REPUBLIC OF KENYA

KEMI
KENYA EDUCATION MANAGEMENT INSTITUTE

CITIZEN SERVICE DELIVERY CHARTER

VISION

Effectively Managed Institutions of Learning

MISSION

To provide quality training, conduct research, and undertake consultancy services that promote capacity development of education managers and stakeholders nationally and globally

CORE VALUES

Integrity, Professionalism, Teamwork, Quality Customer Service, Inclusivity

S/No	SERVICE/GOOD	REQUIREMENTS TO OBTAIN SERVICE/GOOD	COST OFSERVICE/GOOD (if any)	TIMELINE
ADMINISTRATION SERVICES				
1	**Response to enquiries/ correspondence**	-Formal request through an appropriate channel:	Free	
		· Telephone calls		Within three (3) rings
		· Letters		Within seven (7) Working days upon receipt of correspondence
		· Customer Care desk		Within three (3) minutes upon arrival
		· Email		Within twenty-four (24) hours upon receipt of correspondence
		· Social media		Within twenty-four (24) hours upon receipt of correspondence
2	**Response to public complaints and grievances**	· Written complaint · Verbal complaint · Contact details · Supporting documents	Free	Within thirty (30) working days from the date of receipt
TRAINING, RESEARCH AND CONSULTANCY SERVICES				
3	**Training (Face to Face /Online)**	· Formal Request/Application · Payment of Commitment fee	Depending on the programme	Three (3)Days One (1) Week Four (4) Weeks (Face to Face Eight (8) Weeks (Online) One (1) Year Two (2) Years
4	**Research**	· Formal request · Contract · Remittance of research fee	As per Contract	As per the contract
5	**Consultancy**	· Formal request · Contract · Remittance of consultancy fee	As per Contract	As per the contract
PROCUREMENT OF GOODS, SERVICES AND WORKS				
6	**Procurement of goods, services and works**	Tender documents in compliance with the Procurement and Disposal Act and Regulations	· Free (If downloaded from KEMI website and PPIP portal) · Kes.1000.00 (If picked from the Institute)	As per the Tender document
7	**Payment of suppliers for goods, services and works**	Supporting documents such as LSO,LPO, Invoice, approved contract, certificate of completion.	Free	As per the contract
8	**Disposal of items**	Submission of bids	Free download of disposal tender document from PPIP Portal and KEMI website	60 days from the date of advertisement
BUSINESS DEVELOPMENT SERVICES				
9	**Conferencing and hire of facilities**	· Formal request · Remittance of conference charges	As per the package	As agreed with the client
10	**Accommodation**	· Formal request · Remittance of Accommodation charges	As per the package	As per client request
11	**Printing services**	· Formal request · Payment for the service	As per the contract	As per the contract
12	**Computer Labs**	· Formal request · Payment for the facilities	As per the contract	As per the contract

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 the commitment to courtesy and excellence in Service Delivery should be reported to both of the following:

The Chief Executive Officer
Kenya Education Management Institute
6th Parklands Avenue, Mtama Road
P.O Box 62592-00200 Nairobi Tel:0718518422
Email: info@kemi.ac.ke Website: www.kemi.ac.ke
Office working hours : Monday to Friday 8.00am-5.00pm

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- 20-2270000/2303000
Email: feedback@ombudsman.go.ke

HUDUMA BORA NI HAKI YAKO