



## 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	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 Day
5	Resolution of complaints	Make a verbal or written complaint	Free	14 Working Days
6	Registration of Suppliers	Duly filled application form Company profile Certificate of Incorporation /Registration PIN Certificate Valid Tax Compliance Certificate /Exemptions Original Bank Statement Copy of certificate of registration with relevant regulatory bodies Non -refundable fee payment receipt Copies of annual return forms filed by company registry National ID/Passport	Free	14 Working Days
7	Processing of tenders	Submit bids for goods 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	90 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 Working 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
14	Training(Face-Face/Online)	Formal Request/Application Payment of Commitment fee	As per the individual course	Three (3) Days One (1) Week Four (4) Weeks (Face-face) Eight (8) Weeks ( Online) One (1) Year Two (2) Years
15	Consultancy	Expression of Interest	As per the scope	14 Working Days
		TORs	Free	7 Working Days
		Contract Signing	Free	14 Working Days
		Project Delivery	As per signed contract	As per signed contract
		Remittance of consultancy fees	As per signed contract	90 Working Days
16	Research	Expression of Interest	As per the scope	As per the scope
		TORs	Free	7 Working Days
		Contract Signing	Free	14 Working Days
		Project delivery	As per signed contract	As per signed contract
		Remittance of research fees	As per signed contract	90 Working Days
17	Conferencing and hire of facilities	Formal request Remittance of conference charges	As per the package	1 Working Day
18	Printing services	Formal request Payment for the service	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 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](mailto:info@kemi.ac.ke)  
Website: [www.kemi.ac.ke](http://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](mailto:feedback@ombudsman.go.ke)

**HUDUMA BORA NI HAKI YAKO**

**KEMI IS ISO 9001:2015 CERTIFIED**

