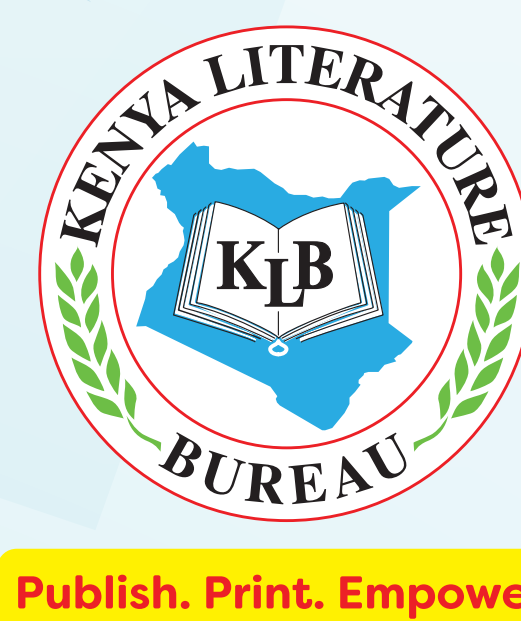
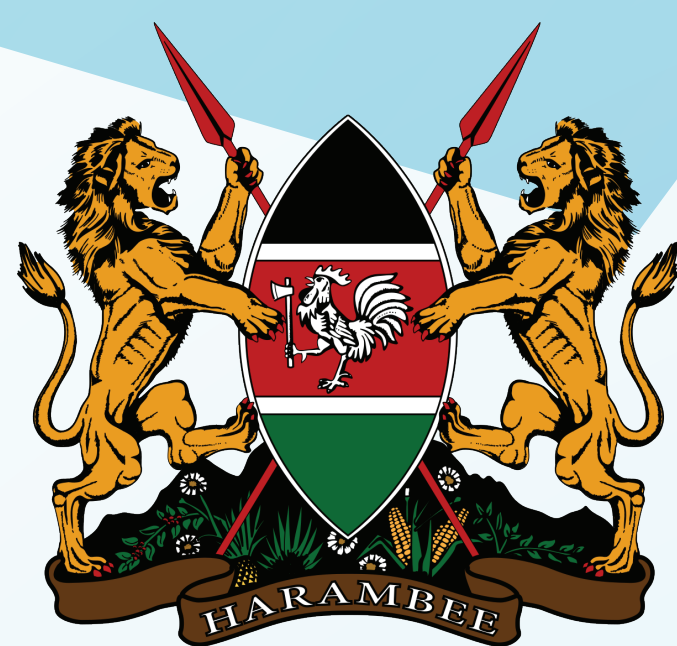




# CITIZEN SERVICE DELIVERY CHARTER

## VISION

Transforming lives through publishing and printing solutions.

## MISSION

To provide high-quality, creative and impactful publishing and printing solutions.

## CORE VALUES

- Quality
- Professionalism
- Integrity
- Customer Focus
- Creativity and Innovation

| 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.<br>(ii) Assess the manuscript and send a report to the author within six (6) months.<br>(iii) Process the manuscript within twelve (12) months depending on the complexity.<br>(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"><li>• Print order</li><li>• Signed work order</li></ul> | Nil                                       | (i) Give a quotation within forty eight (48) hours of the receipt of the printing order.<br>(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"><li>• Call in customers' orders – within one (1) hour.</li><li>• Nairobi customer orders – within twelve (12) hours.</li><li>• Upcountry orders – within twenty-four (24) hours</li></ul> (ii) Send statements at the end of every month.<br>(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](mailto:info@klb.co.ke)  
Website: [www.klb.co.ke](http://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](mailto: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](mailto:complain@ombudsman.go.ke)