



KISII NATIONAL POLYTECHNIC



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 KISII

PUBLIC COMPLAINTS ACCESS TO INFORMATION SERVICE CHAPTER

SERVICE POINT	SERVICE RENDERER	SERVICE STANDARDS	COST
PUBLIC COMPLAINTS AND ACCESS TO INFORMATION OFFICE	-Launching complaint	Acknowledgement shall be done within 2 minutes.	free
	by personal visit, email or telephone		
	-recording complaints		
	Establishing evidence of the complaint	Feedback shall be made within 20 min upon receipt	free
	Receive request for access to information	Acknowledgement shall be done within 2 minutes	free
	by personal visit email, telephone recording the request		
	Processing a request for AI	Urgent requests shall be done within 48 hours.	Free but if requester will meet the cost
		Ordinary requests shall be done within 21 days.	
	Submission of returns	Will be done within 14 days following the end of a quarter	free

KISII NATIONAL POLYTECHNIC
 P.O. Box 222-40200, KISII
 10 FEB 2022
 COMPLAINTS OFFICE
 to CAJ