Usajili	67,189	Wakati wa Usajili
Makazi ya Wanafunzi	Mwanafunzi aliyesajiliwa na malipo ya ada inayostahili	4,500 kwa muhula	Mara moja
Vyakula	Hakuna	Kulingana na viwango vilivyo thibitishwa na Chuo Kikuu cha Ufundi	Mara moja
HUDUMA ZA UWELEDI WA USHAURI			
Ushauri wa Taaluma	Hakuna	Bure	Mara moja
Utafiti, Ushauri wa Kitaalamu na Programu Maalum za Mafunzo	Kulingana na mahitaji ya mteja	Inapatikana kwa ombi kulingana na aina ya ushauri	Kutegemea
Kukodisha Vifaa/Huduma	Uhakikisho wa mapema	Viwango vinavyohusiana na huduma ya kifaa	Siku 1
HUDUMA YA ZABUNI			
Usajili wa Wauzaji	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	Bure	Siku 14 za kazi
Mchakato wa Zabuni	Wasilisha zabuni kwa bidhaa na huduma	Bure	Siku 90
Arifa ya Washindi na Wanaoshindwa katika zabuni	Pata taarifa kupitia tovuti ya manunuzi	Bure	Siku 1 ya kazi
Malipo ya bidhaa na huduma zilizopewa	L.P.O / Ankara, Cheti cha Kukamilisha / Bidhaa / huduma zilizopokelewa	Bure	Siku 60 baada ya tangazo
Uondoaji wa maduka ya zamani	Wasilisha zabuni	Bure	Siku 60 baada ya tangazo
Ushiriki wa Umma katika Mchakato wa Uundaji wa Sera	Kujua masuala na kushiriki kikamilifu	Bure	Siku 1
Uajiri wa wafanyakazi	Fanya maombi rasmi kulingana na tangazo	Bure	Siku 90
Usindikaji wa maombi ya taarifa	Fanya maombi ya taarifa	Bure	Siku 21

TUMEJITOLEA KWA HESHIMA NA UTOAJI WA HUDUMA BORA

Huduma au bidhaa yoyote inayotolewa ambayo haikidhi viwango vya juu vya heshima na ubora, au afisa yeyote ambaye hafuatilii ahadi ya heshima na ubora katika utoaji wa huduma, anapaswa kuripotiwa kwa vyombo vifuatavyo:

Mkuu wa Chuo/Mkurugenzi Mtendaji
Chuo cha kitaifa cha Ufundi cha Taita Taveta
Barabara ya Voi-Mombasa, kilomita 4, kutoka Mji wa Voi
S.L.P 34-80300, VOI I Simu: +254 (0) 20 2169229
Barua pepe: principal@ttnp.ac.ke

Katibu wa Tume/ Afisa Mtendaji Mkuu
Tume ya Huduma za Utawala na Haki
Ghorofa ya Pili, West End Towers,
Barabara ya Waiyaki, Nairobi. I S.L.P 20414 — 00200, Nairobi
Simu: +254 (0) 20 240337 I 0722970604
Barua Pepe: info@ombudsman.go.ke



HUDUMA BORA NI HAKI YAKO

ISO 9001:2015
BUREAU VERITAS
Certification



008



TAITA TAVETA NATIONAL POLYTECHNIC



CITIZENS' SERVICE DELIVERY CHARTER

SERVICE	REQUIREMENT(S)	COST OF SERVICE (Kshs.)	TIMELINE
INQUIRIES			
Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
Response to correspondence	Written Correspondence (letters)		5 working days
	Email and social media (Twitter, Facebook & YouTube)	Free	1 working day
Response to public complaints and grievances	Make a complaint	Free	1 working day
Resolutions of complaints	Make a verbal or Written complaint	Free	14 working days
TRAINING PROGRAMS			
Training program application	Relevant application document	300	As per advertisement
Training program registration	Letter of admission and relevant admission documents	200	Immediately
Training program admission	Specific requirements as advertised by the Polytechnic	Applicable Fees	On Admission
Training program tuition	Admission number	67,189	On Admission
Trainee accommodation	Registered trainee and applicable fees payment	4,500 termly	Immediately
Meals	None	As per Polytechnic approved rates	Immediately
Career Guidance	None	Free	Immediately
CONSULTANCY SERVICES			
Conduct research, offer technical advice and tailor-made training programs	As per client needs	Available on request depending on type of consultancy	Variable
Hire of facilities/services	Advance Booking	Applicable rates as the service of the	
TENDERING SERVICE			
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 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
Payment 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
Along Voi- Mombasa Road, 4km from Voi town
P.O BOX 34-80300, VOI
Phone No: +254 (0) 20 2169229
Email: principal@tnp.ac.ke

The Commission Secretary/CEO,
Commission on Administration Justice,
2nd Floor, West End Towers, Waiyaki Way, Nairobi.
P.O. BOX 20414 – 00200, Nairobi
Phone No: +254 (0) 20 240337/0722970604
Email: info@ombudsman.go.ke



QUALITY SERVICE IS YOUR RIGHT

