



THE MERU NATIONAL POLYTECHNIC

CITIZEN'S SERVICE DELIVERY CHARTER

Service / Good	Requirements to Obtain Service/Good	Cost of Service/Good	Timeline
Registration and directing of visitors/motor vehicles	Official identification document e.g., National ID/Passport, Polytechnic ID	Free	3 minutes
General Enquiries	Customer Identification Clarity of enquiry	Free	2 minutes
Response to communication	Communication formally received	Free	Reply within 5 days
Receipt of goods	Goods and Delivery Note	Free	10 Minutes
Payment of suppliers	Valid payment claim	Free	Within 30 days of lodging the invoice
Receipt of payment from customers	Notification of payment e.g., Bank Slip, Money Order, etc.	Free	2 Minutes
Admission of Trainees	Application fee, Admission letter, academic result slip/certificate and course admission requirements, original documents for verification, passport photograph	Kshs. 500	5 Minutes
Registration of trainees	Meet minimum course requirements Payments of required fee for the course	As per the fee structure	Within same day of reporting.
Curriculum delivery	Registration Lecture attendance	As per the fees structure	As per the academic policy
Administration of Internal examinations / assessments	Examination card Polytechnic trainee ID card	Free	As per examination / Assessment schedule
Issuance of Internal examinations / assessments results	Trainees' portal login credentials	Free	Immediately
Registration of external examinations / assessments	Copy(s) of Previous qualification, a copy of national ID, Examination/ Assessments fees, passport size photograph and copy of birth certificate	Free	As per examining / Assessing body schedule
Issuance of leaving certificate	Duly filled clearance form Polytechnic trainee ID card	Free	5 minutes
Issuance of External examination/ assessment results	Duly filled clearance form National Identification Card	Free	5 minutes

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 Chief Principal,
P.O. Box 111 - 60200, Meru, Kenya.
Tel: +254 793 93 75 81
Email: info@mnt.ac.ke
Website: www.mnt.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

