



CITIZEN SERVICE DELIVERY CHARTER

COMMON SERVICES/FRONT OFFICE SERVICES



VISION

A leading organization in the advancement of peace, sustainable development, and intellectual collaboration in the UNESCO areas of competence

MISSION

To promote peace building, sustainable development, and intellectual collaboration through UNESCO areas of education, the sciences, culture and communication and information

CORE VALUES

Integrity | Professionalism | Team-work | Excellence in service delivery | Courtesy | Fidelity to the law

WHO WE ARE

The Kenya National Commission for UNESCO is a state corporation established by an Act of Parliament (KNATCOM Act, 2013) to foster liaison between UNESCO and Kenya and implement programmes in UNESCO's areas of competence.

S/NO	SERVICE	REQUIREMENT(S) TO OBTAIN SERVICE/GOOD	COST OF SERVICE/GOOD	TIMELINES
1.	Response to phone calls (Landline or any other official line)	Phone call	Nil	15 sec
2.	Response to enquiry by Walk-in clients	Walk-in and make the enquiry	Nil	1 minute
3.	Response to correspondence	Written correspondence (letters)	Nil	Within two (2) working days
		Email and social media (X, Facebook & YouTube)	Nil	Within two (2) working days
4.	Response to public complaints and grievances	Make a complaint	Nil	Acknowledge within (1) working days
5.	Resolution of complaints	Make a verbal or written complaint	Nil	Resolve within fourteen (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/Registry.	Nil	Continuous process
7.	Processing of tenders	Submit bids for good and services	Nil	Within (30) days
9.	Notification of successful and unsuccessful bidders	letter Writing, email or physical dispatch	Nil	Within (14) working days
10.	Payment for goods and services received	LPO/ Invoice Certificate of Completion of Goods or Services Received	Nil	Payment within 30 days of receipt of all accountable documents
11.	Disposal of obsolete stores	Submission of bids	Nil	As per the approved annual disposal plan
12.	Public participation in policy-making process	Familiarization with issues and active participation	Nil	(1) day
13.	Recruitment of staff	Make formal application based on the advert	Nil	Within (90) days
14.	Processing of request for information	Make a request for information	Nil	Within (21) working 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:

The Secretary General/Chief Executive Officer,
Kenya National Commission for UNESCO
16th Floor, National Bank Building, Harambee Avenue, Nairobi
P.O. Box 72107 - 00200 Nairobi
Tel +254 (0) 20 2229053
website: www.unesco.go.ke
Email: sg@unesco.go.ke
Facebook: NatcomUnescoke | X: NatcomUnescoKe

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 : feedback@ombudsman.go.ke



“Service to Kenyans and UNESCO”

HUDUMA BORA NI HAKI YAKO

ISO 9001-2015 Certified