

CITIZENS' SERVICE DELIVERY CHARTER - COMMON SERVICES

S/No	CUSTOMER SUPPORT SERVICES	CUSTOMER REQUIREMENT(S)	COST OF SERVICE	TIMELINE
1.	Response to phone calls (Landline or any other official line)	Phone call	Free	15 seconds
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Free	1 minute
3.	Response to correspondence	Written correspondence (letters)	Free	5 working days
		Email and Social media (Twitter, Facebook & YouTube)	Free	1 working day
4.	Response to public complaints and grievances	Make a complaint	Free	1 working days
5.	Resolution of complaints	Make a verbal or written complaint	Free	14 Working days
6.	Registration of Suppliers	a). Duly filled application form b). Company profile c). Certificate of Incorporation/Registration d). PIN Certificate e). Valid Tax Compliance Certificate/ Exemptions f). Original Bank statement g). Copy of certificate of registration with relevant regulatory bodies h). Non-refundable fee payment receipt i). Copies of annual return forms filed by company registry j). National ID/Passport	Free	14 Working days
7.	Processing of tenders	Submit bids for good and services	Free	90 days
8.	Notification of successful and unsuccessful bidders	Access e-procurement portal for notification	Free	1 working day
9.	Payment for goods and services received	L.P.O / Invoice Certificate of Completion/Goods/ Services Received	Free	60 days from the date of receipt of the invoice
10.	Disposal of obsolete stores	Submission of bids	Free	60 days from the date of advertisement
11.	Public participation in policy-making process	Familiarization with issues and active participation	Free	1 day
12.	Recruitment of staff	Make formal application based on the advert	Free	90 days
13.	Processing of request for information	Make a request for information	Free	21 days

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:

Managing Director, Kenya Bureau of Standards, Popo Road, Off Mombasa Road, P.O. Box 54974 - 00200
Nairobi, Kenya. Tel: + 254 (20) 694 8000. Email: info@kebs.org or customercare@kebs.org Toll-Free Line 1545

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