





KISII NATIONAL POLYTECHNIC

PROCEDURE FOR COMMUNICATION

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0.2 RECORDS OF CHANGE

NO.	Date	Details of changes		Authorization/ Name
	<i>(dd-mm-yy)</i>	<i>Page</i>	<i>Clause/Sub-clause and comment</i>	
01	15/3/2016	All	General review in line with ISO 9001:2015	Omweri Joyce
02	30/09/2020	All	General review in line with ISO 9001:2015 & ISO/IEC 27001:2013	Mary Koigi

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0.3 DISTRIBUTIONS

HOLDER	COPY NUMBER	LOCATION
Principal	01	PRINCIPAL'S OFFICE
Deputy Principal, Administration	02	D/PRINCIPAL, ADMIN'S OFFICE
Deputy Principal, Academics	03	D/PRINCIPAL, ACADEMICS' OFFICE
Management Representative	04	MR'S OFFICE

0.4 ABBREVIATIONS

Abbreviations given in the IMSM apply.

1.0 PURPOSE

To ensure smooth flow of all communication and customer related services.

2.0 SCOPE

This procedure describes the process of communicating to all KNP stakeholders.

3.0 REFERENCES


3.1 PSC code of regulations.

3.2 Academic Policy.

3.3 Anti-corruption Policy.

3.4 Students Constitution.

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3.5 HR policy Manual

3.6 College Rules and Regulations.

3.7 IMS Manual.

3.8 Service Charter.

4.0 TERMS AND DEFINITIONS

Terms, definitions and abbreviations in the IMSM apply.

5.0 RESPONSIBILITIES

The Principal is responsible for implementation of this procedure.

6.0 METHOD

6.1 Communication

6.1 General

6.1.1 The Principal raises all external communication.


6.1.2 The Principal disseminates all external communication.

6.1.3 The HODs cascades all communication to members of staff in appropriate forums.

6.1.4 The students to communicate through their representatives.

6.1.5 The staff to communicate through the established channels.

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6.1.6 All modes of communication listed in the IMS Manual are acceptable.


6.2. Incoming Mail

- 6.2.1 The office Assistant collects mail from the Post Office every Tuesday and Thursday and submits them to the secretary to sort out.
- 6.2.2 The Office assistant takes students' letters to the Deans Office, and takes staff letters to the staff pigeon holes.
- 6.2.3 The secretary dispatches official mail to the principal's office and signs the mail register.
- 6.2.4 The secretary checks electronic mail all the time, records in the incoming mail register and forwards to the principal immediately.
- 6.2.5 The secretary receives all registered mail and signs the delivery book.
- 6.2.6 The secretary dispatches registered mail to the relevant offices or individuals within a day.
- 6.2.7 The office Assistant delivers internal official letters to individuals upon signing the mail delivery register within a day.

6.3. Outgoing Mail

- 6.3.1 The Principal's Secretary records official mail in the outgoing mail register.
- 6.3.2 The Principal's Secretary dispatches mail accordingly.

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6.4 Meetings

Meetings being referred to here include; HODs Meeting, Staff Meetings, Departmental meetings and Student Council meetings.

6.4.1 The convener drafts the agenda, notifies members of the meeting at least two (2) days prior to the meeting.

6.4.2 The chairperson of the meeting takes the members through the agenda and controls the deliberations as pertains to time, contributions, content and conduct of the members.

6.4.3 Records of the meeting (minutes and attendance register) are taken and maintained by the secretary to the meeting.

6.4.4 A copy of the minutes is deposited at the D/Principal Administration's office after two weeks.

6.5 Customer Care

6.1 The security officer receives a client, records the details of the client and directs them to customer care office.

6.2 The customer care officer receives the client and records the details in the visitors' book.

6.3 The Customer Care Officer directs the client appropriately.

6.4 The respective officer receives and attends to the client and lets him/her sign the visitors' book.

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