



## NYANDARUA NATIONAL POLYTECHNIC

P.O BOX 2033-20300, NYAHURURU CELL:+254 727 256 001

info@nynp.ac.ke

### SERVICE DELIVERY CHARTER

#### General Services

Service Rendered	Customer Obligation	Charges	Timeline
Ushering/Registration of visitors & vehicles	Cooperation	Free	Immediately
Receiving visitors and attending to enquiries	Cooperation and courtesy	Free	Immediately
Directing visitors to offices	Cooperation	Free	Immediately
Response to telephone calls	Correct information	Free	Promptly
Receiving payment and issuing receipts	Cooperation	Free	5 minutes
Payment for goods and services	Provide necessary documents	Free	30–60 days / contract

#### Admission & Registration

Requirement	Details	Charges	Timeline
Application	Formal application, academic documents, admission letter, registration forms	Kshs. 1,000	As advertised

#### Training & Learning

Requirement	Details	Charges	Timeline
Training	Pay fees, attend classes, follow rules	As per course	Continuous

#### Library Services

Requirement	Details	Charges	Timeline
Library Use	Valid student/staff ID	Fees paid	Mon–Fri 9–8, Sat 9–2

#### Examinations

Type	Requirement	Charges	Timeline
Internal	Attend classes	Fees paid	As scheduled
External	Meet requirements, submit documents	As per body	As scheduled