



MINISTRY OF EDUCATION
STATE DEPARTMENT OF VOCATIONAL AND TECHNICAL TRAINING
THE MAASAI NATIONAL POLYTECHNIC



CITIZENS' SERVICE DELIVERY CHARTER

VISION: To be a leader in providing quality Technical and Business education

MISSION: To produce competent manpower in Technical and business fields through quality training, research and innovation for self-sustainability and responsible citizenship

CORE VALUES: Innovation and creativity, Courtesy and respect, Teamwork and integrity, Consultative leadership, Transparency and accountability, Professionalism, Customer focus

	SERVICES/GOODS	REQUIREMENT	CHARGES	TIMELINE
1.	Reception/response to verbal inquiry	<ul style="list-style-type: none"> • Make request/enquiry courteously 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within 5 minutes at every service point
2.	Response to telephone calls	<ul style="list-style-type: none"> • Correct information 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Within the first 5 rings
3.	Response to correspondences <ul style="list-style-type: none"> • E-mails • Letters 	<ul style="list-style-type: none"> • Formal request 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Acknowledge receipt within 24 hrs • Respond to issues raised within 7 working days or 30 days
4.	Admission <ul style="list-style-type: none"> • Artisan, Craft, Diploma • Driving 	<ul style="list-style-type: none"> • Formal application for the course • Meet the stipulated minimum requirement • Provision of genuine copies of relevant documents 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • As per the Institute's termly dates • Programme and KUCCPS requirements
5.	Registration of trainees	<ul style="list-style-type: none"> • Admission letter (new trainees) • Filled registration forms • Provision of original academic and other relevant documents • Online registration (Continuing trainees) • All trainees are required to register every term • National ID card, TIMS Account (Driving) 	<ul style="list-style-type: none"> • As per fee payment policy 	<ul style="list-style-type: none"> • Registration done on opening day between 8am and 5pm • Registration process of new trainees • Trainees' registration closes in 2nd week of commencement of the Term/Semester. • Within 30 minutes (Driving school)
6.	Training and learning	<ul style="list-style-type: none"> • Payment of fees • Learning materials Attendance of classes on time • Adherence to Policies, rules, regulations and guidelines 	<ul style="list-style-type: none"> • As per the course requirement • Fully paid fees • Free 	<ul style="list-style-type: none"> • On registration • As per timetable • Continuous • Within 45 working days (Driving)
7.	Issuance of Trainee ID	<ul style="list-style-type: none"> • MTTI Trainee 	<ul style="list-style-type: none"> • As per the trainee identification policy 	<ul style="list-style-type: none"> • As per the trainees' identification policy
8.	Administration of internal and external examinations	<ul style="list-style-type: none"> • Payment of exam fees • Submission of registration documents for external exams 	<ul style="list-style-type: none"> • Fully paid fees as per the 	<ul style="list-style-type: none"> • As per the examination registration deadline • As per examination timetables

		<ul style="list-style-type: none"> • Adhere to the academic policy • Trainee ID Card, Examination Card 	<ul style="list-style-type: none"> • examining body 	
9.	Administration of supplementary exams	<ul style="list-style-type: none"> • Payment of • supplementary exam fees 	<ul style="list-style-type: none"> • As per the Academic policy 	<ul style="list-style-type: none"> • First week of opening
10.	Release of the internal examination results	<ul style="list-style-type: none"> • Successful completion of the terms work (at least one continuous assessment tests and end of term examination) 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • As per the timetable
11.	Industrial attachment	<ul style="list-style-type: none"> • Fulfilment of Industrial Attachment requirements 	<ul style="list-style-type: none"> • As per the requisite fees 	<ul style="list-style-type: none"> • As per the requirement
12.	Use of Library resources	<ul style="list-style-type: none"> • Bonafide MTTI Trainee/staff • Identity Card • Adhere to the Library rules and regulations 	<ul style="list-style-type: none"> • As per library policy) 	<ul style="list-style-type: none"> • Monday - Friday 8.00am-8.00pm • Saturday 9.00am - 2.00pm
13.	Hostel Accommodation	<ul style="list-style-type: none"> • Clearance of Fees • Hostel Fee Payment 	<ul style="list-style-type: none"> • Payment of tuition & hostel fee 	<ul style="list-style-type: none"> • 10 Minutes
14.	Guidance & Counselling services	<ul style="list-style-type: none"> • Bonafide student/staff • Identified Need 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • As per need
15.	Graduation	<ul style="list-style-type: none"> • Successful completion of an academic programme 	<ul style="list-style-type: none"> • Approved convocation fees 	<ul style="list-style-type: none"> • As and when determined by the BOG
16.	Issuance of Certificates	<ul style="list-style-type: none"> • Successful completion of an academic programme, Evidence of fees clearance, National identity card 	<ul style="list-style-type: none"> • Completion of payment of fees 	<ul style="list-style-type: none"> • Upon receipt of certificates from examination body
17.	Payment for goods and services	<ul style="list-style-type: none"> • Local Purchase Order/ Local Service Order, Delivery Note/ Certificate of work done, Goods Received Note, Invoice 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • 90 days from date of receipt of goods/services or as per contract agreement
18.	Hire of conferencing facilities and catering	<ul style="list-style-type: none"> • Formal request • Payment of prescribed rates 	<ul style="list-style-type: none"> • As per the service rate 	<ul style="list-style-type: none"> • As per agreement
19.	Response to complaints	<ul style="list-style-type: none"> • Formal complaint 	<ul style="list-style-type: none"> • Free 	<ul style="list-style-type: none"> • Immediately • Within 7 days for formal complaints that require investigation

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
The Maasai National Polytechnic
P.O Box 125 – 01100, Kajiado
Tel: +254 719345 227/ +254 727738 161
Email: sinfo@maanp.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

QUALITY SERVICE IS YOUR RIGHT



WIZARA YA ELIMU

TAASISI YA MAFUNZO YA KIUFUNDI YA MASAI



MKATABA WA UTOAJI HUDUMA

MAONO: Kiongozi katika kutoa wataalamu walioimarika katika nyanja za teknolojia na biashara

AZIMA: Kutoa wataalamu walioimarika katika nyanja za teknolojia na biashara kupitia ufundishaji bora, utafiti na ubunifu ili kupata raia waliowajibika na wenye uwezo wa kujitegemea

MAADILI YA KIMSINGI: Ubunifu na maumbo, Uadilifu, Uunganifu, Ushauriano katika uongozi, Uajibikaji, Utaalamu, Kumlenga mteja zaidi.

	HUDUMA	MATAKWA	MALIPO	MUDA
1.	Mapokezi/ majibu kwa uchunguzi wa maneno	<ul style="list-style-type: none"> • Kutoa ombi/Uchunguzi • Heshima 	Bure	<ul style="list-style-type: none"> • Kwa dakika 5 mahali popote ya huduma
2.	Majibu ya simu	<ul style="list-style-type: none"> • Habari sahihi 	Bure	<ul style="list-style-type: none"> • Kabla ya simu kulia mara 5
3.	Majibu kwa maulizo kwa <ul style="list-style-type: none"> • barua pepe • barua 	<ul style="list-style-type: none"> • Ombi rasmi 	Bure	<ul style="list-style-type: none"> • Kutambua kupokea kwa masaa 24 • Kujibu mambo yaliyoibuka kati ya siku 7 hadi 30
4.	Kusajili kwa : <ul style="list-style-type: none"> • Kosi zote za ufundi • Udereva 	<ul style="list-style-type: none"> • Kujisakili kwa kosi • Kutimiza maagizo yaliyowekwa • Kutoa nakala ya vyeti halisi 	Bure	<ul style="list-style-type: none"> • Kulingana na mipango ya muhula na matakwa ya KUCCPS
5.	Uandikishaji wa wanafunzi	<ul style="list-style-type: none"> • Kujaza fomu ya usajili kikamilifu (new trainees) • Kutoa nakala ya vyeti halisi na kujisajili kwa mtandao wa chuo • Wanafunzi wote lazima wajisajili kwa mtandao wa chuo kila muhula • Kitambulisho sha kitaifa • kijisajili kuwa na mtandao wa TIMS (Udereva) 	Kulingana na sera ya ulipaji wa karo	<ul style="list-style-type: none"> • Muda uliyowekwa kuanzia saa mbili asubuhi hadi saa kumi na moja jioni siku ya kufungua • Dakika 30 (Uderva)
6.	Kufunza na Kusoma	<ul style="list-style-type: none"> • Kulipa karo • Kushiriki kwa masomo darasani • Kufuata taratibu, sera, kanuni na miongozo 	Kulingana na kosi Kulipa karo yote	<ul style="list-style-type: none"> • Kulingana na ratiba • Siku 45 za kazi (Udereva)
7.	Utoaji wa kitambulisho cha chuo	<ul style="list-style-type: none"> • Mwanafunzi kamili 	Kulingana na sera ya kitambulisho	<ul style="list-style-type: none"> • Kulingana na sera ya kitambulisho
8.	Kufanyisha mitihani	<ul style="list-style-type: none"> • Malipo kamili na usajili sahihi, Kupeana vyeti sahihi kwa bodi za mitihani • Kutimiza sera ya kitaaluma • Kitambulisho cha chuo 	Malipo ya ada yote ya mitihani	<ul style="list-style-type: none"> • Kulingana na taratibu za usajili wa mitihani • Kulingana na ratiba ya mitihani
9.	Kufanyisha mitihani ya ziada	<ul style="list-style-type: none"> • Malipo rasmi 	Kulingana na sera ya mitihani	<ul style="list-style-type: none"> • Kulingana na ratiba ya mitihani

10.	Kutolewa kwa matokeo ya mitihani ya chuo	<ul style="list-style-type: none"> • Kufusu katika kazi na mitihani ya muhula 	Bure	<ul style="list-style-type: none"> • Kulingana na ratiba
11.	Kiambatisho cha viwanda	<ul style="list-style-type: none"> • Kutimiza mahitaji ya sera 	Kulingana na sera	<ul style="list-style-type: none"> • Kulingana na ratiba ya kosi
12.	Utumizi wa maktaba	<ul style="list-style-type: none"> • Mwanafunzi/mfanyikazi halisi wa chuo • Kitambulisho • Kufuata kanuni za maktaba 	Kulingana na sera ya maktaba (Wanafunzi)	<ul style="list-style-type: none"> • Jumata – Ijumaa saa mbili asubuhi hadi saa mbili jioni • Jumamosi saa tatu asubuhi hadi saa nane aduhuri
13.	Malazi katika bweni	<ul style="list-style-type: none"> • Usajili chuoni 	Malipo ya ada na bweni	<ul style="list-style-type: none"> • Dakika 10
14.	Mwongozo na ushauri	<ul style="list-style-type: none"> • Mwanafunzi/mfanyikazi halisi wa chuo 	Bure	<ul style="list-style-type: none"> • Kulingana na kesi
15.	Sherehe ya kuhitimu	<ul style="list-style-type: none"> • Kufusu katika taaluma ya programu 	Malipo yaliyoidhinishwa	<ul style="list-style-type: none"> • Kulingana na ratiba
16.	Kupeana vyeti	<ul style="list-style-type: none"> • Kufusu katika programu inayohusika, Malipo ya karo, Kitambulisho cha kitaifa 	Kukamilisha malipo ya ada	<ul style="list-style-type: none"> • Mara vyeti kupokelewa katika chuo
17.	Malipo kwa bidhaa na huduma	<ul style="list-style-type: none"> • Vyeti husika zote 	Bure	<ul style="list-style-type: none"> • Siku 90 baada ya bidhaa/huduma kupokelewa au kama maagizo yalivyo
18.	Kukodisha mahali pa mikutano na mankuli	<ul style="list-style-type: none"> • Ombi rasmi • Malipo yanayoambatana 	Kulingana na ombi	<ul style="list-style-type: none"> • Kulingana na mkataba
19.	Majibu ya malalamiko	<ul style="list-style-type: none"> • Malamishi 	Bure	<ul style="list-style-type: none"> • Mara moja au katika siku 7 baada ya malamishi kuripotiwa

TUMEJITOLEA KUWA WENYE UADILIFU NA USHUPAVU KATIKA UTOAJI WA HUDUMA

Huduma isiyohitimu kulingana na mkataba huu ama mfanyi kazi yeyote asiyefuata haya maagizo aripotiwe kwa:

Mwalimu Mkuu,
Taasisi ya Mafunzo ya Kiufundi ya Masai
S.L.P. 125 – 01100, Kajiado
Simu: +254 719345 227/ +254 727738 161
Barua pepe l: info@masaitech.ac.ke

Katibu mkuu/Mkurugenzi mkuu,
Tume la uuiano na haki, 2nd Floor, West End Towers, Waiyaki Way, Nairobi. S.L.P.
20414-00200 Nairobi
Simu : +254 (0)20 2270000/2303000
Barua pepe : complain@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO