



Publishing and Printing for YOU

CITIZEN SERVICE DELIVERY CHARTER

VISION

A Knowledgeable and Inspired Society

MISSION

To Provide Innovative and Competitive Publishing and Printing Solutions

CORE VALUES

- Customer Focus
- Integrity
- Creativity and Innovation
- Quality Publishing and Printing Solutions

NO	SERVICES OFFERED	REQUIREMENTS	CHARGES	TIMELINES
1.	Publishing of educational and knowledge materials	Manuscript	As per the terms of the royalty agreement	(i) Acknowledge receipt of manuscript within fourteen (14) days from the date of receipt. (ii) Assess the manuscript and send a report to the author within six (6) months. (iii) Process the manuscript within twelve (12) months depending on the complexity. (iv) Pay royalties to the authors twice a year at the rate of 20% of the net price of the book.
2.	Printing of educational materials, periodicals, journals, magazines and works of every description	<ul style="list-style-type: none"> • Print order • Signed work order 	Nil	(i) Give a quotation within forty eight (48) hours of the receipt of the printing order. (ii) Print the work within fourteen (14) days of signing the work order.
3.	Selling of educational and knowledge materials	Order	As per price list	(i) Process orders and dispatch of books as follows: <ul style="list-style-type: none"> • Call in customers' orders – within one (1) hour. • Nairobi customer orders – within twelve (12) hours. • Upcountry orders – within twenty-four (24) hours (ii) Send statements at the end of every month. (iii) Raise credit notes within 21 days after the occurrence of an error or receipt of a verified complaint.
4.	Payments of suppliers	Duly signed invoices and supporting documents as per terms of contract	Free	As per terms of contract.
5.	Response to written correspondence	Written correspondence	Free	Within fourteen (14) days upon receipt.
6.	Attending to visitors		Free	Within ten (10) minutes upon arrival.
7.	Attending to phone calls		Free	KLB receptionist/ switchboard to pick external telephone calls by the third ring.

Any service that does not conform to the above standards or if any officer does not live up to commitment of courtesy, integrity, fairness, and excellence in service delivery should be reported to:

THE MANAGING DIRECTOR
HEAD OFFICE AND PRINTING PRESS
Belle-Vue Area, KLB Road, Off Popo Road
P. O. Box 30022-00100 GPO, Nairobi. Telephone: +254(20) 3541196/7
Mobile: +254 711 318188/ +254 732 344599
E-mail: info@klb.co.ke
Website: www.klb.co.ke

SALES AND CUSTOMER SERVICE BRANCH
Kijabe Street, Nairobi
Telephone: +254 (20) 2684941-4
Mobile: +254 733 666055/724 256629
E-mail: customer@klb.co.ke

THE COMMISSION ON ADMINISTRATIVE JUSTICE,
"Office of the Ombudsman"
P.O. Box 20414-00200, Nairobi
Telephone: +254 (20) 2270000/2303000/263765
Email: complain@ombudsman.go.ke